Communities and Economy
Performance Report Quarter Two 2018/19

Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service is to support, protect and develop the communities in Midlothian through demonstrable improvements in their economic, physical and social environments. We will achieve this by:

- 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.
- Maintaining overall environmental quality, meeting housing need, and promoting Midlothian as open for business through a pro-active and responsive planning service.

Progress in Q2 can be summarised under the following four headings:

Overall Strategy
Edinburgh and South East Scotland City Deal formally signed by UK and Scottish Governments together with the other City Deal partners on 07/08/18; confirming major investment to provide for accelerated inclusive economic growth across the region, including specifically in Midlothian.

Report of the Scottish Government Reporter submitted to Scottish Ministers in respectof the Edinburgh and South East Scotland Strategic Development Plan No 2; with recommendations on specific targets for the provision of affordable housing, as well as housing targets at a level which requires no new further allocations in Midlothian in the short and medium terms.

Serving Communities
Further sector leading work, recognised by Scottish Government, in participatory budgeting , including on reducing the cost of the school day.

Securing £270,000 through joint application/presentation by Midlothian Council, of external funding to support families living in poverty into sustainable employment.

Trading Standards officers, working with the Police mounted an operation which resulted in the effective closure of an unlicensed second-hand car dealer; including the seizure of counterfeit goods.

Securing £40,000 from the Borders Rail Blueprint Fund towards masterplanning work to regenerate Mayfield Town Centre.

Hosting by Environmental Health of an event for the Drinking Water Regulator for Scotland and other UK Regulators to assist in the Private Water Supply Risk Assessment Model, with very positive feedback from Scottish Government.

Investigation and satisfactory conclusion of an incident of ill health affecting around 30% of guests at a wedding party.

Intervention via a local branch of a global fast food company resulting in an improvement at UK level in the health and safety operations of the company.

Continued intensive activity by the Welfare Rights Team, particularly in assisting individual claimants of Universal Credit; also working closely in partnership with Midlothian Financial Inclusion Network including building the capacity of community based groups to assist them in providing accurate access to advice services in Midlothian.

Economic Development
Penicuik Heritage Project commenced in August 2018 comprising a programme of building and public realm improvements, skills training and extensive community engagement, with a fund of £3.23m, of which £2.67m is external funding secured in a tough competitive environment.

Tyne Esk Leader programme is due to have allocated all of its funding to rural development projects by Mid-2019, in accordance with Scottish Government deadlines.
In September 2018 the Borders Rail Blueprint Leaders Group of key agencies approved funding for projects to examine the potential of Vogrie Country Park, for strategic planning at the National Mining Museum, and work at Mayfield Town Centre.

Service Development and Improvement
Continued good performance in the assessment and processing of planning applications and building warrants; with higher than predicted levels of application activity.

Joint self-evaluation work across Midlothian and East Lothian Councils Trading Standards services towards confirmation of partnership working.

Building Standards service retained its Customer Service Excellence accreditation for a further year, and with an increased number of credits.

Challenges and Risks

- Implementation of the Council's agenda for 'Delivering Excellence' and the approved financial strategy across all functions of Communities and Economy.
- Complete a service review of the Economic Development Section.
- Further establish the Trading Standards Partnership with East Lothian Council.
- Action to implement the provisions of the Community Empowerment Act 2015.
- Preparation of a corporate Climate Change Action Plan.
- Complete business cases to enable implementation of projects under the City Deal for the Edinburgh and South East Scotland City Region.
- Action on the master planning and related work towards redevelopment of Mayfield Town Centre.
- Measures to address the impact of the scale and speed of new housing development on infrastructure, most notably roads, public transport, schools/education, health services, and community facilities.
- Retain a focus on town centres, to commence the TH and CARS scheme at Penicuik, implement the provisions of the master plan at Newtongrange, and BiD development at Dalkeith.
- Complete the review of the Midlothian Biodiversity Action Plan.
- Continue to work with partners to tackle the strategic local transport issues at Easter Bush to enable further unconstrained planned development.
- Managing the consequences of changes in the benefits system through Welfare Reform.
- Finalise and implement the terms and operation of a scheme of effective participatory budgeting.
- Service review of the Environmental Health service to implement the Council's Financial Strategy.
- Service review of the Planning service to implement the Council's Financial Strategy.
- Completion of a new Midlothian Economic Development Strategy.
- Promote and secure the provision of small business units.
- Maintain performance levels in Business Gateway.
- Complete allocation of LEADER funding to eligible projects.
- Maintain performance levels in Building Standards.
- Improve performance in the handling of major planning applications.
- Maintain progress in the programme of preparation of supplementary guidance and planning guidance.
- Action to implement the changes consequent on the review of food safety regulation in Scotland.
- Accessing and advising on gas ingress matters at two locations in Gorebridge.
- Establishing a corporate culture position on community asset transfer.

Communities and Economy Complaints Indicator Summary

Provide an efficient complaints service							

Indicator	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19			Annual Target 2018/19
	Value	Value	Value	Value	Status	Note	
Number of complaints received (cumulative)	23	13	9	20	📈	**Q2 18/19**: Data Only	
Number of complaints closed in the year	N/A	N/A	7	18	📈	**Q2 18/19**: Data Only	
Number of complaints upheld (cumulative)	N/A	N/A	3	5	📈	**Q2 18/19**: Data Only	
Number of complaints partially upheld (cumulative)	N/A	N/A	0	1	📈	**Q2 18/19**: Data Only	
Number of complaints not upheld (cumulative)	N/A	N/A	3	10	📈	**Q2 18/19**: Data Only	
Average time in working days to respond to complaints at stage 1	6.2	2	4.71	8.06	🛑	**Q2 18/19**: Off Target Work is ongoing within the service to bring complaints in line with targets by Q4.	5
Average time in working days to respond to complaints at stage 2	9.33	6	0	0	✅	**Q2 18/19**: On Target	20
Average time in working days for a full response for escalated complaints	N/A	N/A	0	29.5	🛑	**Q2 18/19**: Off Target Work is ongoing within the service to bring complaints in line with targets by Q4.	20
Percentage of complaints at stage 1 complete within 5 working days	55%	66.67%	57.14%	56.25%	🛑	**Q2 18/19**: Off Target Work is ongoing within the service to bring complaints in line with targets by Q4.	95%
Percentage of complaints at stage 2 complete within 20 working days	100%	100%	100%	100%	✅	**Q2 18/19**: On Target	95%
Percentage of complaints escalated and complete within 20 working days	N/A	N/A	0%	0%	🛑	**Q2 18/19**: Off Target Work is ongoing within the service to bring complaints in line with targets by Q4.	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (cumulative)	N/A	N/A	0	0	📈	**Q2 18/19**: Data Only	

Communities and Economy PI summary 2018/19

Making the Best Use of our Resources

Priority	Indicator	2017/18 Value	Q2 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q2 2018/19 Status	Q2 2018/19 Note	Short Trend	Annual Target 2018/19	Feeder Data	Value
02. Manage budget effectively	Performance against revenue budget	£3.515m	£4.157m	£3.464m	£2.967m	✅	**Q2 18/19**: On Target The projected budget performance will be reported to the Council on 13th November 2018 and will show an underspend of £567,000.	⬆	£3.534m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.98	3.63	1.97	2.73	🛑	**Q2 18/19**: Off Target Long and mid term absence under review.	⬇	4.50	Number of days lost (cumulative)	218.59
										Average number of FTE in service (year to date)	79.93

Corporate Health

Priority	Indicator	2017/18 Value	Q2 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q2 2018/19 Status	Q2 2018/19 Note	Short Trend	Annual Target 2018/19	Feeder Data	Value
04. Complete all service priorities	% of service priorities on target / completed, of the total number	75.75%	85.71%	91.67%	91.84%	✅	**Q2 18/19**: On Target 45 of 49 actions on target.	⬆		Number of service & corporate priority actions	49
										Number of service & corporate priority actions on tgt/completed	45
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	96%	95%	95%	✅	**Q2 18/19**: On Target	⬇	95%	Number received (cumulative)	213
										Number paid within 30 days (cumulative)	203
06. Improve PI performance	% of PIs that are on target/ have reached their target.	52.17%	83.33%	79.55%	79.49%	🛑	**Q2 18/19**: Off Target 31 of 39 indicators on target, plans in place to meet targets Q3-4 18/19.	⬇		Number on tgt/complete	31
										Total number of PI's	39
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	✅	**Q2 18/19**: No high risks	▬		Number of high risks reviewed in the last quarter	0
										Number of high risks	0

Improving for the Future

Priority	Indicator	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target	100%	0%	0%	0%	🛑	**Q2 18/19**: Off Target Climate change reporting targets due in Q3.	▬	90%	Number of internal/external audit actions on target or complete	0
										Number of internal/external audit actions in progress	9

Communities and Economy Action report 2018/19

Midlothian

Delivering Excellence - Economic					

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.1.1	Implement Delivering Excellence across the service	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Service reviews are in progress, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.
CE.P.1.2	Complete a service review of Economic Development	31-Mar-2019	▶	75%	**Q2 18/19**: On Target Draft review agreed by CMT in August 18 for consultation:review to complete in Q3.
CE.P.1.3	Complete a review of the Environmental Health Service	31-Mar-2019	✖	30%	**Q2 18/19**: Off Target 2018/19 Savings almost met through VSER and staff departures. Review at self-evaluation stage.
CE.P.1.4	Complete a review of the Planning Service	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Self-evaluation / initial consultations completed and structure options prepared. Majority of savings for 2018/19 already achieved through VSER and staff departures,
CE.P.1.5	Work with partner authorities to implement a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2019	▶	50%	**Q2 18/19**: On Target City Deal signed by all parties on 07/07/2018. Governance arrangements now being established including joint committee and advisory boards.

Maximise economic development and business investment from the opening of the Borders Rail Line					

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.2.1	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-2019	▶	50%	**Q2 18/19**: 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. Additional funding from Blueprint Leaders' Group awarded in Sept 18 to projects at Vogrie, National Mining Museum and Mayfield Centre.

Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.3.1	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2019	▶	50%	**Q2 18/19**: On Target All allocated funding due to be committed in accordance with Scottish Government deadlines. Successful National event hosted by Tyne Esk Leader.

New jobs and businesses are located in Midlothian

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.4.1	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Implementation continuing including through Business Gateway, Supplier Development Programme, Regional Selective Assistance, BIDS and tourism initiatives. Ambitious Midlothian due for review in Q4.
CE.P.4.2	Prepare and publish full review of Midlothian Economic Development Strategy	31-Mar-2019	▶	50%	**Q2 18/19**: On Target This will be a product of the ongoing review of the Economic Development Service, expected in Q4.

Maintain progress on the implementation of the Easter Bush Master Plan

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.5.1	Continue to liaise with the Scottish Government on transport infrastructure solutions 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-2019	▶	50%	**Q2 18/19**: On Target Easter Bush Development Board provided with update on 24/09/18. A701/A702 road scheme ground conditions survey reported in August 2018. Further discussion planned with Transport Scotland and University of Edinburgh. City deal programme projects completion of scheme in 2022. Funding package comprises City Deal, Council funding and developer contributions.

Fewer people are victims of crime, abuse or harm

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.6.1	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2019	❌	30%	**Q2 18/19**: Off Target 100% of workplace incidents (requiring intervention) and service requests were attended to within time. Discretionary and Planned campaign inspection work has not been carried out in Q2, current priorities mean it's unlikely this will be recovered in 18/19.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.6.2	Deliver the Council's regulatory functions with respect to food hygiene and standards regulations	31-Mar-2019	❌	42%	**Q2 18/19**: Off Target Some inspections cannot be reported yet but are within the allowed 28 day window. At time of reporting high risk food hygiene inspections are 13.6% off target with medium and Low risk 34% off target. Backlog High risk food inspections will be conducted early in Q3. Medium risk food standards are 50% off target (4/8 inspections). 93.7% service requests attended to within time. Food sampling work up to date. In overall terms, 34.8% of the planned work achieved within time parameters.
CE.P.6.3	Implement the new Residential Caravan Site Licensing Regime	31-Mar-2019	▶	50%	**Q2 18/19**: On Target All caravan sites are currently licensed. Work is ongoing to bring all 4 sites into line with the requirements of the new licensing regime which comes into force in May 2019. All sites have been engaged with and inspections carried out. Work is now progressing on establishing procedureal framework
CE.P.6.4	Identify mechanisms to further promote good dog control. Seek to introduce a Commercial Dog Walkers Registration Scheme	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Liaison with Police Scotland continues to ensure that all cases reported regards dog behaviour are investigated by the correct agency. A report proposing the introduction of a registration scheme for professional dog walkers is to be brought before Cabinet in Q4.

There is a reduction in inequality in health outcomes

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.1	Protect public health through the development of a mechanism to assist private sector owners to progress common repairs	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The review of the Midlothian Council Statement of Assistance is continuing. The 'missing share' procedural element has been developed. The process will provide a mechanism for repayment through a charging order being applied to the title deeds of any defaulting owner. The Missing Share procedure has been completed and will be submitted to Committee for approval as part of the Council's Statement of Assistance. Limited progress has been made on wider Statement of Assistance in Q2 due to other higher priority work.
CE.P.7.2	Ensure the Council works towards meeting the Clean Air for Scotland (CAFS) objectives	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Midlothian Council's Annual Progress report for 2017 has been scrutinised by Scottish Government and SEPA and accepted. A joint working group with relevant local authority services including Planning, Transportation, and Environmental Health is being convened and the first meeting date has been set.
CE.P.7.3	Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The Scotland Excel Framework continues to be used for securing contaminated land consultancy services and reactive work has continued. The peer review process for remediation in terms of development requires to be finalised.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.5	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-2019	▶	50%	**Q2 18/19**: On Target Building Standards continue to meet the challenge of providing a fast track building warrant application service for those application which are seen to provide economic benefit to the Midlothian area. Building Standards continue to engage through 'one to one' meetings with relevant housing developers and agents to understand the needs and challenges and assist where ever possible to make the building warrant process efficient and consistent.
CE.P.7.6	Continue to deliver a high quality customer focused Building Standards service.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Midlothian Building Standards continues to provide a high quality standard of service to its customers, underpinned by clear and transparent communications. The service also understands its customer and stakeholder types and their differing needs. These insights and actions are taken and utilised to bring about a continuous improvement to the customer experience, which is regularly measured and assessed in the form of Customer Service Excellence audit. The service also has in place a continuous improvement plan, which form part of the nationally adopted Performance Framework which is updated quarterly and submitted to the Scottish Government on an annual basis.

Trading Standards

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.01	Further establish the Trading Standards Partnership with East Lothian.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The TS Partnership has undergone an evaluation process over Summer 2018. During the early part of Q3 a decision will be taken on its future. A decision has now been made to recruit to the vacant Principal TSO post by East Lothian Council.
CE.P.8.02	Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The APSE benchmarking figures for 17/18 will be produced for both authorities, however each authority's PIs remain out of kilter with each other. It is expected that the evaluation of the Partnership will address this issue.
CE.P.8.03	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-2019	▶	50%	**Q2 18/19**: On Target Officers initiate their own occasional 'patrols' around areas prone to rogue trading. In assisting our East Lothian colleagues, press releases were prepared and put out in conjunction with police colleagues regarding instances of rogue/bogus trading in Dunbar and Musselburgh.
CE.P.8.04	Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The number of logs are lower than for the same quarter last year, Intelligence logging remains good and one of the highest in Scotland, but figures are dependent on justifiable intelligence.
CE.P.8.05	Routine risk assessed primary inspections to traders.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.06	Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Car dealers claiming to be selling privately were actually trading. Inspections in conjunction with Police Licensing.
CE.P.8.07	Resolution of consumer complaints.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The completion rate continues to be maintained.
CE.P.8.08	Enhanced tobacco enforcement.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The figure for Q1 was actually incorrect. The Scottish Government's Tobacco Register of tobacco and nicotine vapour products' retailers, holds the annual figures for registered premises. The total premises registered for Midlothian for 2018/19 are higher than 17/18 by a considerable margin (163 v.127 for last year) and officers are wary of this figure. By Q4 it is hoped officers will have been able to fully check the official database to confirm the actual total by removing any duplicates or premises not actually located in Midlothian, something the Govt. team do not appear to be able to do accurately. That said the current total of visits to retailers is already meeting the target.
CE.P.8.09	Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Officers continue to consider installation of call blockers to those residents who TS become aware of.
CE.P.8.10	Develop the pest control service by expansion to non-residential property	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Ongoing discussions with Property and Facilities Management to bring service to school catering premises in-house.

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<tr><td colspan="6" align="center">Midlothian is an attractive place to live, work and invest in</td></tr>
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Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.9.1	To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2019	▶	50%	**Q2 18/19**: On Target 83% of planning applications have been determined within target.
CE.P.9.2	Complete adoption of Local Biodiversity action plan (LBAP) which through its implementation seeks to raise the profile of biodiversity issues in Midlothian	31-Mar-2019	▶	50%	**Q2 18/19**: On Target The Local Biodiversity Action Plan (LBAP) has been drafted in consultation with our biodiversity partners and is subject to wider consultation with community and interested parties/groups.
CE.P.9.3	Draft a corporate climate change action plan.	31-Mar-2019	✖	0%	**Q2 18/19**:Off Target The Climate Change Plan has not been drafted because of other work priorities. However, the statutory reporting requirement to Scottish Government by the end of November 18 will be achieved.
CE.P.9.4	Investment and actions in town centre	31-Mar-2019	▶	50%	**Q2 18/19**: On Target £3.23m has been secured towards the Penicuik Heritage Project. This comprises an award of £1.69m from the Heritage Lottery Fund, £0.98m from Historic Environment Scotland and a contribution from the Council of £0.56m. Environmental improvements and 5 high priority buildings, 14 medium priority

| Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					buildings and 20 reserve buildings have been identified for improvement. The 5 year project has commenced with £0.4m being spent on public realm improvements. The adoption of the MLDP 2017 advances planning policies to protect and enhance Midlothian's town centres.
CE.P.9.5	Manage the CO2 gas ingress to properties in Gorebridge	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.

Poverty levels in Midlothian overall are below the Scottish average

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.10.2	Welfare Rights Team will train advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Some staff development has been undertaken, and advice is being offered to third sector partners by phone. However priority has been given to bringing in ESF(European Social Fund) arrangements and delivery of UC/PIP(Universal Credit/Personal Independence Payment) services to the public which has reduced the level of training being delivered.
CE.P.10.3	Welfare Rights Team will meet targets for ESF funded activities	31-Mar-2019	▶	50%	**Q2 18/19**: On Target ESF project went live on 1/4/18 and in first half of 18/19 57 caselink clients have been registered and receiving support.

Delivering Excellence - IOM

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.11	Deliver a Community Action Plan in each of the priority areas in partnership with the community planning partners	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Work has begun to update the plans for the 3 priority areas, due to be completed in Q3.
CE.P.11.12	Provide bespoke and online training via a new Learn Pro Module on the Community Empowerment Act	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Training offered to 3500 staff via bulletin but uptake has been slow with only 38 completing the course to date. Will continue to promote to increase uptake.
CE.P.11.13	Work with Mayfield In It Together group to undertake assessment of options for redevelopment of Mayfield Town Centre	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Preparatory work has started. Borders Rail blueprint and Council funding agreed.
CE.P.11.2	Research in-school child poverty measures and interventions	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Two research post-graduates have been recruited from Edinburgh University via NUS Dissertations for Good. The research will be to identify ways of increasing uptake of free school meals and maximising Pupil Equity Funding.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.3	Deliver the actions in the child poverty plan, and prepare new plan to meet the requirements of the Child Poverty Act	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Work has begun with Glasgow Caledonian University to ensure plans are in line with guidance.
CE.P.11.5	Provide support to the third sector and community groups to increase their capacity	31-Mar-2019	▶	50%	**Q2 18/19**: On Target 81 support interventions completed in first half of 18/19. Community Support Agreements have been developed for groups that require extensive support.
CE.P.11.6	Test new approaches to funding that enable more community involvement in budgeting decisions	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Work is ongoing with Primary Schools to develop new models.
CE.P.11.8	Manage a clear process for community asset transfers	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Asset Transfer Framework and changes to standing orders approved by Council. Community Management Assessment Group established. 15 Expressions of interest and two formal/completed requests pending a decision by council.
CE.P.11.9	Manage at least three capital programmes	31-Mar-2019	▶	50%	**Q2 18/19**: On Target Funding secured for two capital projects through the Scottish Governments Capital Regeneration Fund. Newtongrange "Track to Train" project underway, Rosewell community hub project delayed due to an unsuccessful lottery application.
P.IOM.CE.1.2	Reduce barriers to learning by poverty proofing the school day with the Child Poverty Action Group in 11 primary schools in the priority areas. Extend this offer to all primary schools.	31-Mar-2019	▶	82%	**H1 18/19**: On Target Programme of work going well. 9 of the 11 schools have completed the Participatory Budgeting programme, the remaining 2 schools are ongoing. Work receiving very positive feedback from the Scottish Government, Education Scotland and COSLA. Briefing scheduled with Deputy Headteachers to spread learning.
P.IOM.CE.1.3	Research in-school child poverty measures and interventions.	31-Mar-2019	▶	50%	**H1 18/19**: On Target Research completed on update of free school meals at St David's Primary School and included in poverty plan. Other research placement on going about Care Experienced young people.
P.IOM.CE.4.1	Complete Neighbourhood Plans in all of the 16 Community Council areas. Agree a schedule of Neighbourhood Plan reviews	31-Mar-2019	✅	100%	**H1 18/19**: Complete 15 Neighbourhood Plans Completed covering all 16 Community Council areas. Reviews ongoing, there is challenge to ensure the plans meet the requirements of Locality Planning in the priority communities. There is also a need to continually improve the process and move beyond meetings. Communities' team have a role to coordinate local activity.
P.IOM.CE.4.5	Manage clear processes for community groups to improve access to the Community Planning Partnership decision making as part of the Community Empowerment Act, including Participation Requests	31-Mar-2019	✅	100%	**H1 18/19**: Complete Exceeding target for Participation More work needed to ensure community groups can directly inform CPP decision making.

Communities and Economy PI Report 2018/19

Midlothian

		Delivering Excellence - Economic								

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.1.3a	Completion of review of Environmental Health Service	N/A	N/A	25%	30%	🛑	⬆	**Q2 18/19**: Off Target Although savings already substantially made.	100%	
CE.P.1.4a	Processing of building warrant applications handled electronically at all stages	N/A	N/A	68.3%	70%	✅	⬆	**Q2 18/19**: On Target The new application process rolled out across Scotland by Scottish Government is needing "bed in" at Council level.	70%	
CE.P.1.1a	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	2	1	0	3	✅	⬆	**Q2 18/19**: On Target Service reviews for Economic Development and Planning on target, Review of Environmental Health currently off target.	3	
CE.P.1.1b	Extent of savings achieved	£270,000.00	£270,000.00	£133,000.00	£272,000.00	📊	⬆	**Q2 18/19**: Data Only Figure represents full year savings projection.		
CE.P.1.2a	Completion of review of Economic Development Service	85%	50%	50%	75%	✅	⬆	**Q2 18/19**: On Target Draft review agreed by CMT in August 18 for consultation:review to complete in Q3.	100%	

Maximise economic development and business investment from the opening of the Borders Rail Line

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.2.1a	Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor	202	63	25	54	📊	⬆	**Q2 18/19**: Data Only		
CE.P.2.1b	Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor (cumulative)	9	6	14	25	📊	⬆	**Q2 18/19**: Data Only In Q2 8 businesses have received 1:1 support. 3 businesses participated in travel trade development programme.		
CE.P.2.1d	Number of inward investment / indigenous investment enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)	34	25	57	118	📊	⬆	**Q2 18/19**: Data Only		
CE.P.2.1c	Number of new businesses locating in Borders Rail Corridor (cumulative)	80	45	22	31	📊	⬆	**Q2 18/19**: Data Only		

Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.3.1a	Number of LEADER projects funded (cumulative)	16	7	6	9	📊	⬆	**Q2 18/19**: Data Only		
CE.P.3.1b	Number of businesses participating in LEADER application process by submitting an Expression of Interest (cumulative)	20	10	4	7	✅	⬆	**Q2 18/19**: On Target Programme is now entering later stages of monitoring and managing agreed projects.	10	

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PI Code	PI	2017/18 Value	Q2 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Status	Short Trend	Note	Annual Target 2018/19	Benchmark
CE.P.3.1c	Number of new jobs created through LEADER (cumulative)	3	2	0	1	✅	⬆	**Q2 18/19**: On Target	3	
CE.P.3.1d	Number of training opportunities created through LEADER (cumulative)	0	0	0	0	📈	▬	**Q2 18/19**: Data Only		
CE.P.3.1e	Amount of leader funding allocated	£1,330,339	£1,227,309	£399,431	N/A		▬	**Q2 18/19**: N/A Information not available in Q2.		Total LEADER programme is c. £3.4m over period 2015-2020

	New jobs and businesses are located in Midlothian									

PI Code	PI	2017/18 Value	Q2 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Status	Short Trend	Note	Annual Target 2018/19	Benchmark
CE.P.4.1a	Number of new Business Start Ups assisted (cumulative)	158	63	25	51	📈	⬆	**Q2 18/19**: Data only		
CE.P.4.1b	Number of account managed businesses accepted by Scottish Enterprise (cumulative)	2	1	0	1	✅	⬆	**Q2 18/19**: On Target	2	
CE.P.4.1c	Number of business related training workshops held	N/A	N/A	13	17	✅	⬆	**Q2 18/19**: On Target	30	

	Maintain progress on the implementation of the Easter Bush Master Plan									

PI Code	PI	2017/18 Value	Q2 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Status	Short Trend	Note	Annual Target 2018/19	Benchmark
CE.P.5.1a	Number of Easter Bush Development Board meetings held per annum	2	1	0	1	✅	⬆	**Q2 18/19**: On Target Most recent meeting of EBDB held on 24/09/18. Regular meetings held with MSZ (sub group of EBDB).	2	

Fewer people are victims of crime, abuse or harm

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.6.1a	Carry out Health and Safety intervention campaigns within the year in accordance with the latest HSE guidance on local priorities; likely to be continuation of the control of risk around warehouses, and in the beauty industry	3	1	0	1	🛑	⬆	**Q2 18/19**: Off Target No Planned campaign inspection work has been carried out in Q1 – unlikely this will be recovered in full in 18/19 given other priority work.	3	
CE.P.6.2a	% of food businesses deemed 'broadly compliant' with the food hygiene legislation	81%	81.2%	82%	82.3%	🛑	⬆	**Q2 18/19**: Off Target Broad compliance = 82.3% This is significant step towards reaching the challenging set target.	84%	
CE.P.6.4a	Dog owners observed during dog fouling patrols as picking up dog waste	0%	0%	99%	99%	📈	▬	**Q2 18/19**: Data Only		
CE.P.6.3a	% of residential caravan sites licensed	100%	100%	100%	100%	✅	▬	**Q2 18/19**: On Target Preparations ongoing for the new licensing regime.	100%	

There is a reduction in inequality in health outcomes

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.7.3a	Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports – particular emphasis on quality and reporting times	N/A	N/A	50%	50%	✅	▬	**Q2 18/19**: On Target The Scotland Excel Framework continues to be used for securing contaminated land consultancy services and reactive work has continued. The peer review process for remediation in terms of development requires to be finalised.	100%	

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.7.5a	Local target for building warrant assessment at 15 days rather than nationally adopted target of 20 days (Average time below 10 days)	100%	88%	100%	66%	🛑	⬇	**Q2 18/19**: Off Target Increase in electronic applications coupled with the "bedding in" of the now mandatory building standards systems have impacted on performance levels	80%	
CE.P.7.5c	Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	50%	25%	50%	✅	⬆	**Q2 18/19**: On Target	100%	
CE.P.7.6a	Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	92.5	93.8	95.6	93.3	✅	⬇	**Q2 18/19**: On Target	90	
CE.P.7.1a	Investigate a scheme to secure common repairs on private sector or mixed tenure residential property and make it available to private sector owners	66%	50%	90%	90%	✅	▬	**Q2 18/19**: On Target The missing share procedure is complete. This will be incorporated in to the Councils Statement of Assistance which is being reviewed and updated.	100%	
CE.P.7.2a	Convene a joint working group with relevant Council services including Development Management, Building Standards, Transportation, Environmental Health with a view to maintaining air quality thereby protecting human health	66%	50%	25%	50%	✅	⬆	**Q2 18/19**: On Target Preparatory work for the operation of this group has taken place. The first meeting of this group has been arranged.	100%	

Trading Standards

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.8.02a	The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators	75%	50%	25%	50%	✓	⬆	**Q2 18/19**: On Target Dependent on the future of the TS Partnership.	100%	
CE.P.8.03a	Number of active interventions.	140	77	29	58	✓	⬆	**Q2 18/19**: On Target Numbers have been consistent throughout the year.	115	
CE.P.8.04a	Number of logs made	365	184	73	132	⬢	⬆	**Q2 18/19**: Off Target Fewer logs have been made because Trading Standards have assessed that there has been less information or fewer complaints as requiring to be logged as intelligence.	360	
CE.P.8.05a	Number of primary inspections conducted.	153	56	46	69	✓	⬆	**Q2 18/19**: On Target	125	
CE.P.8.06a	Number of criminal investigations instigated.	16	11	6	8	✓	⬆	**Q2 18/19**: On Target	16	
CE.P.8.07a	Percentage of consumer complaints completed within 14 days.	88%	86.7%	88.7%	98%	✓	⬆	**Q2 18/19**: On Target	85%	
CE.P.8.08a	Percentage of tobacco retailers visited annually.	19.7%	7.9%	14%	6%	⬢	⬇	**Q2 18/19**: Off Target Plan in place to bring up to target by year end.	20%	
CE.P.8.09a	Participation in safety initiatives	4	2	0	0	⬢	▬	**Q2 18/19**: Off Target Due to other priorities.	6	

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.9.2a	Adoption of the LBAP	N/A	N/A	25%	50%	✅	⬆	**Q2 18/19**: 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 has resulted in a delay in reporting the LBAP to elected members.	100%	
CE.P.9.4c	Draft Supplementary and Planning Guidance as required by the Midlothian Local Development Plan.	N/A	N/A	25%	50%	✅	⬆	**Q2 18/19**: On Target i) Green Networks SG adopted; ii) Special Landscape Areas SG referred to Scottish Ministers; iii) Food and drink and other non-retail uses in the town centre subject to consultation; iv) Resource Extraction subject to consultation; v) Housing Development in the Countryside and Green Belt subject to consultation.	100%	
CE.P.9.1a	The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	86%	91%	74%	83%	✅	⬆	**Q2 18/19**: On Target	80%	78% of planning applications were determined within target in 2015/16.
CE.P.9.3a	Adoption of the Climate Change plan	75%	50%	20%	20%	🛑	▬	**Q2 18/19**: Off Target Due to other work priorities the Climate Change Plan has not yet been drafted.	100%	
CE.P.9.4b	Implementation of the 5 year Penicuik Heritage Project following the submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland	100%	50%	25%	50%	✅	⬇	**Q2 18/19**: On Target Project funding determined a start on 01/08/2018.	100%	

PI Code	PI	2017/18 Value	Q2 2017/18 Value	Q1 2018/19 Value	Q2 2018/19				Annual Target 2018/19	Benchmark
					Value	Status	Short Trend	Note		
	(HES) funding bid in March 2018.									
CE.P.9.5a	Full attention at all times to monitoring of gas levels, with any necessary action being taken timeously	Yes	Yes	Yes	Yes	✅	▬	**Q2 18/19**: On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.	Yes	

Poverty levels in Midlothian overall are below the Scottish average										

PI Code	PI	2017/18 Value	Q2 2017/18 Value	Q1 2018/19 Value	Q2 2018/19				Annual Target 2018/19	Benchmark
					Value	Status	Short Trend	Note		
CE.P.10.1a	Implement the actions in the review	85%	50%	25%	50%	✅	⬇	**Q2 18/19**: On Target The internal and external review of Advice Services is complete and approved at Council in May 2018. Work is underway to implement the internal one stop shop arrangements with partners from across council directorates. ESF funding has reduced council costs for 1 year.	100%	
CE.P.10.2a	Number of staff participating in staff development linked to provisions of the Welfare Reform Act.	N/A	N/A	25%	50%	✅	⬆	**Q2 18/19**: On Target Some staff development has been undertaken advice is being offered to third sector partners by phone. However priority has been given to bringing in ESF arrangements and delivery of UC/ PIP services to the public which has reduced the level of training being delivered.	100%	

PI Code	PI	2017/18	Q2 2017/18	Q1 2018/19	Q2 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.11.10a	Have a simplified, transparent grants programme that supports the outcomes in the Single Midlothian Plan	N/A	N/A	25%	50%	✅	⬆	**Q2 18/19**: On Target A revised grants programme has been developed. An engagement and communication programme has been completed and informed the content of the recommendations.	100%	
CE.P.11.11a	Robust plans that comply with the Locality Outcome Improvement statutory guidance	N/A	N/A	3	3	✅	▬	**Q2 18/19**: On Target These plans are targetted at Midlothian's three priority communities to tackle areas of higher deprivation.	3	
CE.P.11.5a	Provide bespoke 1-1 support to community and voluntary groups on funding, capital projects, governance, income generation, influencing and organisational development	N/A	N/A	81	81	✅	▬	**Q2 18/19**: On Target 81 support interventions completed in first half of 18/19. Community Support Agreements have been developed for groups that require extensive support.	80	
CE.P.11.8a	15 organisations are supported through an expressions of interest and all organisations that apply for a formal transfer are responded to within the statutory timescales. An Asset Transfer Framework is approved by Council	N/A	N/A	15	15	✅	▬	**Q2 18/19**: On Target Asset Transfer Framework and changes to standing orders approved by Council. Community Management Assessment Group established. 15 Expressions of interest and two formal/completed requests pending a decision by council.	15	
CE.P.11.9a	Additional funding secured, capital projects delivered	N/A	N/A	2	2	✅	▬	**Q2 18/19**: On Target Funding secured for two capital projects through the Scottish Governments Capital Regeneration Fund. Newtongrange "Track to Train" project underway, Rosewell community hub project delayed due to an unsuccessful lottery application.	3	

Published Local Government Benchmarking Framework - Communities and Economy

Midlothian

Economic Development and Planning

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	External Comparison
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)	New for 2012/13		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 23 (Third Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 19 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)	New for 2012/13		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).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	New for 2013/14			23.14	22.73	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 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	External Comparison
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	New for 2012/13		£4,273.50	£4,368.36	£8,189.31	£6,362.28	£5,642.70	16/17 Rank 16 (Second 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)	New for 2012/13		£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).