



Communities and Economy Service Plan 2017-2018

- A focus on excellent services getting the basics right -

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Communities and Economy Service Plan 2017/18

1.0 Vision of the Service

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.

1.1 Functions and Resources

The Communities and Economy Service comprises the following functions and remits:

- Building Standards:** a regulatory function which provides statutory services in relation to the operation and enforcement of building standards legislation, including responsibilities concerning dangerous buildings/structures, and licensing of premises. This service has *Investors in People* and *Customer Excellence* status.
- Communities and Performance:** responsible for the Council's co-ordinating role in the Community Planning Partnership, and has the lead role in developing and empowering communities particularly through neighbourhood planning: the team also provides a welfare support service as part of its anti-poverty remit. In addition to its primary work of preparing the Single Midlothian Plan, the team co-ordinates and reports upon the performance of all Council services against their defined planned programmes of activity.
- Economic Development:** responsible for promoting economic development across Midlothian, through the implementation of 'Ambitious Midlothian', the Council's Economic Development Plan: key items being to capitalise on the opening of the Borders Rail Line, and maintaining a focus on key employment sectors such as tourism and life/bio/animal sciences. This function also includes the Business Gateway team which provides direct support to new and growing small and medium sized businesses. It also includes the EU funded LEADER Programme team.
- Environmental Health:** delivers public health protection through regulation and enforcement; more specifically the public health team covers housing standards as well as general public health, environmental crime, contaminated land and licensing. The food and safety team delivers food safety, occupational health and safety, and some licensing matters.
- Planning:** responsible for the delivery of services in accordance with town and country planning legislation, primarily the preparation of strategic and local development plans, the handling and determination of planning applications,

planning appeals, the enforcement of planning control, and the conservation/enhancement of Midlothian's natural and heritage resources.

Trading Standards:

provides enforcement of customer protection legislation including annual health/welfare, weights and measures, internet selling, safety of consumer products, age restricted sales, counterfeit goods and consumer credit.

The allocated budget and staffing resource for 2017/18 is as follows:

MIDLOTHIAN COUNCIL

Communities and Economy

	Budget	
	2016/17	2017/18
SERVICE FUNCTION	£	£
Building Standards	(25,333)	33,986
Planning	889,544	931,386
Economic Development	325,680	252,740
Service Management	97,043	98,182
Environmental Health	718,997	735,175
Trading Standards	173,649	175,668
Communities & Performance	1,943,888	1,760,301
NET EXPENDITURE	4,123,467	3,987,437
SUBJECTIVE ANALYSIS		
Employee Costs	3,703,279	3,825,311
Premises Costs	2,000	2,000
Transport Costs	117,973	122,223
Supplies and Services Costs	177,268	137,058
Third Party Payments	1,934,271	1,676,193
Transfer Payments	0	0
GROSS EXPENDITURE	5,934,790	5,762,785
INCOME	1,811,323	1,775,348
NET EXPENDITURE	4,123,467	3,987,437

1.2 Consultation and Engagement

The identification of priorities at a detailed level within each function is undertaken through regular team meetings throughout the year. The finalisation of this process and the establishment of the priorities for the following year is undertaken by the Service's Senior Management Team in February.

1.3 Equalities

The context for the identification of priorities is the Single Midlothian Plan, which is subject to its own equalities assessment. In addition the content of this Service Plan is accompanied by an equalities assessment.

1.4 Sustainability

An integral part of the range of strategies, policies and priorities set out in this Service Plan is to enhance and maintain a high level of environmental, economic and social sustainability across all of Midlothian and its communities.

2.0 Service Performance in 2016/17

The Service Plan for 2016/17 set out its 'Top Twenty Objectives'. These are listed below with a brief commentary on progress.

2.1 Implementation of the Council's agenda for "Delivering Excellence" by driving improved performance in Building Standards, Environmental Health, Planning, and Trading Standards, as well as through review of the Economic Development Service

Building Standards service has introduced a new online applications service. Following a review of the Environmental Health service the out of house noise response service was stopped, with a saving of £28k. The Planning service has implemented a more effective and efficient staffing structure. In Trading Standards the service has moved to consolidate the partnership arrangement with East Lothian Council.

2.2 Driving performance across the Community Planning Partnership through self-evaluation

The CPP performance reporting system is in place with 6 monthly reports provided by the 5 thematic partnership groups to the Community planning working group, and key priorities reported to the CPP Board chaired by the Council leader. Self evaluation work supported by the Council's scrutiny manager has been undertaken by the Getting It Right for Every Midlothian Child (GIRFEMC) Board in the past 6 months, with work at the sub group level now underway. Improving Opportunities Midlothian (IOM) theme is planning to undertake this work in April.

2.3 At communities level, build the capacity of community councils and third sector groups: associated improvement through the neighbourhood planning review

Community Councils have, in all but one case, submitted modernised constitutions in line with the new scheme approved at Council. It is anticipated all will have done before the deadline set in the Council report. The Federation of Community Councils has developed lead spokespeople on development planning, and on environmental matters supporting the Federation's members with these issues. The Federation has run a number of learning events with and for members through the year. Some Community Councils have developed their social media presence, with Bonnyrigg CC being recognised nationally for good practice in this respect. The Inspection of Learning and Development in Midlothian by Education Scotland provided an external independent view of the capacity of community agencies, partnership working and the work of capacity building staff in the Council and in partnership organisations. The HMIe report indicated that this work was of a "Very Good" standard across all aspects inspected. Inspectors identified the following strengths, ethos of shared endeavour, strong and clear leadership, ambitious and enthusiastic staff and volunteers. Most importantly they deemed that the work undertaken was making life changing impacts for those taking part. Neighbourhood planning progresses, the target areas have updated the local plans in Gorebridge and in Dalkeith, with Mayfield currently undertaking this. In some rural areas NP groups have become sub items of Community Council agendas, to make best value use of the resources available to these communities

2.4 Mitigate the impact of 'Welfare Reform'

The Council's Welfare Rights team leader has delivered cross agency training and staff development for advice providers faced with the legal changes in the welfare system. The

Midlothian Financial Inclusion Network, of which the Welfare Rights team are a core partner, has continued to develop and deliver services to residents affected by the Welfare Reform Act. In the year this has included review by Department for Work and Pensions (DWP) of all people in the area currently on Disability Living Allowance and transfer of those deemed eligible under the new criteria to the new Personal Independence Payment system. Introduction of the Universal Credit “Full Service” system in March has been the subject of significant and continuing discussions between the Council Housing, Revenues, and Welfare Rights services and the DWP. These changes including a solely ‘on line’ claims system, 7 week wait for first benefit payment and requirement on claimants to continuously update an on line “journal” as well as the transfer of housing benefit payment systems to DWP from Councils and reduction in direct to landlord payments have been planned for, but are likely to remain a significant challenge in 2017/18. East Lothian, where the DWP piloted the new approach last year, saw a doubling in housing debt, Council Tax debt and use of Foodbanks as a result.

2.5 Deliver on health and safety priorities and food safety responsibilities

In terms of Health & Safety all high risk inspections, incidents and complaint investigations have been completed with 2 of the 3 intervention campaigns also concluded and progress having been made on development of campaign 3, warehouse safety which is likely to again feature in the 2017/18 HSE guidance on local priorities and will be carried on into our 17/18 programme.

In terms of Food Safety & Food Standards priority has been given to continue to inspect with 100% of the higher risk premises inspected. The percentage of premises attaining broad compliance reached 82% a significant improvement of 2% on the year. In terms of our enforcement policy having assessed risk, proportionality, etc, one premises has been reported to the Procurator Fiscal, outcome awaited.

2.6 Review guidance on events safety management

Environmental Health has reviewed its guidance and provided an amended version for inclusion in a corporate document being compiled by Risk, Safety and Civil contingencies. The Safety Advisory Group meets regularly with regards to events and EH actively participate.

2.7 Identify and secure remediation of contaminated land

Of the four sites under consideration in 16/17 significant progress has been made with two sites having been re-categorised as category 2 (lower risk) sites. One site (presenting an urgent risk to public health) was promoted in terms of priority and following investigation extensive remediation works commenced in January 2017 and are progressing favourably with completion anticipated in March 2017.

2.8 Establish and embed the Trading Standards partnership with East Lothian Council

Progress is steady, but slower than expected, in establishing the partnership. It is likely to be in Performance Management where closer working will soon be more evident. With a set number of APSE Trading Standards performance indicators likely to be adopted by the majority of councils, on conclusion of a pilot study, Midlothian and East Lothian should have a much closer set of indicators to be measured by. This will require change from East Lothian colleagues as their present performance indicators are severely restricted in

number. Work on much needed recruitment for both teams, but especially East Lothian (with retirements due) should cement partnership working more.

2.9 Tackle underage sales of tobacco

A test purchasing exercise was carried out in November 2016. Specific retailers were targeted and there were four sales out of twelve visits. This underlined that a problem still exists and that enforcement is necessary. A further exercise will be organised for 2017/18.

2.10 Tackle issue of financial harm arising from consumer issues and rogue traders

Officers continue to prioritise complaints regarding rogue traders, especially when it concerns the elderly and more vulnerable in the community. Continual liaison with Police LALOs and the use of our intelligence database assist in this work.

2.11 Adopt the Midlothian Local Development Plan

The MLDP is at an advanced stage of preparation with the Public Examination by Scottish Government Reporters due to conclude in July 2017, with formal adoption of the Plan due shortly thereafter.

2.12 Review the biodiversity agenda for Midlothian

There has been progress towards a fully revised Midlothian Biodiversity Action Plan, due for publication by Summer 2017.

2.13 Maximise the economic impact of the Borders Rail line

This has seen extensive activity in 2016/17 comprising consultancy input on co-ordinating inward investment and tourist destination development, projects to bring back into use buildings at Newtongrange and Gorebridge stations, the initiation of masterplans for Stobhill, and for Newtongrange Town Centre, funding for environmental/public realm works at Gorebridge, and major marketing and web-site development activity.

2.14 Strong start to the LEADER programme 2014-20

The LEADER team of three officers is in place, the Local Advisory Group has been formed, and applications received with funding offers already made.

2.15 Focus on town centre(s) regeneration

We have made a successful phase 1 heritage bid for Penicuik, securing grant funding from the Heritage Lottery Fund and from Historic Environment Scotland – which has the potential to release approximately 1.8m towards regenerating Penicuik. The Gorebridge Conservation Area Regeneration Scheme has continued to allocate funds towards environmental improvements and building repairs in the town centre. The Dalkeith Burns Monument was successfully refurbished and relocated. The Penicuik Business Improvement District has become established, with further prospective BiDs being considered for the settlements along the Borders Rail Line, including Dalkeith.

2.16 Maintain drive to see expansion of the Easter Bush area for science based employment/research uses

During 2016/17 a number of planning permissions for significant developments have been granted, including the University of Edinburgh's Large Animal Imaging Facility.

2.17 Review to rationalise the Business Gateway service

Now due to 2017/18 as part of a wider review of the Economic Development Service.

2.18 Active involvement in securing City Deal status for the Edinburgh and South East Scotland City Region

Extensive input to the collaborative effort by the six constituent Councils of the region, with a confirmed City Deal expected Spring/Summer 2017.

2.19 Rollout of e-building standards systems

Completed in 2016/17.

3.0 Key Challenges, Aims and Objectives for 2017/18

3.1 Context

In setting priorities and objectives the Service has taken cognisance of the provisions of the Single Midlothian Plan (SMP), a product of the work of the Midlothian Community Planning Partnership. Priority themes from the SMP in the period 2013 to 2016 have been promoting early years development, positive destinations for school leavers and young adults, and promoting economic development/business support. In terms of the economic and social geography of Midlothian the defined priority areas are Dalkeith/Woodburn, Mayfield/Easthouses, and Gorebridge. These themes and priority areas remain relevant; as does recognition of the emphasis required on increasing co-production activity and building up the capacity of communities, preventative actions, and extending localised access to services. The review of the SMP in 2015 revised the three priorities for the period 2016 to 2019, which are to reduce inequalities in health outcomes, to reduce inequalities in income levels, and to reduce inequalities in the levels of skills/qualifications. These new SMP priorities are complementary to the previous ones, such that all of them have influenced the process of selecting service priorities for 2017/18.

3.2 Overarching Aims

- Focus on priorities and, in a climate of reducing resources, get the basics right.
- Partnership working and engagement with stakeholders/customers.
- Developing and empowering communities.
- Growing the economy.
- Meeting housing need (especially the affordable sector).
- Protecting/enhancing the environment.
- Maintain and improve the performance of regulatory and development services.
- Focus on priority communities whilst recognising challenges in the remainder of Midlothian.

3.3 Primary Objectives for 2017/18

The focus this year is on a mix of strategic overall priorities and more specific action-orientated objectives. They are not in any order of priority.

- i) Implementation of the Council's agenda for "Delivering Excellence" across all functions of Communities and Economy.
- ii) Complete a service review of the Economic Development and Communities teams.
- iii) Develop further customer service accreditation in the regulatory and development services.
- iv) Review the operation of Business Gateway.
- v) Further establish the Trading Standards Partnership with East Lothian Council.
- vi) Action to implement the provisions of the Community Empowerment Act 2015, especially in the area of community asset transfer.
- vii) Preparation of a corporate Climate Change Action Plan.
- ix) Continued input to achieving City Deal status for the Edinburgh and South East Scotland City Region.
- x) Active involvement in the masterplanning work at Stobhill, and Newtongrange Town Centre under the Borders Railway Blueprint programme.
- xi) Contribution to community development work at Gorebridge, Mayfield and Dalkeith (Woodburn).

- xii) Retain a focus on town centres, to secure Stage 2 HLF and HES funding at Penicuik, new masterplanned opportunities at Newtongrange, and BiDs development at centres along the new Borders Rail corridor, including Dalkeith.
- xiii) Complete the review of the Midlothian Biodiversity Action Plan.
- xiv) Action to satisfactorily conclude the CO₂ gas ingress incidents at Gorebridge.
- xv) Tackle the strategic local transport issues at Easter Bush to enable further unconstrained development.
- xvi) Managing the consequences of changes in the benefits system through Welfare Reform.
- xvii) Deliver effective scheme of participatory budgeting.

3.4 These objectives are not an exclusive list. The functions of the Service cover a great many other responsibilities and requirements which are included in operational team and individual plans.

4.0 Service Objectives

The following tables contain:

- Appendix A: The overall set of Single Midlothian Plan outcomes and priorities for 2016/19
- Appendix B: Key service priorities, actions and indicators for 2016/17
- Appendix C: Equalities Impact Assessment

APPENDIX A: Single Midlothian Plan 3 year priorities 2016/19

Midlothian Community Planning Partnership Board agreed that all partners will focus for the 3 years on how they can contribute to:-

- 1 Reducing inequalities in the health of our population
- 2 Reducing inequalities in the outcomes of learning in our population
- 3 Reducing inequalities in the economic circumstances of our population

Each Thematic group has identified their 3 year priorities which link to the 3 agreed priorities stated above.

ADULT HEALTH AND CARE (AHC)

- 1 People are able to look after and improve their own health and wellbeing and live in good health for longer
- 2 People, including those with disabilities/long term conditions or are frail are able wherever possible, to live independently and in their own homes
- 3 Health and Social Care have contributed to reducing health inequalities
- 4 Unpaid carers are supported to look after their own health and wellbeing

COMMUNITY SAFETY (CS)

- 1 Fewer people are victims of crime, abuse or harm
- 2 People feel safe in their neighbourhoods and homes
- 3 Our communities take a positive role in shaping their future

GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD (GIRFEMC)

- 1 Children in their early years and their families are being supported to be healthy, to learn and to be resilient
- 2 All Midlothian children and young people are being offered access to timely and appropriate support through named person service
- 3 All care experienced children and young people are being provided with quality services
- 4 Children and young people are supported to be healthy, happy and reach their potential
- 5 Inequalities in learning outcomes have reduced

IMPROVING OPPORTUNITIES MIDLOTHIAN (IOM)

- 1 Poverty Levels in Midlothian overall are below the Scottish average
- 2 Midlothian residents are successful learners and young people go on to positive destinations when they leave learning
- 3 There is a reduction in inequality in health outcomes
- 4 Citizens are engaged with service development and delivery

SUSTAINABLE GROWTH (SG)

- 1 New jobs and businesses are located in Midlothian
- 2 Midlothian's economic growth rate consistently outperforms the Scottish average
- 3 Midlothian is an attractive place to live, work and invest in
- 4 The gap between average earnings of the working age population living and working in Midlothian and the Scottish average has decreased
- 5 Environmental limits are better respected, especially in relation to waste, transport, climate change and biodiversity
- 8 More social housing has been provided taking account of local demand
- 9 Homelessness has reduced, and people threatened with homelessness can access advice and support services

APPENDIX B Communities and Economy Service Plan 2017 -18

Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
Service Priority Only (not included in the SMP) Delivering Excellence						
Implement Delivering Excellence across the service	31/03/18	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline	tbc			Head of Service
		<ul style="list-style-type: none"> • number of reviews • extent of savings achieved 	data only			Head of Service
Complete a service review of Economic Development and Communities functions	30/09/17	Completion of review	100%			Head of Service
Develop further customer service accreditation in the regulatory and development services	31/03/18	Consolidation of Building Standards status Application for Customer Excellence in at least one other function	1			Head of Service
Review the operation of the Business Gateway service	30/11/17	Completion of review	100%			Head of Service
Work with partner authorities to achieve a City Deal for the Edinburgh and South East Scotland Region	30/11/17	Achieve City Deal Status		achieve a least 6.5% share of regional investment		Head of Service
		Extent of direct City Deal investment in Midlothian				
		Extent of indirect City Deal investment in Midlothian				
Service Priority Only: Maximise economic development and business investment from the opening of the Borders Rail Line						
Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document. Active involvement in master planning work at Stobhill and at Newtongrange Town Centre.	31/03/18	Number of new business start ups in Midlothian area of Borders Rail Line corridor	TBC after Q4	2016/17 data forms baseline	2016/17 Q1 - 7 Q2 - 19 Q3 - 55	Economic Development
	31/03/18	Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor	TBC after Q4	2016/17 data forms baseline	2016/17 Q1 - 16 Q2 - 23 Q3 - 45	Economic Development
	31/03/18	Number of new businesses locating in Borders Rail Corridor	3			Economic Development

Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
	31/03/18	Number of inward investment / indigenous investment enquiries received for sites / premises in Midlothian area of Borders Rail Line corridor	TBC after Q4	2016/17 data forms baseline	2016/17 Q1 - 14 Q2 - 36 Q3 - 43	Economic Development
Service Priority Only: Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas						
Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31/03/18	Number of LEADER projects funded	TBC after Q4	2016/17 data to form baseline	2016/17 - 5	Economic Development
	31/03/18	Number of businesses participating in LEADER projects (by submitting EOI)	TBC after Q4	2016/17 data to form baseline	2016/17 Q1 - 0 Q2 - 2 Q3 - 11	Economic Development
	31/03/18	Number of new jobs created through LEADER	TBC after Q4	2016/17 data to form baseline	2016/17 - 0	Economic Development
	31/03/18	Number of training opportunities created through LEADER	TBC after Q4	2016/17 data to form baseline	2016/17 - 0	Economic Development
	31/03/18	Amount of leader funding allocated	£1,026,967			Economic Development
Service Priority Only: Promote and implement support for businesses in Midlothian						
SG - New jobs and businesses are located in Midlothian						
Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31/03/18	Number of business start ups assisted	200	TCC after Q4	2016/17 Q1 - 8 Q2 - 26 Q3 - 77	Economic Development
	31/03/18	Number of account managed businesses accepted by Scottish Enterprise	2		2016/17 - 0	Economic Development
	31/03/18	Number of business related training workshops held	30		2016/17 Q1 - 11 Q2 - 32 Q3 - 50	Economic Development

Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
Service Priority Only: Maintain progress on the implementation of the Easter Bush Master Plan						
Continue to lobby the Scottish Government for urgent transport infrastructure schemes to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board.	31/03/18	Number of Easter Bush Development Board meetings held per annum	£10m			Economic Development
CS - Fewer people are victims of crime, abuse or harm						
Deliver the Council's regulatory functions with respect to health and safety priority areas	31/03/18	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, workplace transport and working at heights.	3	2.5		Environmental Health
Deliver the Council's regulatory functions with respect to food safety and standards regulations	31/03/18	% of food businesses deemed broadly compliant with food hygiene legislation	84%	82%	80%	Environmental Health
Implement the new Residential Caravan Site Licensing Regime due for publication in 17/18	31/03/18	% of residential sites licensed	100%	N/A	N/A	Environmental Health
Identify mechanisms to further promote good dog control	31/03/18	Number of accredited dog walkers registered under the Commercial Dog Walkers Registration Scheme	100%	N/A	N/A	Environmental Health
IOM - There is a reduction in inequality in health outcomes						
Protect public health through the development of a mechanism to assist private sector owners to progress common repairs	31/03/18	Introduce a scheme to secure common repairs on private sector or mixed tenure residential property and make it available to private sector owners	Yes/No	N/A	N/A	Environmental Health
Ensure the LA works towards meeting the Clean Air for Scotland (CAFS) objectives	31/03/18	Convene a joint working group with relevant LA services including Development Management, Building Standards, Transportation, Environmental Health	100%	N/A	N/A	Environmental Health
Deliver statutory duty to identify and secure remediation of contaminated land	31/03/18	Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports - particular emphasis on quality and reporting times	100%	N/A	N/A	Environmental Health

Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
Support and meet the demands of the overarching challenge of driving forward sustainable economic development in Midlothian. Set challenging time based performance targets for applications for building warrants which are for the benefit of those in recognition of their value to economic development.	31/03/18	Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days. (Average time below 10 days)	10	20		Building Standards
	31/03/18	Undertake annual focus group meetings with local architects.	100%	N/A		Building Standards
	31/03/18	Undertake annual one to one meetings with major developers currently constructing within Midlothian.	100%	N/A		Building Standards
Continue to deliver a high quality customer focused Building Standards service.	31/03/18	Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service.	85%	85%		Building Standards
Service Priority Only (not included in the SMP) Select this option and then type in here:						
Further establish the Trading Standards Partnership with East Lothian; look at the possibility of database integration.	31/03/18	Focus on recruitment - % of staff appointed	100%			Trading Standards
	31/03/18	Level of integrated practices achieved	% TBC			Trading Standards
Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31/03/18	The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators.	1	single set of indicators for both LA		Trading Standards
Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31/03/18	Number of active interventions. Target is an estimate of the number of investigations likely to be undertaken, based on action in 2015/16.	20	20		Trading Standards
Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31/03/18	Number of logs made.	350	350		Trading Standards
Routine risk assessed primary inspections to traders.	31/03/18	Number of primary inspections conducted.	125	125		Trading Standards
Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31/03/18	Number of criminal investigations instigated.	10	10		Trading Standards

Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
Resolution of consumer complaints.	31/03/18	Percentage of consumer complaints completed within 14 days.	80%	80%		Trading Standards
Enhanced tobacco enforcement.	31/03/18	Percentage of tobacco retailers visited annually.	10%	10%		Trading Standards
Collaborative work with the Community Safety Partnership, on consumer safety issues.	31/03/18	Participation in safety initiatives.	3	3		Trading Standards
SG - Midlothian is an attractive place to live, work and invest in						
Complete adoption of Midlothian Local Development Plan (MLDP)	30/09/17	Plan adopted	Yes/No	0%		Planning
To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31/03/18	The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government.	80%	0%	77% in 2015/16	Planning
Complete preparation of Local Biodiversity Action Plan which through its implementation seeks to raise the profile of biodiversity issues in Midlothian.	31/06/2017	Complete a number of consultation with stakeholders	TBC after Q4		N/A	Planning
Complete preparation of a corporate climate change action plan	31/03/18	Plan prepared	100%			Planning
Investment and actions in town centre	31/03/18	Conclude the CARS scheme in Gorebridge in accordance with the allocated budget.	Yes/No			Planning
	18/01/18	Complete submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding at Penicuik	100%			Planning
Manage the CO ₂ gas ingress to properties in Gorebridge	31/03/18	Full attention at all times to monitoring of gas levels, with any necessary action being taken timeously	data only			Planning
Service Priority Only (not included in the SMP) Performance Improvement						
Drive performance across Council and Community Planning Partnership	31/3/18	a) % of managers who feedback on continued or improved support from performance team.	96%	94%	2015/16 - 94%	Performance Team
Improve use of performance information at all levels	31/3/18	a) Number of requests to provide bespoke performance information for managers to support Council reporting	Data only	New Measure		Performance Team

Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
	31/3/18	b) Number of 3rd and 4th tier managers using real time performance information to track and drive improvement	20	10		Performance Team
	31/3/18	c) Continue to develop an integrated approach to audit performance Number of audit actions completed by due date Number of risk registers reviewed on covalent	Data only	New Measure		Performance Team
	31/3/18	d) Continue to develop an integrated approach to risk management Number of risk registers reviewed on covalent	Data only	New Measure		Performance Team
Service Priority Only (not included in the SMP): Delivering Excellence						
Implement the outcome of the service review of Business Transformation, Performance and Scrutiny	31/3/18	No performance indicator for this action				Performance Team
IOM - Poverty Levels in Midlothian overall are below the Scottish average						
Implement the recommendation of the review of welfare rights	31/3/18	Implement the actions in the review	100%			Welfare Rights Team
Continue to support residents/advice agencies affected by welfare reform	31/3/18	Number of training sessions delivered to partners	150			Welfare Rights Team
	31/3/18	Return on Investment for clients	25	15.5		Welfare Rights Team
IOM - Citizens are engaged with service development and delivery						
Complete modernisation of Community Council scheme with all 16 CC's by continuing to support the improvement of Community Councils and the Federation of Community Councils in line with the new requirements of the Community Empowerment Act	31/3/18	Number of Community Councils adhere to the revised Scheme.	16	0		Communities Team
	31/3/18	Number of Community Councils receive training on the Community Empowerment Act.	16	0		Communities Team
Deliver neighbourhood plans in each of the 16 areas. Produce revised approach to community-led neighbourhood planning based on best practice.	31/3/18	Each neighbourhood plan results in at least 3 practical improvements as a result of neighbourhood planning.	54	54	54	Communities Team

Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
Develop partnership working between strategic / local delivery in priority areas as lead for area targeting	31/3/18	Deliver a community action plan in each of the three areas.	3	1		Communities Team
Agree and implement revised small and large 3-year grants programme 2018-21	31/3/18	Small and large grants are revised and improved, based on feedback from previous and potential recipients 1) simplified form 2) streamlined monitoring	1	1		Communities Team
Develop communication and provide support for Community Asset Transfer requests	31/3/18	Provide a guide, webpage, leaflet and bespoke local support for asset transfers.	Y/N			Communities Team
Support the improvement of the CPP in community engagement	31/3/18	Provide advice, support opportunities for the CPP Board to engage with local community groups.	10	0		Communities Team
Service Priority Only (not included in the SMP) Identify and develop participatory budgeting programmes						
Deliver participatory budgeting (PB) process in target areas 'Food Glorious Food'	31/3/18	Deliver and evaluate PB projects as part of the Food Glorious Food programme.	3	0		Communities Team
	31/3/18	Distribute 48k to projects that will promote access to affordable, high quality food in the priority areas.	48k			Communities Team
Develop and implement new PB model for elected members Environmental Grants	31/3/18	Develop and implement a new PB model for 180k Environmental Funds which reflects international best practice. Demonstrate increasing levels of community engagement in each PB programme.	180k	0		Communities Team
Develop child poverty action plan with CPP partners that demonstrates increased investment in reducing child poverty and tackling disadvantage - as a requirement of the Child Poverty Act	31/3/18	Child poverty plan produced and approved. Demonstrate that (circa. £3million) additional investment has improved the lives of children experiencing poverty.	1	0		Communities Team
Service Priority Only (not included in the SMP) : Delivering Excellence						
Participate in service review that will inform contents of this service plan	31/3/18	No performance indicator for this action				Communities Team

APPENDIX C: Equality Impact Assessment Form



Information published by Midlothian Council can be provided on request in many of the community languages e.g. Cantonese, Punjabi, Urdu and also in large print, Braille, or audio tape. For more information please contact Midlothian Council on 0131 270 7500.

Lead contact: Ian Johnson

Section A: Introduction

1. Title of policy, procedure or function being assessed

Communities & Economy Service Plan 2017/18

2. Divisions/organisations/groups involved in doing this Equality Impact Assessment

Communities & Economy Service

3. Date started: 10/03/2017

Date completed: 13/03/2017

Section B: Information

4. Please describe the Policy, Procedure or Function you are impact assessing

This Service Plan sets the vision and context for the service, resources available, challenges and risks: and defines the Priority Objectives for 2017/18.

5. What information and consultation data do you have to inform your assessment? What does it tell you?

- Single Midlothian Plan
- Midlothian profile
- Economic indicators
- Demographic information for planning
- Existing EQIAs
- Legislation
- Ambitious Midlothian: Economic Recovery Plan (including results of consultations)
- South East Scotland Strategic Development Plan

- Midlothian Local Development Plan: Proposed Plan (including results of consultations)
- Neighbourhood Plans
- Borders Rail Blueprint
- Edinburgh and South East Scotland City Deal Submissions

6. Do you need more information or more consultation/engagement data?

- Do you need anything more:
 - i. to do this Equality Impact Assessment (EQIA)
 - ii. to monitor or assess, in future, the impact of the policy/procedure or function you are EQIAing on people with different equalities characteristics
- Lack of data is not a sufficient reason to conclude there is no impact. It is insufficient to state that a policy will affect everyone equally without having considered the different barriers some people may encounter.

No, but monitoring information needs to be more systematically collated and recorded.

Section C: Assessment

Midlothian Council equality impact assesses on **all** of the characteristics in the box below, so you should consider all of these in your assessment. If you want you can consider other groups as well.

Race (this includes ethnic or national origins, colour and nationality);

Disability (e.g. physical disabilities, sensory impairments, learning disabilities, mental health conditions or long-term illnesses)

Gender (male/female);

Age (all ages)

Sexual Orientation (gay man, gay woman/lesbian, bisexual, heterosexual/straight);

Religion or belief (including having no religion or belief)

Pregnancy and maternity (having just had a baby or being pregnant);

Gender reassignment or transgender status (a person who is proposing to undergo, is undergoing or has undergone a process to change their sex)

Marriage and Civil Partnership

People experiencing poverty or at risk of poverty: (poverty may be simply defined as not having enough money to meet one's basic daily needs or to have the things that most people in the UK take for granted).

As you answer questions 7i. to 7iv. over the page:

- a) **Think about the policy, practice or function you are assessing and**
- people with the above characteristics
 - people associated with them (e.g. a parent or carer)
 - people mistakenly assumed to have the above characteristics
- b) **Consider whether the above people are likely to have different needs, or be affected in different ways by what you are doing/proposing. e.g.**
- People may need, or benefit from, information provided in a particular format, like large print or easyread.
 - A queuing system which relies on people standing for long periods will make it very difficult for some people to use the service.
 - Charging more for a service is likely to affect people from several of the groups in the box above, as on average they have a lower income.
 - Targeting an area of high poverty could leave people experiencing poverty outside the area even worse off in comparison
- c) **Consider the General Equality Duty requirements to pay due regard to the need to:**
- eliminate discrimination, victimization, harassment or other local conduct that is prohibited under the Equality Act 2010 in relation to the characteristics listed in box at the top of this page (except poverty)
 - advance equality of opportunity between and foster good relations between people who share the characteristics in the box (except marriage and civil partnership and poverty)

7i. Note any positive impacts on the above equalities groups

All of the Priority Objectives in the service plan, to a greater or lesser extent, will assist and support socially and economically disadvantaged groups and seek to reduce welfare disparities.

7ii. Note any negative impacts on equalities groups

Limitations on resources and decisions by partner and other agencies may adversely affect the degree to which minority and disadvantaged groups can be assisted. This will require regular review and monitoring.

7iii. How significant would this negative impact be, and what kind of numbers would be affected?

It is not possible to identify this at this time.

7iv. Note any opportunities for making a positive impact on equalities groups.

- Ambitious Midlothian strategy recognises needs of certain equalities groups
- A more effective neighbourhood planning process as well as participatory budgeting activity should enable equalities groups to have greater recognition and agency
- The new Midlothian Local Development Plan incorporates an equalities impact assessment as decisions on land use and planning policies can have implications for certain equalities groups.

Section D: Actions and Outcomes

8. Note any actions you will be taking as a result of this equality impact assessment:

Think about what you can do to:

- minimise or remove any negative impacts, and
- maximise the opportunities for positive impacts

A number of areas for possible assessment have been identified for EQIA in the coming year, most notably the City Deal as it relates to Midlothian.

9. Please note any actions you have already taken as a result of this assessment here.

Preparation and implementation of policy has equalities assessment as an integral element.

10. How will you track/monitor that the actions you mentioned in 8. have been achieved?

e.g. by adding them to a work plan, service plan etc.

They will be added into the section workplan.

11. If you have decided not to take any action please note why this is, and any justification, here.

A significant negative impact, even if it affects only a small number of people, should be addressed.

n/a

Is a more detailed assessment recommended?

No

