

## Progress in delivery of strategic outcomes

The vision for Property and Facilities Management this year continues to be one of the delivery of major projects, transforming service delivery and exploring alternative delivery models.

The key programmes which have supported this vision are:

- Delivering Excellence
- The Council's Financial Strategy
- The Council's Capital Plan Strategy (Including Housing Revenue account)

These are supported by individual visions, with an emphasis on entrepreneurial income generating projects and community involvement, which include:

- Sport and Leisure (including Destination Hillend) and Active Lives (integrated NHS supported programmes)
- Optimising the use of Property Assets including industrial estates and energy supply options
- Building and Facility Management Services including the development of Integrated Facilities
- Facilities Management services covering a range of functions including external contracts with third parties
- Delivering and Promoting healthy nutrition and the expansion of non-core catering services
- Implementation of a wide range of capital projects

**Building Services:** The new Newbattle High School, the Council's first centre of excellence was handed over successfully resulting in no delay to the school programme. The project came in under budget.

Successful completion of the demolition of the old Newbattle High School, Mayfield leisure Centre and Newbattle Swimming Pool on time and on budget.

Successful completion of the installation of new windows and upgraded insulation to Penicuik Town Hall as part of the total funding of £5,635,000 secured to deliver energy efficiency projects since 2011.

Building Services have identified recovery of Scottish Water contributions to the value £500,000 from projects over 5 years old. £380,000 has been recovered to date.

Funding of £568,368 from the External Window Insulation Scheme (EWI) has been allocated to Midlothian Council to date, with projects in Penicuik and Mayfield ongoing.

Public realm improvements to Gorebridge Main Street are complete.

Lawfield Primary School extension outline design and costs have been negotiated and agreed with the PPP provider.

Modular Units at Burnbrae Nursery, Danderhall Nursery, Mayfield Nursery, Lasswade Primary and St. David's Primary have all been handed over and are now operational.

**Facility Services:** Nutritional inspection at Paradykes Primary was carried out this quarter, and any recommendations received have been implemented as necessary.

Catering Services increased the promotion of our Cafes this quarter through the Councils Social media sites and website. In addition the services retained the Healthy Living Award for the trolley service.

As part of the Early Years expansion Pilot, Catering are now providing a meals service to Mayfield Nursery which progressed to hot meals this Quarter. Discussions are on-going for additional nurseries starting in February 2019.

Efficient and quick responses by the Cleaning Team, in response to Norovirus outbreaks across several schools, stopped this becoming a wider problem.

Quick responses by the Janitorial Team in dealing with burst pipes at Cornbank Primary ensured minimum impact to Education services.

Body Fluid Cleaning training programme for Education has started and will be complete by March 2019.

Successful implementation of providing staff and resources for the new modular units at several schools.

**Sport and Leisure:** The Sport and Physical Activity Strategy for Midlothian Council was launched this quarter. The strategy was launched on the Active Midlothian Website in December 2018.

Lasswade High School was awarded the 'SportsScotland Gold School Sport Award'. Lasswade are the first secondary school in Midlothian and one of only 18% in Scotland to have been awarded the coveted 'sportsScotland Gold School Sport Award' status for excelling in sport across the school.

This year's annual cross country event held at Vogrie Country Park was a great success. The event was open to all Midlothian Primary Schools. The top five runners in each event will also be invited onto the Athletics Talent ID scheme.

Four Midlothian Football clubs received national recognition for the outstanding work they are doing in their local communities. The Scottish FA Quality Mark Scheme is a national initiative designed to enhance a club's overall governance and highlight best practice, ensuring a club is performing to the highest possible standards. The initiative has four strands; Standard, Development, Community and Legacy. This year, St. Bernards BC and Penicuik Athletic received their Development Award re-accreditation while at Legacy level we saw Penicuik Athletic Youth Football Club re-accredited with their award. It was a special evening for Dalkeith Thistle Community Football Club, who after hard work and long hours, have finally been awarded their Legacy Award for the outstanding work they are producing in their local community.

Midlothian Active Schools supported Midlothian Women & Girls in Sport Week, which is led by the Scottish Government's Women and Girls in Sport Advisory Board. The aim was to raise awareness of increasing opportunities in sport and physical activity among women and girls, and highlighting the solutions to overcoming the barriers to participation.

Midlothian Sports Award were held this quarter giving the opportunity to celebrate the excellence and dedication of sportspeople in our county.

The 2018 Active Schools Swimming Gala was a huge success.

**Property Assets:** We have been notified of our successful bid in respect of Millerhill/Shawfair Transformational Low Carbon Infrastructure Project (LCITP) funding for the delivery of large scale transformational low carbon infrastructure projects. The detail of the award and the conditions attached have yet to be received and will be reported to Council in due course.

The purchase of former retail premises at 83 High Street, Bonnyrigg from Scotmid for a social housing development has been completed.

Sale of ground adjacent to the Harrow Hotel, Dalkeith to Admiral Taverns Piccadilly Limited concluded in 2018.

Heads of Terms have been agreed with Lothian Estates for the purchase of the proposed Kippielaw School site.

Heads of Terms agreed with Taylor Wimpey for the purchase of Plot Q, Hopefield Development, Bonnyrigg for a mixed use development of social housing and retail unit whilst concurrently agreeing Heads of Terms with a retail tenant to occupy the proposed retail element of the development.

## Challenges and Risks

**Building Services:** Continued challenges to reduce operating costs whilst maintaining frontline services and buildings. This will be addressed by reviewing all operational/procurement procedures and prioritising work allocations.

Delivery of Major works programmes with a small internal team against a rising market of costs and labour shortage. Four Primary schools, Extensions to Sacred heart and Cuiken Primary schools, New care home at Dundas Buildings, Phase 2 and 3 Housing sites, Woodburn Hub, EWIM 2 inclusive of Buccleuch house. This will be addressed by monitoring workloads and pressure on staff making sure the correct resources are available to assist in these projects.

Difficulty in obtaining sites for the new house build programme and advancing the new house build programme to get more units on site for 2022. Building Services along with Property Assets are in the process of identifying available sites in the areas of housing need. Missives have been entered with Miller Homes to purchase 23 pre-constructed houses and will be available in 2019. Further negotiations are ongoing with other developers at this time.

Discussions are ongoing with planning and education in relation to planning issues about school provisions. Negotiations have commenced to purchase land at Kippielaw to build a new school and this would allow for new housing to be developed on a number of sites in this area. Dialogue with Education colleagues continues to provide solutions to the Learning Estate Strategy and Capital Plan.

Ensuring contracts, processes and procedures are in place if there is no solution to Brexit.

**Facility Services:** With reduced staffing in Facilities Services' Catering, Cleaning and Janitorial services following service reviews, it is becoming extremely challenging to cover periods of high sickness absence and holidays.

Options are being explored to reduce the plastics packaging within the catering service and functions.

Work as part of the team to procure and implement a new cashless system for High Schools. This is currently at tender review stage with implementation in April 2019.

Continue to work with partners to ensure all payment and financial systems are providing business information as required.

**Sport and Leisure:** Planning consultants, Montagu-Evans have been appointed and will put an indicative plan in place to enable the planning process to be started for Destination Hillend. Public consultations have commenced.

Sport and Leisure Services have started to prepare for the bottom up service review which will start next quarter. Plans continue with workforce reduction within the leisure centres to effect a budget saving.

The new leisure management system is now being used to analyse usage and income within leisure centres. Stage two of the implementation programme will allow customers to make online payments and bookings. This is being tested at present for implementation in March 2019.

Work is underway with colleagues regarding asset transfer of Pavilions.

**Property Assets:** Given the Council's financial pressures, ways to secure match funding to enable the Millerhill /Shawfair Low Carbon Infrastructure Project (LCIPT) are being sought. The aim is to proceed with the capital investment in partnership whilst maintaining a long term Council financial return on the investment as well as wider environmental and energy security returns.

Commencing and completing the annual Asset Valuation and introducing new processes to address issues raised by External Auditors, within the required timescales, with a reduced staff compliment following the recent resignation of a key staff member.

Concluding the negotiations and the acquisition of Network Rail land at Shawfair to secure the site for the new school at Shawfair. Following legal advice, this now involves gaining agreement from a neighbouring authority whose outcomes and priorities may not align with those of Midlothian Council.

Acting on behalf of the Housing Project Team in seeking to resolve issues and objections from third parties regarding the proposed development of Site 47 Kirkhill, Penicuik and Site 110, Clerk Street, Loanhead.

**Overall Budget Challenges:** Continued challenges faced for all teams in delivering services within budget, with current actions in financial management to recover a balanced budget. These include identifying vacancies and underspent budget areas, limiting building maintenance to essential items only, promotion of cafés and leisure facilities to increase income and maximising returns from PPP contracts. There are unavoidable additional / increased costs in energy and non-domestic rates.

# Property & Facilities Management PI summary 2018/19

## 01.1 Making the Best Use of our Resources

Priorities	Indicator	2017 /18	Q3 2017 /18	Q1 2018 /19	Q2 2018 /19	Q3 2018/19			Annual Target 2018 /19	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
01. Manage budget effectively	Performance against revenue budget	£14.604m	£13.799m	£13.750m	£13.710m	£14.002m		Q3 18/19: Off Target The projected budget performance will be reported to the Council on 12th February 2019 and will show an overspend of £1.217,000		£12.818m		
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	7.54	5.39	2.01	3.81	7.34		Q3 18/19: Off Target The HR team are working with the Head of Service and Managers to offer support and guidance to address levels of sickness absence. 6 weekly meetings are in place with key service managers and HR where sickness levels are high. E.g Catering where hygiene regulations prohibit staff attending working following sickness/illness. Sickness trends are currently being analysed to ensure the most appropriate actions are in place to effectively manage attendance in areas of higher absence.		7.54	Number of days lost (cumulative)	4,381.58
											Average number of FTE in service (year to date)	597.29

## 01.2 Corporate Health

Priorities	Indicator	2017 /18	Q3 2017 /18	Q1 2018 /19	Q2 2018 /19	Q3 2018/19			Annual Target 2018 /19	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
03. Complete all service priorities	% of service priorities on target / completed, of the total number	96.3 %	96.3 %	100 %	95.6 %	100 %		Q3 18/19: On Target		90%	Number of service & corporate priority actions	23
											Number of service & corporate priority actions on tgt/completed	23













04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	82%	83%	92%	86%	84%		Q3 18/19: Off Target Implementation of Invoice Approval in P2P Project will continue during 18/19 and a review of areas below target will be undertaken.		85%	Number received (cumulative)	11,620
05. Improve PI performance	% of PIs that are on target/ have reached their target.	69.44%	70%	82.76%	82.76%	82.76%		Q3 18/19: Off Target 5 Performance indicators off target. Services are working to bring these on target where possible. Please see attached report for individual performance indicators for detail.		90%	Number on tgt/complete	24
06. Control risk	% of high risks that have been reviewed in the last quarter	100%	0%	0%	0%	0%		Q3 18/19: On Target No high risks identified.		100%	Number of high risks reviewed in the last quarter	0

### 01.3 Improving for the Future

Priorities	Indicator	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19			Annual Target 2018/19	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
07. Implement improvement plans	% of internal/external audit actions progressing on target.	50%	71.43%	100%	100%	100%		Q3 18/19: On Target 1 Audit action complete this quarter.		90%	Number of internal/external audit actions on target or complete	1




# Property and Facilities Management Complaints Indicator Summary


## 01.4 Commitment to valuing complaints

Indicator	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19			Annual Target 2018/19
	Value	Value	Value	Value	Value	Status	Note	
Number of complaints received (cumulative)	753	563	193	332	486		Q3 18/19: Data only	
Number of complaints closed in the year			164	316	472		Q3 18/19: Data only	
Number of complaints upheld (cumulative)			120	222	312		Q3 18/19: Data only	
Number of complaints partially upheld (cumulative)			0	12	22		Q3 18/19: Data only	
Number of complaints not upheld (cumulative)			3	68	117		Q3 18/19: Data only	
Average time in working days to respond to complaints at stage 1	4.6	0.47	1.8	3.1	3.41		Q3 18/19: On Target	5
Average time in working days to respond to complaints at stage 2	21.5	15	0	0	0		Q3 18/19: On Target	20
Average time in working days for a full response for escalated complaints			0	1	0.75		Q3 18/19: On Target	20
Percentage of complaints at stage 1 complete within 5 working days	84.81%	86.3%	92.68%	92.38%	88.68%		Q3 18/19: Off Target Performance officer carried out analysis on complaints data and identified user issues, feedback has been given to system users both in the contact centre and within services.	95%
Percentage of complaints at stage 2 complete within 20 working days	75%	100%	0%	0%	0%		Q2 18/19: Off Target One Stage 2 complaint required further investigations and therefore timescale extended and customer advised.	95%
Percentage of complaints escalated and complete within 20 working days			0%	100%	75%		Q3 18/19: Off Target One Stage 2 complaint required further investigations and therefore timescale extended and customer advised.	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (cumulative)			0	0	0		Q3 18/19: Data only	


# Property & Facilities Management Action Report 2018/19

## 01. Improve children and young people's health and wellbeing


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.1.1	Provide high quality nutritional school meals	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Meal provision continues to meet to the nutrition targets set by Scottish Government. Nutritional inspection at Paradykes Primary School, recommendations followed up.
PFM.P.1.2	Promote and deliver Active Schools programmes to school children	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Active Schools programmes were promoted through printed materials (newsletters, posters, programme letters), verbal communications (parents evenings, school assemblies, parent teach meetings, parent council meetings, staff meetings, school information evenings) and electronic media (Active Midlothian website, @active_mid Twitter, Midlothian Facebook, electronic newsletter).  All schools pupils from P1 – S6 offered Active Schools school and cluster programmes with a range of activities / sports attended by 3,423 distinct participants and 50,357 participant sessions.  A diverse range of 28 different activities offered as part of the Active Schools extra-curricular programme to meet the needs of all.  308 Activity Session Blocks totalling 3,075 Activity Sessions delivered through Active Schools programmes to P1-S6 pupils through 28 different distinct activities.
PFM.P.1.3	Undertake programme of work to improve/upgrade Primary School Estate	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> <b>Paradykes</b> Project complete, contractor currently closing out year end defects, should complete by end of next quarter. <b>Roslin</b> Project complete contractor has completed year end defects and retention is about to be released. <b>Hopefield Joint Campus.</b> Project has commenced on site and is due to complete for January 2020.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.1.4	Undertake programme of work to deliver improvement/upgrade High School Estate	31-Mar-2019		75%	<b>Q3 18/19: On Target Newbattle</b> Project now in operational phase. Contractor still completing defects outstanding at point of handover. These are minor in nature except CHP unit which requires Scottish Power authorisation before being commissioned.



## 02. Improve employability skills and sustained positive school leaver destinations for all young people

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.2.1	Maintain the percentage of trainees completing courses through training and employability sources	31-Mar-2019		50%	<b>Q3 18/19: On Target</b> 24 trainees across services. For breakdown please see related performance indicator.


## 03. Deliver further affordable housing

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.3.1	Complete Phase 2 and Progress Phase 3 of capital plan new build programme	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> 1 site in construction at this time. 10 units at Site 23 Woodburn Terrace, Dalkeith – Start on site commenced August 2018 Completion July 2020. Currently under pre-construction activities are: 75 units at Site 32/34 Newbyres Crescent, Gorebridge – lead bid status award (and commencement of pre-construction activities) October 2017. Pre-construction delayed due to further gas monitoring commencing early 2019 for 3-4 months plus peer review thereafter anticipated site start late 2019 79 units at Site 53 Morris Road, Newtongrange – lead bid status award (and commencement of pre-construction activities) December 2017. Start on site programmed for March 2019 for issues with water main on site and need to divert. Completion anticipated early 2021 21 units at Site 47, Kirkhill Road, Penicuik lead bid status award (and commencement of pre-construction activities) Start on site programmed for April 2019. 72 units at Site 109, Conifer Road, Mayfield lead bid status award (and commencement of pre-construction activities) June 2019 Further land purchase from Melville being progressed to assist in the development solution. Site start mid 2019. Completion early 2021. 28 units at Site 110, Clerk Street, Loanhead lead bid status award (and commencement of pre-construction activities) Start on site March/April 2019 with completion spring 2020 8 units at Site 115, Castlelaw Terrace, Bilston lead bid status award (and commencement of pre-construction activities) Site start January 2019 with completion October 2019.







Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					Further procurement activity: 2 Stage D&B Tender Site 116 Newmills Road, SI report completed October 2018 - consultants appointments Jan 2019 with issue of first stage of two stage tender immediately following appointments. Site 130 Newbattle High School provisional 120 units Demolition now complete SI February 2019. 8 units at Site 39, Crichton Drive, Pathhead being retendered due to uneconomic tenders received. Likely tender end of Feb. On site targeting mid 2019. Site 117 Cockpen Ter SI report obtained – undergoing peer review. Out to tender Site 122 87 High Street, Bonnyrigg Demolition Tender award expected Feb 2019. Completion anticipated April 2019.
PFM.P.3.2	Complete survey and report into EESSH compliance of Midlothian social housing. Strategy to be formulated to meet target by 2020.	31-Mar-2019		75%	<b>Q3 18/19:</b> On Target Currently 83% of Midlothian Council Housing stock meet EESSH. Work streams in place to bring the remainder up to standard. 640 Exemptions.
PFM.P.3.3	Undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard.	31-Mar-2019		75%	<b>Q3 18/19:</b> On Target Heating, windows, doors and roughcasting contract ongoing. Surveys for reactive repairs questionnaire have been updated. Repairs survey has been progressed through the use of the Councils Customer Satisfaction Measurement tool with reports being prepared and monitored via the Team Plan Reports.

#### 04. Develop supports to people with long term conditions such as diabetes or stroke



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.4.1	Undertake adaptations to houses for those with specific needs	31-Mar-2019		75%	<b>Q3 18/19:</b> On Target To the end of December 2018. 26 minor adaptations have been completed and 6 Major adaptations of ramps and wet floor bathrooms have been completed.

#### 05. Support older people and those with disabilities to become more physically active



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.5.1	Promote and deliver Midlothian Active Choices (MAC) programmes	31-Mar-2019		75%	<b>Q3 18/19:</b> On Target Attended Efrailty, Diabetes & Weight Management, Health Professional Forum and Physio and third sector meetings this quarter to champion MAC. Delivered presentations to Health & Wellbeing Team and Midlothian Physiotherapy.
PFM.P.5.2	Promote and deliver Ageing Well programmes to 50+ age groups	31-Mar-2019		75%	<b>Q3 18/19:</b> On Target Numbers of weekly activities offered this quarter was 42, resulting in a total number of visits of 4987. Ageing Well also reached more people in the community by attending local events and groups resulting in a further 422 people offered information and taster sessions in activities.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					Events included the older peoples consultation in Dalkeith which involved a talk on Ageing Well and entertainment from the Cant help singing group. Parliament reception to share the successes of the project and discuss future challenges. Christmas charity concert organised by the singing group raising over £200 for the local church in Mayfield.
PFM.P.5.3	Promote and maintain uptake and use of leisure facilities	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Extract from Tonezone Marketing Plan that is part of the Sport and Leisure Business Plan 2018/2019. 12 days of Christmas offer - of a platinum membership for 12 days in December 381 people signed up that's 158 more than last year. Free swimming for all school children during the school holiday period. Annual Sports Awards - Once again this was a great success highlighting the great work done to help and support athletes and clubs within the authority.
PFM.P.5.4	Delivery of high quality Healthy Living Service	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Total memberships: 4951 Platinum 1030, Gold 595, Silver 1575, Bronze 443, AGY 692, MAC 363 and Teenzone 253.




#### 06. Close the attainment gap between the most and least disadvantaged

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.6.1	Meet the educational needs of increased numbers of pupils in Midlothian by facilitating the implementation of the Learning Estate Strategy including adaptations and extensions to meet changing school and nursery rolls	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Modular Nursery / classrooms complete. The next modular build project- Extension to Burnbrae is at final design stage, with sign off required by end of January.
PFM.P.6.2	Confirm primary school sites to be safeguarded with education	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Lawfield Primary school site to accommodate a 2 class extension – cost approved by Education in November 2018.


#### 07. Support regeneration of town centres

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.7.1	Management and development of the Council's extensive land interests at Shawfair	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Section 42 application by SLLP approved by Council in April 2018 subject to Conditions still to be purified.
PFM.P.7.2	Shawfair town centre amenities	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Outline planning application to change the use of the land now lodged for Spring 2019. Community consultation event completed on 9.10.18.


### 08. Deliver efficient Services

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.8.1	Delivery of high quality Facilities Management Services	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Staff training and development remains a priority to fulfil all building cleaning and janitorial functions. A training plan was drafted in Dec 2018 with the training getting carried out in 2019. Body fluid training for Education has also started and this will be completed by March 2019.
PFM.P.8.2	Ensure existing facilities in PPP schools are maintained appropriately and the standards of the contracts are delivered	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> PPP contract monitoring, maintenance and life cycle works ongoing at PPP/DBFM Facilities. GTFM and Midlothian Council working well together on the Newbattle Community Centre in agreeing monthly payment mechanism reports and GTFM providing a good service in response to Helpdesk tasks.
PFM.P.8.3	Delivery of high quality Property Maintenance Services	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> Monitored through satisfaction surveys and Feedback forms issued by Customer and Housing Services.


### 09. Optimise the use of Property Assets including industrial estates

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.9.1	Prepare and implement a rolling review of rents of the Council's non-operational land and buildings (cumulative)	31-Mar-2019		83%	<b>Q3 18/19: On Target</b> 30 lease renewals due this financial year. 25 implemented so far. Key staff involved with completion of Asset Valuation. On course to have the remaining 5 leases complete by year end.

### 10. Rationalisation of the Councils office and depot estate to a modern fit for purpose portfolio

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.10.1	Implement/set programme of office closures within Council Services	31-Mar-2019		75%	<b>Q3 18/19: On Target</b> EWiM Phase 3: Depot rationalisation - ongoing engagement with planning, environmental health and roads department has resulted in consultants producing supporting documentation for change in class use. Public consultations are ongoing. Environmental Impact Assessment is being undertaken as part of the Planning Statement. Further requests from Planning and Environmental Health are currently being addressed.

**11. Introduce renewable sources of energy production to reduce utility costs and the carbon tax**

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.11.1	Identify and instigate projects, Monitor and support actions to achieve an annual target Carbon reduction in accordance with the requirements of the Climate Change Act (2009).	31-Mar-2019		75%	<p><b>Q3 18/19: On Target</b>                      NDEEF project in respect of 12 properties have largely been completed some minor issues mainly in relation to CHP operations and supply issues which have delayed the completion of all 48 tasks with 45 task completed on time (94%). These are operational and contributing to the reduction in carbon. Boiler replacement projects are on hold due to budget freeze.</p>

# Property and Facilities Management PI Report 2018/19



## 01. Improve children and young people's health and wellbeing











PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.1.1a	% uptake of Primary School meals - aim to maintain at 11/12 level (quarterly)	72.6%	77.7%	74.2%	68.8%	70%			<b>Q3 18/19: On Target</b> The increase in school meal charges after August has resulted in a decrease in the number of paid meals.	70%	60.89% - Average per family group (APSE 15/16)
PFM.P.1.1b	% uptake of High School meals (quarterly)	44.4%	47.7%	38.3%	38.4%	42.1%			<b>Q3 18/19: Off Target</b> Uptake remains in line with national averages however high street competition affects sales. Newbattle HS is still the best performing high school.	45%	42.88% - Average per family group (APSE 15/16)
PFM.P.1.2a	Number of distinct activities involving Active Schools programmes to school children	33	32	30	30	28			<b>Q3 18/19: On Target</b> Active Schools programmes delivered 28 distinct activities to Midlothian school pupils. A diverse range of 28 different activities offered as part of the Active Schools extra-curricular programme. 308 Activity Session Blocks totalling 3,075 Activity Sessions delivered through Active Schools programmes to P1-S6 pupils through 28 different distinct activities.	40	

## 02. Improve employability skills and sustained positive school leaver destinations for all young people

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.2.1a	Number of trainees within service completing courses	37	16	15	19	24			<b>Q3 18/19:</b> On Target For service breakdown see indicators below.	18	
PFM.P.2.1b	Number of trainees within Property Maintenance completing courses	8	8	8	8	8			<b>Q3 18/19:</b> On Target 5 apprentices moving to year 4, 2 team leaders and 1 joiner attending college to obtain an HNC.	8	
PFM.P.2.1c	Number of trainees within Facilities Services completing courses	6	6	4	11	12			<b>Q3 18/19:</b> On Target 10 catering staff attending ECDL course funded by Unions (15 weeks) and run by Glasgow College. Newbattle Cafe had 2 school work experience students during Q3.	3	
PFM.P.2.1d	Number of trainees within Sport and Leisure completing courses	23	2	3	0	4			<b>Q3 18/19:</b> On Target During quarter 3 one person has been employed on a casual and or fixed term basis as a Lifeguard at The Lasswade Centre. They previously attended their NPLQ (National Pool Lifeguard Qualification) training course within Midlothian Leisure Centres to become Lifeguards.	7	

## 03. Deliver further affordable housing

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.3.1a	Number of new build council houses (cumulative)	78	69	0	0	0			<b>Q3 18/19:</b> On Target No houses have yet been completed as per programme for this stage. 6 units at Woodburn will be completed prior to 1 April 2019.	6	

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
										All other sites under construction/out to tender.		
PFM.P.3.3a	The % of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			<b>Q3 18/19: On Target</b> 100% of Midlothian Council houses are free from serious disrepair. (15 exemptions which reflect rate of 99.78%)	100%		
PFM.P.3.3b	The % of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			<b>Q3 18/19: On Target</b> 100% of Midlothian Council houses have modern facilities. (479 exemptions which reflect rate of 93.24%).	100%		
PFM.P.3.3c	The % of the Councils housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			<b>Q3 18/19: On Target</b> 100% of Midlothian Council houses are healthy safe and secure. (479 exemptions which reflect rate of 93.24%)	100%		
PFM.P.3.3d	Progress of roughcast programme (cumulative)	0	0	0	0	0			<b>Q3 18/19: Off Target</b> No properties started at this time as tender has been returned and let. Contractor starts on site January 2019 in Newtongrange.	150		
PFM.P.3.3e	Number of upgrades to central heating systems (cumulative)	415	295	125	231	302			<b>Q3 18/19: Data Only</b> 71 upgrades completed in Q3 18/19.		n/a internal programme of works - benchmark against target	

**Develop supports to people with long term conditions such as diabetes or stroke**

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.4.1a	Proportion of adaptations requested and completed	100%	100%	100%	100%	100%			<b>Q3 18/19:</b> On Target To the end of December 2018, 123 minor adaptations have been completed and 17 Major adaptations of ramps and wet floor bathrooms have been completed.	100%	

**05. Support older people and those with disabilities to become more physically active**








PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PFM.P.5.4 a	Tone zone retention rate (quarterly)	49.25%	53%	48%	47%	61%			<b>Q3 18/19:</b> On Target Retention figures for quarter 3 show 61% October 63 November 48 December 72 Average 61%	55%	No accepted industry standard.
PFM.P.5.1a	Number of activities offered by Midlothian Active Choices (MAC) (cumulative)	26	22	26	27	27			<b>Q3 18/19:</b> On Target Number of activities offered by MAC (Midlothian Active Choices) 27 Activities per week total for quarter three was 324.	20	
PFM.P.5.1b	Number of attendees during quarter	9,263	2,446	3,097	2,470	3,029			<b>Q3 18/19:</b> Data Only Number of Midlothian Active Choices attendees (cumulative) Total number of attendees including 1-2-1 appointments (251) and activity attendance from October to December (2,778) = 3,029		



PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PFM.P.5.2a	Number of activities offered by Ageing Well to 50+ age groups (cumulative)	23	23	18	18	18			<b>Q3 18/19:</b> On Target 42 classes per week covering 18 different activities. 20 different locations. Number of visits this quarter 4,987. Cumulative total 15,663.	20	
PFM.P.5.3a	Number of attendances per 1,000 population to all pools (cumulative)	2,210	1,610	680	1,440	2,180			<b>Q3 18/19:</b> On Target Total wet side usage figures for Q3 show 63,505 Cumulative to total is 187,910	3,000	
PFM.P.5.3b	Number of attendances per 1,000 population for indoor sports and leisure facilities (cumulative)	6,750	4,840	1,920	3,930	5,840			<b>Q3 18/19:</b> On Target Dry usage figures show 164,386 for quarter three. Cumulative figures show 503,221	8,300	
PFM.P.5.4b	Overall satisfaction rate in registered Leisure Centres	95.85%	88.44%	95.09%	94.37%	83.92%			<b>Q3 18/19:</b> Off Target Viewpoint stats show that 83.92% were satisfied with leisure facilities at Newtongrange Leisure Centre which is one of the older centres compared to the newer centres monitored over the previous two quarters.	90%	

### 08. Deliver efficient Services

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.8.1b	Total square metres cleaned per hour	1.25	1.25	1.18	1.18	1.18			<b>Q3 18/19:</b> On Target Our aim is to be higher than the APSE national average of 0.95 sqm cleaned per FTE, currently at 1.185 sqm as published by the Association for Public Service Excellence (APSE)	0.95	1.09 - Average per family group 2014/15(APSE)

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.8.3a	The percentage of properties achieving turnaround time of less than 20 days inclusive of homeless properties	72.9%	80%	58.54%	55.07%	59.49%			<b>Q3 18/19: Off Target</b> Total number of voids in Q3 was 79. Day to day voids average of 20 days due to a larger number of voids requiring extensive works which has affected the turnover figure. 65 Homeless voids in Q3 have a 11 day turnover average. Voids backup term contracts out to tender and this will allow Building Services to use additional resources to speed up void times. Voids have been hit by an additional 50 voids over the festive period. contributing factors of not being able to employ trades staff, poor condition of voids when handed back and no admin assistant who has been removed from the voids team is having a very negative affect on the void turnaround time. back-up term contract currently being compiled but due to loss of procurement officer this has also been delayed.	83%	
PFM.P.8.1a	Cost per square metre cleaned	£8.90	£8.90	N/A	N/A	N/A			<b>Q3 18/19: Data not available</b> Figures not published by APSE	£10.03	£12.29 - Average per family group 2014/15 (APSE)
PFM.P.8.1c	Monthly number of meals prepared/monthly labour hours across production and dining centres.	9.8	10.2	8.3	10.1	8.9			<b>Q3 18/19: Off Target</b> Productivity average in the Primary is 9.69 meals p/h and HS is 7.34 meals p/h. (Reflects Long Term Sickness and vacancies). Staff productivity is being reviewed prior to any recruitment being done.	10	8.46- Average per family group 2013/14 (APSE)
PFM.P.8.1d	Achieve greater than the Scottish average in the annual school meals census (Primary Schools)	72.9%	72.9%	70.7%	70.7%	70.7%			<b>Q3 18/19: On Target</b> School meal census published June 18 shows Midlothian uptake is 70.7%, a decrease of 2.2% on 17/18. National average is now 61.9%. School meal uptake in Primary schools decreased	70%	Scottish Government Annual Survey of School Meals 2015 64.8%

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
										nationally in this period. Census published annually in June.		
PFM.P.8.1e	Achieve greater than the Scottish average in the annual school meal census (High Schools)	62.2%	62.2%	62.3%	62.3%	62.3%				<b>Q3 18/19:</b> On Target School meal census published in June 18 showed Midlothian High school uptake at 62.3%, an increase of 0.1% on 17/18. However it is still above the national average of 43.9% Census published annually in June.	60%	Scottish Government Annual Survey of School Meals 2015 44.2%

### 09. Optimise the use of Property Assets including industrial estates









PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
PFM.P.9.1a	Number of property reviews implemented (cumulative)	100	56	8	10	25				<b>Q3 18/19:</b> On Target 25 of the 30 lease renewals due this year implemented. The remaining 5 to be complete by the end of the financial year.	30	





### 11. Introduce renewable sources of energy production to reduce utility costs and the carbon tax

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
BS.PFM.P.11.1a	Reduction in energy consumption on Non Domestic operational property stock per annum	50,754	12,928	10,902	12,064	12,554				<b>Q3 18/19:</b> On Target Annual target based on 3% year on year reduction is 12642 tCO2. The Q3 total figure of 9481.5 tCO2 (an addition of 2872.5tCO2 this quarter which is below the quarterly target) results in a 0.70% reduction in consumption over the	12,642	

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
										3 quarters to date. The overall trend is currently downwards towards the annual target however it is marginal as to whether annual target will be achieved.		

## 12. Local Government Benchmarking Framework

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	98.8%	100.0%	100.0%	100.0%	100.0%			<b>Q3 18/19:</b> On Target 100% of council houses are energy efficient.	100.0%	17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).
C&L1b	Corporate Indicator - Total Number of attendances at all sport and leisure facilities	772,633	527,713	225,139	463,240	691,131			<b>Q3 18/19:</b> On Target Total number of attendances was 691,131 showing an increase of 163,418 compared to cumulative figure at quarter three last year.	916,000	
C&L1c	Corporate Indicator - Total number of attendance at all pools	190,893	128,204	59,151	124,405	187,910			<b>Q3 18/19:</b> On Target Wet side usage figures for quarter three show 63,505 which is up 15,594 compared to the same quarter last year. Cumulative figures show 187,910 which is up 59,706 on last years quarter three cumulative figures.	257,000	
C&L1d	Corporate Indicator - Total number of attendance for other indoor sports and leisure facilities,	581,740	392,443	165,988	338,835	503,221			<b>Q3 18/19:</b> On Target Dry usage figures for quarter show 164,386. Cumulative figures show 503,221.	659,000	

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
	excluding pools in a combined complex									Quarter usage is up on last three quarters this year.		
C&L1e	Corporate Indicator - Total number of attendances at Outdoor Sport and Leisure Facilities	24,486	4,652	2,282	6,754	3,674			<b>Q3 18/19:</b> Data Only Total number of attendances for quarter three was 3,674. Cumulative to quarter three is 12,710.			
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	74.33%	88.44%	95.09%	94.37%	83.92%			<b>Q3 18/19:</b> Data Only Percentage of adults satisfied with leisure facilities using Viewpoint system show 83.92%. Q3 monitored one of the older/smaller centres compared to the larger more modern centres monitored in previous quarters” at the end.		17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).	

# Property and Facilities Management Service Risks



Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
Gas Membranes	<p><b>Risk Cause:</b> Much of Midlothian rests on old mine workings, which can release gas from time to time.</p> <p><b>Risk Event:</b> Uncontrolled release of gas within residential properties</p> <p><b>Risk Effect:</b> Potential ill health effect from high concentrations of. Potentially fatal.</p>	All New build projects carried out for Midlothian Council now include the use of a gas membrane as standard.		Ensure all new builds have gas membranes	<b>Q3 18/19:</b> All new build properties have gas membranes specified within the tender documentation
Property Investments - Rent arrears on Commercial Properties	<p><b>Cause</b> Failure to collect initial periods rent on commencement of tenancy. Failure to demand/collect monies due. Failure to chase payments effectively.</p> <p><b>Risk Event</b> Debt is likely to rise. Debt may not be recovered. Time and money may be incurred in collecting arrears.</p> <p><b>Risk Effect</b> Council is failing to funds due to the public purse. Tenants us Council as an unofficial 'credit ' facility</p>	<p>01 - Regular monitoring of rents collected</p> <p>02 - Close liaison between sundry debt Officers and Surveyors</p> <p>03 - Strong action to ensure funds are secured</p> <p>04 - Enter into repayment plans to assist tenants with short term cash-flow problems</p>		PFM.RA.01-40	<b>Q3 18/19:</b> Rent monitoring continues and debt levels are being managed as programmed.

# Published Local Government Benchmarking Framework - Property and Facilities Management



## Corporate Asset

Code	Title	2010/1	2011/1	2012/1	2013/1	2014/1	2015/1	2016/1	2017/1	External Comparison
		1	2	3	4	5	6	7	8	
		Value	Value	Value	Value	Value	Value	Value	Value	
C-AST1	Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF)	85.78%	88.21%	88.27%	88.89%	88.69%	80.65%	82.05%	74.44%	17/18 Rank 26 (Bottom Quartile). 16/17 Rank 20 (Third Quartile). 15/16 Rank 22 (Third Quartile). 14/15 Rank 9 (Second Quartile).
C-AST2	Corporate Indicator - Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)	76.72%	71.28%	72.15%	81.49%	76%	77.18%	75.87%	77.11%	17/18 Rank 27 (Bottom Quartile). 16/17 Rank 28 (Bottom Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 26 (Bottom Quartile).

## Culture and Leisure

Code	Title	2010/1	2011/1	2012/1	2013/1	2014/1	2015/1	2016/1	2017/1	External Comparison
		1	2	3	4	5	6	7	8	
		Value	Value	Value	Value	Value	Value	Value	Value	
C&L1	Corporate Indicator - NET Cost per attendance at Sports facilities (LGBF)	£4.11	£2.79	£3.64	£2.96	£3.14	£3.51	£3.62	£4.29	17/18 Rank 29 (Bottom Quartile). 16/17 Rank 26 (Bottom Quartile). 15/16 Rank 24 (Third Quartile). 14/15 Rank 19 (Third Quartile).
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	79.7%	84.7%	77%	77.93%	75.33%	73.67%	74%	74.33%	17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

## Housing Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	62.5%	80.2%	86.4%	94.4%	93.1%	93.1%	96.0%	96.4%	17/18 Rank 14 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	New for 2013/14			7.00 days	7.37 days	9.01 days	13.04 days	13.19 days	17/18 Rank 25 (Bottom Quartile). 16/17 Rank 23 (Third Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 7 (TOP Quartile)
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.0%	100.0%	99.8%	98.8%	98.8%	17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).