

Midlothian Council

Working with you, for you

Consultation Feedback

Paper 1

Feedback from our local consultation workshops held in April/ May 2019

We're working with our local communities to help reshape local services and to develop a Medium-Term Financial Strategy for Midlothian Council. Our aim is to meet the financial challenges that lie ahead by looking at new ways of delivering local services and improving efficiency.

We've organised 4 workshops sessions in April and May 2019 to give you the chance to have your say. You can find details for the responses we've received so far under these 5 key themes:

1. [Working with you, for you](#)
2. [Clean, Green and Sustainable](#)
3. [How can we serve you better now and in the future?](#)
4. [Reducing costs, demand and increasing income](#)
5. [Making the most of what we have](#)

- The responses from Workshop 1 are shown in **BLACK**
- Those from Workshop 2 are shown in **BLUE**
- Those from Workshop 3 are shown in **PURPLE**
- Those from Workshop 4 are shown in **GREEN**

Have a look at some of these comments and suggestions below. Additional responses from local groups and individuals will also be posted here shortly. You can still join in by sending your ideas to HaveYouSay@midlothian.gov.uk

1. Working with you, for you

Question. The clocks have gone forward its 2040 in Midlothian? What do you want Midlothian to be like? What have we preserved? What's changed? What do you think the essential services for the future are?

Your answers so far:

- *Only renewables; every house built is carbon neutral in Midlothian*
- *Improved infrastructure rail, cycle, goods traveling by rail, renowned for our low carbon industries, optimised and expanded rail infrastructure*
- *Grow and maintain our green spaces*
- *Midlothian is seen as one of the main players for local food production. Midlothian is a huge supplier of food produce*
- *Protect fields – grow local*
- *Set protected spaces or reinforce protected spaces for agriculture, woods and increase tree planting. Only develop on brown spaces not green*
- *Work with the community, businesses and partners to strategical plan and identify community roles in protecting our green spaces and being known for local food production*
- *No new roads built – commitment – only if essential – focus on fixing existing roads*
- *Midlothian is plastic free*

Continued... The clocks have gone forward its 2040 in Midlothian? What do you want Midlothian to be like? What have we preserved? What's changed? What do you think the essential services for the future are?

- *Range of smaller shops – less chains*
- *Midlothian is an unfriendly place of cars – become less car friendly –alongside public transport improvements*
- *Keep green spaces, manage better new house build.*
- *Litter free as it is the first thing visitors see (chewing gum free)*
- *Buzzing Town Centres (a place adults and young people want to go day, evenings and weekends*
- *Local people, staff and partners feel part of a bigger mission for Midlothian*
- *Woodburn and District Community Council exist opposed to Dalkeith and District*
- *Local people are participating in our town centres and creating new ventures led by communities*
- *People feel a sense of belonging, ownership, cooperate and have pride in Midlothian*
- *Improve representations of local voices including on community councils*
- *Have joint projects or where local people can come together to participate in interests to help ensure a sense of community now and in the future*
- *Invest in the support we give to community councils to help them taken on projects, feedback to communities and have a wider range of voices heard*
- *Increase level and profile of community councils*
- *Hang onto lifelong learning and those with skills to work with communities growing capacity*
- *Plan with neighbourhoods at a local level even if on a small scale for example a town hall, allotments*
- *Retain good schools with excellent outcomes for pupils*
- *Accessible childcare which meets future needs in 2040*
- *Create now for 2040 – build all new facilities and houses with key future features. Wet rooms instead of bathrooms, max levels of environmental features as standard (don't try to cut costs in these areas)*
- *Reimagine older people's services – create new ways of helping people retain their independence when in a care home. Village Model with shops and services possibly a gated community. Increase the range of care options for those with later stage dementia there is a limited range of options*
- *Prevention is core to what we do to support young children and families – learning for the under 5s, listening and planning with families not to people but with them*
- *Older People's skills are utilised fully to help younger children and families – borrow a grandparent scheme open to all*
- *Make it possible for Midlothian's residents in 2040 to work close to where they live*
- *Let people build their own houses – just put in services with strict criteria for environmental and find ways to manage risks*
- *Consider alternatives to community transports – community transport hubs in the Borders, taken away taxi card, alternative car schemes or other bookable forms of support for those at home who cannot without support access public transport.*
- *2040 – We have excellent infrastructure including digital capacity those in their 40s and 50s now will have digital capacity and skills in 2040 maximise and plan for this – skype GP*

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- 2040 there will be strong and varied communities – different models of working will be designed with local communities – different solutions for different communities – not a one size fits all
- Retain or bring a sense of community within Midlothian – achieve this by creating opportunities for doing things together, mixed age range, also integral to how we build communities
- Future proofing thinking – also onus on community we don't have all the answers, communicate better what we are doing and why
- It takes a village to raise a child – creating a sense of community
- Create a sense of community – small areas working together
- Note control what 2040 is like might be imposed – less councils, merged with others, seen as demographic deficit, e.g. centralised Education/Health and Social Care – movement increase numbers of elected officials – however if centralised model need to retain control at a grass route level including: sense of belonging, control over outcomes, partnership/professional/citizen/retain green spaces and historical buildings, strategic control over space/land in Midlothian
- Wish consistency through centralisation but still need locally designed different solutions to meet needs. Although avoid increased funding being spent on centralisation for example extra layer e.g. education collaborative
- There is a need to have joined up working with other local authorities
- Create one stop local shops in communities and joint local working
- Create indoor markets
- Lots of places off grid, lots of locally grown food, vegan, reduce emissions
- There have been previous examples of practice which affect trust including use of language, time delays, not feeding back, feelings of not being listened to. E.g. Newtongrange Master Planning. Misinformation housing issues and gas membranes
- Essential services include food, water, heat, waste disposal, education and means of earning.
- Maintain community councils and their tie ins with both Council and community
- I want Midlothian to lead in areas such as kindness and mental health support
- Payroll and HR services to be run for community assets
- 2040 Services – power generation non fossil fuel, digital security, integration of services into really local hubs in towns and villages – examples of intergenerational play
- 2040 – Greater diversity – people /community, opportunities to work, recreation, services and shops
- 2040 being known for something we do well – pride in an achievement by the community, links to villages and fostering identity
- 2040 – No fly tipping, park and green spaces, preventative health and villages to keep identity
- 2040 – keep attractive green spaces in villages with flower beds, villages to be kept as separate identities with green spaces between them, strong local communities, sufficient social housing, enough activities to encourage health and well-being
- Preventative health a priority
- Could drones be used for litter spotting and fly tipping?

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- *New housing how do folks access health services*
- *Keep multi-purpose hubs – health for those in the area*
- *Help keep unique identity – friendship groups and other groups, keep community spirit not a 'corridor village'. Minibuses to transport to groups an issue –could school minibuses be used?*
- *Jobs in Midlothian*
- *People empowered to have more say and action in services and shape of Midlothian.*
- *Community spaces for intergenerational activities open in all towns and villages*
- *Health and wellbeing services aspirational*
- *Triangle – communities/people volunteer activity not mandatory – so where people want to support them to design, develop and define services.*
- *Council staff and contractors need to listen and really understand what local people say.*
- *In 2040feel safe, everyone housed, kept culture, arts and heritage, no use of 'B and Bs', no domestic abuse, technology maximised, communities get together, visible and quick access to the countryside, no need for foodbanks, clean air, better police and medical facilities, be risk takers and not risk adverse, extremely energy efficient, good infrastructure, attractive and vibrant town centres, integrated communities not just commuters, spread of demographics , more accommodation choices for older people and increase community activities.*
- *'Bring back burgh councils and a local autonomy fund!'*
- *2040 – Fight to keep and improve the level of services we have now by finding ways to be able to afford them – reuse, alternative energy and refurbishing rather than building.*
- *Significantly change care services – need choice, a service that motivates, helps people rekindle interests and hobbies, more stimulating environments, focus on community, intergenerational, facilities to mix in, not isolated at home. Move to good home services – stop 15 min visits, have a fully integrated support home service. Don't make older people go to bed at 7.30 pm when they don't want to they want to be out socialising with support. Consider how the local radio services can support older people in their homes to feel included – some may not have radios or can tune to local stations offer support – Crystal FM reading out town crier for example. These could include debates, station visits, outreach listening facilities. Ensure older people have choice 4 hubs in a town with transport linking them to increase choice not just one centre or home.*
- *2040 changed behaviour and attitudes to alcohol and drinking cultures and no linked antisocial behaviour. Need to change opening hours to earlier closures in Penicuik or manage people leaving better, manage noise better, currently people leave the pub and toilet outside in public places.*
- *2040 – Novel and exciting modes of transport available but not too many roads.....walking, cycling actively encouraged.*
- *Through building growth and services for young and older generations, with a focus on community we could generate exciting new local jobs to reduce commuting.*
- *Schools, houses and buildings which self-regulate heating – passive houses and schools*
- *When homes have been built so have recreation and community garden facilities*
- *Would like 2040 to be like 1980*

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- *In 2040 Penicuik is a living town again not a commuter's town.*
- *Older people services – need access to public transport when you can no longer drive.*
- *Better in the old days when the council was decentralised and Penicuik Town Hall was the contact place for council services.*
- *Increased care at home services.*
- *Will by 2040 due to growth the council be able balance budget with the increased number of houses and council tax? Is there a tipping point when forecasted figures do meet demand?*
- *Easy access to work.*
- *Transported sorted by 2040 to cope with new population or ideally sooner urgent. Need to take a stronger position on ensuring developers fund infrastructure and public transport as well as shops within walking distance.*
- *Parking improved in town centres including Penicuik*
- *Need a infrastructure viable for the future*
- *Work differently – change how we focus on deprivation to include the most in need areas in the West of the county as well, lack of services and support. Including public transport options in addition to buses.*
- *Allotments mixed views staff presume that there is no need or demand as lots of people have gardens is this really the facts – open mindedness*
- *Hold hotspot or high level interest topic events bringing local organisations together to think creatively based on good live data*
- *Loanhead Church gardening services could be added to the 'working together' triangle*
- *Use good conversation approaches to fundamentally shift the experience local people have in Midlothian when interacting with services...create a pathway from front line right through – change from fix it models to onto what do you want to be able to do, what outcomes want change e.g. shop – pathway agreed to achieve this with a together conversation. The public feel the same type of good conversations taking place across services in Midlothian.*
- *Need live data available to staff and communities to react and improve service. E.g. child assessment data*
- *Create a diversity of different people having robust conversations creating dynamic solutions – embed this system of partnership working at every level in the system*
- *Work differently to harness the energy in communities for example Music Tuition – how can we work differently together to change services, outcomes and offers*
- *Create more collaborative exercises with the public using data*
- *Digital community – with more support to and from volunteers for assisted online*
- *Build Trust – feedback back is that Midlothian listens but then does what it wants, sometimes directly against the views expressed – therefore earlier engagement, create opportunities for communities to be part of the development stages and decisions – dramatically improve feedback from public events and consultations into very simple direct messages – you told us this we have done this, not too fancy info – we had to cut this amount, you suggested this so we have taken it forward and plan to save x or we haven't taken forward because.... – keep simple, key points*

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- *Manage expectations and communicate better – create an agreement we can delivery this be clear, although we cannot please everybody – need to change culture within the council but also within communities – move away from everything the Council's fault*
- *Create a developers charter – voluntary code – creating common good funds if you are developing in Midlothian contribute to supporting communities – in addition to community benefits*
- *Tell communities about the benefits secured through community benefits*
- *Expand the Penicuik collaborative model – proving to be working well*
- *Pick up litter*
- *Connect people with local groups and groups with each other*
- *Red cross – community resilience workers – model could be developed further*
- *Link with football community organisation, consider expansion of roles or key messages to players/members – tidy astro after you – take your bottle home or to the bin or use a bottle more than once*
- *Pick up litter in the street where you live or in the park that you use.*
- *Create community campaign to be litter free – like other European countries*
- *Increase communication and support for community councils - improve trust (Newtongrange nearly folded – causes resentment)*
- *Barriers to volunteering or perceived barriers to using facilities – cost, times – just how?*
- *Innovative ways for the council to reach out to the community video clips would be useful to explain difficult decisions that could be used by others in community*
- *When there is training at the Council offer places to community rather than have spaces in the room*
- *There are real issues with trust. It does need to be build. People need to understand decisions*
- *Celebrate 100 years Newtongrange war memorial – 1819 believed that local people didn't get back till 1819*
- *Ensure housing mix and facilitate housing exchanges, lack of bungalows – but keep local*
- *Site council services in local hubs for example in the church hubs. People want to speak to local services in the community. Ensure council outreach services.*
- *Turn negatives from communities into positives – Penicuik resident's online forum complaints, no poppy displays no group knitting for next year ... a community response to a negative*
- *Provide positive information on community activities accessible by phone and keep vibrant*
- *Council needs to give not take*
- *Community involvement – is it possible to get community members to help evaluate actual council working model, financially and structure wise? These meetings (i.e.) today are helpful but there is really not enough time to understand some issues*
- *The Council could provide start-up and minimal support e.g. development asst. caretaker.*
- *Triangle – people are very busy and have no or less time to volunteer.*

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- Triangle – it is difficult to interact with the council in relation to working together as it is so large and very diverse, there is no single point of contact in turn it makes it difficult for the council due to size and complexity to communicate effectively outwards.
- Mend our town hall clock it has stopped for weeks. Nobody bothers.
- Better communication – many not working now due to less people using them – word of mouth is still the best. We don't go the extra effort to communicate with the house bound for example, Penicuik road improvements affected quality of life for those housebound where they stored materials, dust, noise etc. No door knocking to advise or contact with relatives.
- Less volunteers – working longer, volunteers are expected to support people with very complex needs – the expectation is too much, need to ensure careful use of volunteers and don't put pressure on them, as they then stop altogether. If it wasn't for older volunteers things would grind to a halt.
- Communication with the Council reimagined
- Funding for communities needs more analysis and evaluation to ensure best value.
- Increase awareness of community councils
- More intergenerational activities open to all children/older people – adopt a grandparent.
- Work together to secure a changing places toilet for Penicuik
- Every town should have a clothing library
- Create a Midlothian Council citizen of the year award
- Reward individuals for recycling well – not big reduction – if use blue bins well then a discount on brown bin charge, plastic bottle bank with token pay out or small financial pay out (could site near astros), discount on council tax if good recycler, or simply a stamp on your bin for being excellent recycler, improve the information we give out on recycling and what happens to it and how much is saved.
- There is a feeling that the Council listens to communities but generally do their own thing.
- Plea for clean amazing public toilets, staffed. Could these be adopted by the community in terms of decoration, flowers etc. Council staff still clean.
- Create more skills in the community (young and old) then use them.
- Adult communities in America have activities and community hub facilities but residents pay a contribution to these activities only.
- Change to opt into schemes for example older persons bus pass
- Houses carbon neutral, with solar power, air source heat pumps
- Pedestrianised town centres and with improved cycle ways and low emission zones
- Preserved green spaces, community gardens in each local areas. Preserve green belt.
- Connected business communities (trading and intertrading) – business associations.
- Incentives automated businesses
- No McDonalds replace with healthy takeaways
- Every house to have solar panels
- Community facilities – central hubs focus for localities
- Low carbon, following a circular economy model, reuse, repair and sharing of resources
- Cycling routes with secure bike parking in all workplaces
- All communities have community growing space with gardening on the curriculum

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- 2040 still need to deliver services that we can't do ourselves. Community Hubs and social facilities as well as schools
- Access to TOILETS
- Smart use of technology to identify issues/prevention/intervention early , ensure access and use by all
- Communities at heart of planning and delivery – supporting vulnerable.
- Preserve and improve spaces for people to gather and create collaborative ideas
- Preserve the natural environment – biodiversity, soil improvement, regenerative agriculture for increased nutrition in local food production.
- Primary Health Care – access to GPs – everyone able to access when needed not the case just now – GP services using technology to increase efficiencies.
- IPCC 12 years to reduce CO2 emissions to within reasonable levels before tipping point.
- Border railway electrified with 2 lines
- Segregated cycling lane
- Car share - no private cars
- 4 day working week – contribute to community one day a week.
- Improved public transport between smaller towns in Midlothian less reliance on cars.
- Early intervention
- Golden Record – data sharing and big data from Scottish Government
- Make it culturally unacceptable to litter – blue planet.
- Strategy for comprehensive charging network for electric cars
- Preservation of green space – supporting outdoor learning
- Make Midlothian a completely dementia - friendly local authority
- Council listening to local communities
- Truly meeting needs
- Community hubs are centre of community
- Extend the Edinburgh Festival. Fringe Midlothian in the way East Lothian has fringe on the sea
- Environmental health service
- Support for greener living
- Green space and environment
- Midlothian a tourist destination for City of Edinburgh residents
- A virtual community network for those housebound
- Need to change culture and outlook of both council staff and communities
- Too many fast food outlets
- Integrated school curriculum
- Preserve greenspace
- End obsession with economic growth and regrowth
- No more privately owned vehicles – journeys ordered
- Railway to Penicuik, Biggar and Edinburgh
- Communications network that gives Midlothian resident input into services engaging all
- People able to heat their own home effectively
- Maximising Educational potential for all levels more vocational, training pre 16 like other countries.

- *Improve building standards*
- *2040 now and in the future more interactive communications with reply or even acknowledgement message and feedback when interacting with the Council.*

Triangle – communities leading, working together, council leading

- *Create themed meetings with different council departments*
- *Use of volunteers to work alongside staff*
- *Social prescribing*
- *Working together – employers voice*
- *Much more community consultation*
- *Locally delivered health and social care*
- *Neighbourhood plan already written but has disappeared – no dialogue*
- *Importance of communication on progress and how individuals can get involved in the neighbourhood plans.*
- *Culture change communities open to advice from trained staff and staff open to listening and acting on local people's views and data.*
- *Not all talk no action*
- *Assign actions to individuals and smaller groups instead of leaving feeling lacking in movement.*
- *Conflict resolution skills training with community councils and community groups*
- *What work will be done to change the views of council staff some think they know best others listen and work well?*
- *People need places to connect – community gardens, community spaces and less cars*
- *Need strong community leadership to support working together section of the triangle*
- *How do we reach others in the community and not the usual suspects?*
- *Pavilion use costs too high for some groups*
- *Youth café*
- *Compressed hours to help with childcare or to volunteer with improved mental health*
- *Community running of libraries etc. as a community hub*
- *Genuine engagement of the hard to reach*
- *How do we maintain relationships if so many staff changes – breaks in continuity – also community member turnover – need mechanism to record agreements know expectations and able to pick up where others have left off.*
- *Community specific welcome pack for new residents*
- *Section 75 consultations should be early on with the community*
- *Joint petitions by the council and community to Scottish Government.*
- *Joint information sharing, joint referrals, provision of services out of community hubs.*
- *Could turn triangle upside down.*
- *3 month notification on what happening locally*
- *Integrated social care*
- *More work towards creating dementia friendly communities*
- *More community asset transfers to ensure everyone can access a community growing space.*

Question: How can we improve the way we communicate with you about road defects and repair programmes?

- *In April make it clear and widely promote what the roads budget is and plans for spending*
- *Weekly or Monthly provide and promote the information on what work has been spent, where and how much it cost and balance of budget*
- *Prioritise together at a local level when there is not enough budget to complete all scheduled tasks*
- *Live app for roads - for reporting picture, what roads closed, state clearly the time scale for fixing the list of road repairs received and scheduled (Edinburgh as road reporting app)*
- *Optimise planning for road works – better control volume*
- *As a Council prioritise quality checking of work on the roads by the Council, contractors and other bodies digging up roads*
- *Investigate the use of recycled materials for road repair plastic and feedback to community on this and set target*
- *Increase cycle ways and options for the public to buy or secure a bike including electric bikes*
- *Roads app and system which is completed automatically including feedback to person reporting*
- *Feedback is needed when people put the effort into contacting the council about something*
- *Contact Centre/Roads and Lights - feedback to comments or complaints is expected as it would come back in other services or companies. It is a customer service culture*
- *Put sign on roads showing target date for repairs, could be train station style at intersections, or text or subscribe for updates*
- *Incident number returned by text on reporting or enquiring about road issues with updates.*
- *We urgently need a public jointly produced strategic plan for how people move about Midlothian now and in the future.*
- *No idling – how address?*
- *Get planning people to really listen offer more public meetings.*
- *If people worked and shopped locally there would be less call on roads.*
- *If we repaired roads quicker and faster it would free those up who deal with complaints*
- *Introduce merged multi skilled workforce similar to Borders, builders, roads, gritting in mixed teams and skilled so can respond to need and weather to maximise outputs and efficiencies.*
- *Introduce a congestion charge.*
- *Lower speed ramps and smaller signs*
- *Don't introduce 20 mile an hour speed limits they are not environmentally friendly use more fuel.*
- *Road sign management many are block by vegetation.*
- *Can't access information on the website about roads which roads being done, potholes, implications of new roads.*
- *Community need to know when large scale disruption and delays occur for example the real impact of Mauricewood road being shut for large amount of time.*
- *A701, A702 and A703 cannot cope with demand at rush hour, that's without impact of houses currently being built – priority to address within West Penicuik current plans not enough.*
- *Resurface roads opposed to patching, or patch quickly and then resurface*

Continued... How can we improve the way we communicate with you about road defects and repair programmes?

- *Way to many traffic lights*
- *Contact centre and access to names of officers for problems. Need to not waste time trying and not getting to right people (for community councils)*
- *Frustrated car drivers would cycle if they felt it was safe*
- *Alternative no – traffic routes across the ESK*
- *Built in carbon in Midlothian, poor public transport, poor active travel infrastructure*
- *Reporting of road safety issues - to help ensure all road users are safe walking, cycling made safer by rapid improvement.*
- *Workable infrastructure*
- *Community councils inform in advanced of utilities work, traffic light in addition to road closures via email*
- *Use drones to survey roads*
- *Combined transport infrastructure*
- *Participatory road building*
- *Speed of how quickly potholes and grooves have something done about them*
- *Grass cutting*
- *Education members of the public about the cost of road repairs they would complain less*
- *Find a longer lasting alternative to white lines*
- *Electric car charging points on every street*
- *Cyclists are reluctant to use cycle paths in the winter in case they are not gritted – if they are gritted let us know.*
- *Use social media to communicate with the community about road issues don't be so secretive.*
- *More provision for interconnected cycle/pathways*
- *Sharing traffic modelling, parking, flow and blocks*
- *Increase public transport, encourage people off the roads with integrated public transport.*
- *Road app for instant updates*
- *Interactive map online for report issues and looking for feedback, similar model to core paths and interactive*
- *Car sharing scheme*
- *More visitor welcome – promote parking, toilets and play areas indoor and outdoor*
- *Good reliable public transport*
- *Railway reinstated Penicuik*
- *Importance of feedback to keep engagement and trust*
- *An app for roadworks and report repairs*
- *Change assessment from car journey saving time to public transport and active travel*
- *More local living - jobs, trading, school and living*
- *Co-ordinate services that need to dig up road , have lighter more mobile equipment to do repairs*
- *The Glasgow city deal much more active travel friendly. Can more active travel be included in our city deal???*
- *Build roads before houses, improved traffic modelling*
- *Make developers contribute more in section 75*
- *Stop passing buck between Transport Scotland, Amey and Council own and fix*
- *Plastic roads*

2. Clean, Green and Sustainable

Questions: The council anticipates an 11% rise in its energy costs. What initiatives should we undertake to address this? We could save unnecessary costs if we follow Government Guideline to reduce, re-use and recycle. How can we work together to save you money?

- Solar panels over car parks, bings of old capped landfill at Oatside
- Encourage retro filled insulation to save energy
- Get lots of council properties off grid where possible
- District heating – revisit geothermal potential from old mines
- Can you store energy in mine shafts by using excess electricity to raise a load up high and when you need electricity let the load fall and it generates electricity like hydro power?
- Council lets, unintended costs, energy, facilities, travel and rent.
- Maximise uptake of energy efficient schemes
- Litter fines enforcement
- Generational change
- Recycle – education messages
- Planning policy – reduce car travel – make more off the road cycle paths
- Bins at flats need to be changed – because it is difficult to address what waste goes where. Overflowing – obstructing walkways – filled with wrong rubbish
- Give alternative to fly tipping – subsidised skips? Very visible publicised fines, community clear ups
- Grow local food- heated green houses and polytunnels – less food miles and more local employment
- Encourage local businesses – cheaper premises – so less travel
- Community composting
- Food recycling in council offices
- Later hours at Stobhill and other centres so trades can use them after working hour
- Blue bins need a latch to prevent blowing over in winds and spilling context
- Midlothian Community recycling awards – celebrate recycling, innovation, circular economy, reuse, and reduced use. One for community and one for businesses? Has to benefit the local community. An award for best innovation to reduce fly tipping – an app to find out how/when to take waste to – like you get apps to find the best beer
- Get that green enterprise organisation that organises funding for job placements to support the work of recycling officers. These opportunities could be for people with additional support needs or wishing to increase their employability prospects
- There is a face book group called “Men with Mussie (Musselburgh)” – Get a Facebook group that can help focus community action on littering
- More community education on recycling – in a fun way. So people using recycling bins correctly – address this at team and department meetings
- More local food growing as a therapeutic activity, a useful activity for team building, - activity for all community no matter their walk of life
- Accessible transport for the elderly – area based community transport- range of demand i.e. Scottish Borders
- Recycling – social media
- Sustainable transport

Continued... The council anticipates an 11% rise in its energy costs. What initiatives should we undertake to address this? We could save unnecessary costs if we follow Government Guideline to reduce, re-use and recycle. How can we work together to save you money?

- *Greening Midlothian (Gorebridge Example)*
- *Community Learning – mentoring and hosting events*
- *Sustain our current parks and green spaces*
- *Safe routes to school walking bus*
- *Willing to pay small increase in council tax that will support sustainable development*
- *Older children walk or cycle to school change the entitlement to transport as long as it is safe*
- *Involve communities in planning and decision making and keep communities informed of challenge things on Facebook*
- *More use of outdoor learning opportunities across all age groups and not just early years.*
- *Throttle Growth – manage types of housing not necessarily developer focused, public transport links, mixed development jobs in Midlothian, totality of development not just housing, tie in energy production.*
- *Midlothian Council staff to be encouraged to use public transport rather than using cars.*
- *Wider education on recycling – children are good at this, interschool competitions*
- *Need to join up mental health, fitness and obesity, ready to learn, exercise in Welfare Park before schools, parking concentration safety, cycle ways in Midlothian links to above. Can we attract external funding - waste, recycling centre, better use will minimise fly tipping, Men's Shed, bulky uplifts – can CC's help arrange and split costs.*
- *Residents and parents buy in, care before school , green zone residents – streets free*
- *Dog waste bins*
- *Climate change strategy – (design this jointly with community, children, young people, professionals – similar to 100 day challenge model.*
- *Triple recycling bins on main streets*
- *Stop using chemical sprayed on edges of footpaths (poisoning pets and wildlife).*
- *Community clean ups and involve schools*
- *People not aware of things like replacement boiler schemes – need support to complete applications etc.*
- *Grants for renewables*
- *Low cost energy supply company for the county – renewable- supporting the community and reducing cost*
- *Some light coming on early, not necessary*
- *If Millerhill works – can we do it in other areas*
- *Ownership of council buildings for energy use*
- *Do people know how to use the new technologies*
- *Use of electric cars – query could pool cars be opened up more widely in the evenings and weekends. Car pool for community electric cars. Would people cycle to work more if they had access to a car once they were there? Would people cycle to trains if there were better links? Improve tourism in Midlothian improve income.*
- *Clarity about what can be recycled locally, not all sure about what it means and putting the wrong thing is contaminating the whole load.*
- *Need to advertise the rates that we have for recycling by area*
- *Online campaign giving ideas about some things i.e. milk bottle tops – is it a hard plastic*
- *Reduce duplication of tasks*

Continued... The council anticipates an 11% rise in its energy costs. What initiatives should we undertake to address this? We could save unnecessary costs if we follow Government Guideline to reduce, re-use and recycle. How can we work together to save you money

- Support to get more solar panels
- Plant more deciduous trees
- Plant fruit trees – free fruit for the community
- ‘Steamies’– One generation system for a number of houses etc., houses, integration of environmental – heat source pumps etc., economies of scale, planning opportunities.
- Use green energy for all council services
- Long term look again at housing locations – plan transport from start.
- Make places safer 20mph in the centre of housing areas
- Keep local Penicuik recycling centres open
- Develop long term rail option for West Midlothian
- Grow food in public areas
- Could community groups who own/lease halls and centres in Midlothian come together to get an improved energy deal /Green energy were possible – and share information to get renewable energy.
- Have volunteer group to work with council and transport operators in all areas – short term
- Make sure car recharging points are widely available and they are maintained and as much of local energy generation is environmentally friendly as possible.
- Teach sustainable living (food – heat – travel) in every school get the kid’s ideas.
- Peebles and Penicuik railway design it now
- Make rail plans for west Midlothian, old routes still there safe guard them.
- I don’t have a car and cannot get into the Bellman’s depo, walking in with my wheel barrow. Pedestrians need access. People delivering have to get out of their cars so safety measures apply to everybody.
- Reduce emissions from car congestion, public transport priority, timetabling, encourage public transport access locations, move town centres, less out of town congestion.
- Enhance central areas make them more attractive to use. Place council services there – information/libraries etc.
- If people recycle everything and have a history of it could they have the brown bin service free?
- Start education at a young age – primary – will challenge once they are at home
- Council should set standards for what we recycle – council should drive this.
- Population generally accepting of recycling and happy to do more, getting better.
- Rules in recycling centres seem to change- need to make it easy for people keeping things locally.
- Need to think of impact of where we plant trees – flooding in autumn and winter due to leave blockages. – being done by community.
- Incineration – use waste for fuel
- Improve bus services
- Vogrie House and Park for advertised special events, walks, concerts etc. is inaccessible for people without cars. Bus should be organised and tickets could be paid. From Dalkeith or Penicuik. It is discriminating now, yet it is Council and everybody’s venue.
- Recycling of goods taken to landfill

Continued... The council anticipates an 11% rise in its energy costs. What initiatives should we undertake to address this? We could save unnecessary costs if we follow Government Guideline to reduce, re-use and recycle. How can we work together to save you money

- *Reuse, sell funds money for community to use as in local festivals. Money raised could go towards items required and staff wages. Storage a problem run by volunteers.*
- *Think the public would be willing to do more recycling but needs to be at easy accessible locations. So there must be volunteers and people to run it, storage there needs to be enough for people to offer opportunities, benefits, there is currently no reward to those who recycle.*
- *The bottle machines etc. are a great idea as they give tokens. Thereafter households who recycle everything but they pay the same council tax as others.*
- *Solar energy in council buildings. Automatic switch off of lights etc. Checking that nothing running in the background that is costing money (something plugged in not recognised). Individual room heating controls and draught excluders.*
- *For appliances ideas like the AO rental scheme educate people in the art of common sense.*
- *Energy cost – lower temp in buildings by 1%, close buildings that are empty and transfer lets to buildings that are open.*
- *Switch off programme – keep it going.*
- *Developers push for more social clauses*
- *As part of developments should be a planning condition that photo voltaic panels should be on all new buildings*
- *Solar lighting on all new developments*
- *Council vehicles should all be electric*
- *Re introduce subsidies for electric charging points*
- *Audit on unnecessary use of power*
- *Need to improve public transport in some areas*
- *Increase and enhance cycle path routes*
- *Educate people more on recycling*
- *Could the council improve their recycling by using their workforce in a more efficient way?*
- *Learn from other countries such as Sweden*
- *Heavier fines for fly tipping/litter*
- *Suggest turn down heating in schools and other public buildings*
- *Compliance with building standards needs to go further on energy efficiencies of housing.*
- *Make vacant properties more energy efficient between handovers*
- *Exploration and greater use of PV on public buildings. Renting roof space for energy funding – Edinburgh example supported by crowd funding, small scale community energy generation.*
- *What is the Council Policy to move to electric cars to reduce impact and set example to community?*
- *Consider level of street lighting while the Council is growing don't add where not necessary.*
- *Education on reuse – need to public against disposal society*
- *Rosewell – cycle group. Strategic support from Council to help others join up.*
- *Example food fridge – Gorebridge – reduce waste.*
- *Put pressure on Government to get rid of hard to recycle plastic*
- *All new buildings to show how they're going green E.g. PV for Housing*
- *Buy energy in partnership with wider public sector*
- *Future proof for expansion in electric cars*

Continued... The council anticipates an 11% rise in its energy costs. What initiatives should we undertake to address this? We could save unnecessary costs if we follow Government Guideline to reduce, re-use and recycle. How can we work together to save you money

- Seed funding to support community groups to install electric car charging and show pathway to induce charging to community groups
- Promotion of energy efficient appliances/Bulbs etc.
- District heating scheme – potential to replicate on a smaller scale at a community level
- Education campaign on energy use. Energy reduction funding – support – availability (e.g. micro grants)
- Reuse – Gumtree – eBay style what is available
- Reuse idea to promote – Pinterest
- Can Midlothian residents access the composted material to reuse in their gardens?
- PR campaign to promote up cycling to make these items desirable.
- Presentation of items to recycle.
- Food with dignity (Ayrshire)
- Repair and reuse items – Men's Shed
- People who want to garden with no garden – help with community gardening
- Building to building standards alone does not reflect the best standards from around the world (can more stringent clauses be added)?
- Make existing houses more energy efficient during void change over
- Harness energy from processing
- More community district heating schemes
- Woodland Cemetery
- Increase town planting (trees) could be voluntary provision
- Invest to grow and supply wood from sustainable woodlands
- Support for circular economy
- More information on what plastics are recyclable and what should be going in the grey bin.
- Up cycling of bike scheme
- Knowing where to pass on items for up cycling
- Central places – e.g. Edinburgh too good to waste
- Community shop – Bonnyrigg reuse
- Reuse of electrical items currently going to landfill.
- Repair cafes
- Remake workshops
- Suggestion that we have street lighting on earlier and later than needed
- Building lighting including around school buildings create additional energy use than necessary (link to wildlife bonuses if lights off for a few hours).
- Strategy around use of solar panels.
- Collection and reuse of rain water.
- Heat exchange
- Smart info in buildings to encourage reduction in energy use.
- Communications for pupils on range of energy use.
- Address energy survey findings
- More information on what energy use costs and how to reduce.
- Promoting repair of items not throw away
- Uplift – household items for reuse

Continued... The council anticipates an 11% rise in its energy costs. What initiatives should we undertake to address this? We could save unnecessary costs if we follow Government Guideline to reduce, re-use and recycle. How can we work together to save you money

- Uplift from reuse and disposal of existing items
- Would local electrical firms support reuse of electrical items
- Knowledge sharing – between generations reuse and repair
- Potential role for community payback upcycling. Skill development (Link SQA)
- Look after critters – bugs etc.

3. How can we serve you better now and in the future?

The council's education budget accounts for nearly ½ of the Council's total revenue expenditure.

Question: Music tuition in its current format is unsustainable what are the alternatives if we work together?

- *Are there practice standards? No extra tuition for other things – maths, English, sports – does not address inequalities*
- *Harness the energy of groups to come up with solutions high profile*
- *Music tuition maybe more of an issue for deprived areas- middle class could be able to afford anyway or means tested*
- *Cooperative for music tutors*
- *Could you ask young people learning music to offer music at local events which would be ticketed and those profits reinvested in music tuition?*
- *Community volunteering could support music tuition in schools*
- *Link into universities music students to support music tuition*
- *Even a very small charge makes the pupil appreciate the instrument and the tutor will practise and turn up*
- *Other music support from colleges/uni students for P5 to P7*
- *Welsh collaborative idea – good engage with communities and other providers e.g. Newtongrange Brass Band, Penicuik Brass Band Colleges*
- *There could be opportunities to extend provision beyond pupils utilising existing adults.*
- *Look in to the Welsh Model for individual music tuition (make clear children in all schools will still get music as part of the curriculum).*
- *Retired musicians volunteer to teach music, more use of our talented retired community.*
- *Welsh collective model look into it further/find out more.*
- *Develop life skills using non teacher experts to do the practice skills – teachers can teach.*
- *Get ideas from music pupils and teachers to make tuition cheaper to run and make more accessible.*
- *Work with local brass bands*
- *Look at external agencies to support music*
- *More asks of the community to support music*
- *Ask for used instruments from the community to donate to schools*
- *Those in receipt of music tuition do some coaching of the year below similar to sport perfects technique*
- *Get other/older pupils to support younger pupils for music*
- *Get music professionals to 'perform' in PS to enthuse pupils*

Question: How do you think our schools could be more efficient and save money?

- Ask local groups – like at Midlothian Sure start, where they have parent support groups that do crafts and they could help prepare activities that school children can do – e.g. pre an art activity for class
- Access to schools at weekends – sales of work, meetings, conferences so supportive services benefit from profit making organisations. Gets over some of the school stigma
- Ensuring preschool learning and family support is still available for all – this saves money and in the long run – it's the prevention part and this change strategy
- Not quantity but quality
- Voluntary support within schools better within primaries at the moment – groups and clubs
- School sites could be used by community and voluntary agencies more efficiently. Use school site as a business venture affordability!
- Start school at 7 years old
- Early years – need not to lose good work that is happening already in Midlothian. Sure start preventative
- Explore best practice in other areas - what happens in other countries
- So much focus on very young children and primary aged – not much focus as they become young people
- Open schools more 4-6pm but be sensible about costs
- Young people should support the community
- More provision in college for children and young people 16+ with additional support needs
- Remove denomination education – costly
- Have some civic training/experiences for youngsters
- Higher class sizes?
- Schools seem as learn as they can be
- P2P learning, mentoring and community
- More digital solutions – Outdoor – different – classroom space and learning environments
- Use professionals more efficiently
- External funding?

Question: How would you feel about the Secondary School day being 30 minutes less? - reducing the School Day 27.5 to 25 hrs in Secondary Schools could save £900,000.

- Shorter day – ok generally what else would we do for an additional 30 mins – sports etc. Need to use it productively and safely not put pressure on community?
- Evidence teenage brains and growth – should start 30 mins later rather than at the end of the day potential – easy solution.
- If you reduce classes by half an hour will this impact on when parents can work and their ability to keep their jobs – make sure that this does not threaten parents work.
- Change school start time till 10 am
- Reduce school day even more than 30 mins
- Use extra time in school for other things – active, mental health, study skills – non teaching time
- Opportunities to engage young people in youth work, leisure, homework, vocational and work experience

- *Recognition of wider attainment and ready for work. Self-study – opportunity to prepare for future college and work.*
- *Links to new businesses like Newbattle: State Street, Aberdeen Standard Investments – high value employees.*
- *Employees, skills, attitudes and readiness for work.*
- *Learning skills, budgets, bills, communication skills not just subject passes.*
- *Reducing the secondary school day appears to be a sound idea, but the time save must be used profitably.*
- *ASN children and young people need more support*
- *25 hours wide curriculum could be a benefit to the community and young people*
- *School day being 30 minutes less should be sold as a positive. It would give pupils the opportunity to engage in life skill activities and have an opportunity to engage with other people which breaks down barriers and often volunteers get to know the pupil and issues they may have.*
- *Why only 30 mins use the skills and experiences.*
- *If this option was chosen there maybe organisations interested in working with young people volunteering placements.*
- *Review cost of community groups use of school facilities.*
- *Teachers are overworked and stressed out. Don't reduce day to save money you will be worse off. 30 minutes less teacher contact time OK as long as time is used constructively in another activity.*
- *Favour reduction of school day more technology to deliver lessons either live or later*
- *Get the infrastructure right to support IT/learning*
- *Could there be an unintended consequence in Antisocial Behaviour*
- *Support this idea more work experience. Use craft circles etc. to support/mentor 16+ additional needs.*
- *Not in favour of reducing the school day at all.*
- *How would this be done? Reduced Lunch?*
- *Package required as to how we would fill the time – study clubs*
- *Not positive parents – contact, time, parent times*
- *Count towards awards for Nat4/5 – Higher/UCAS. Blended learning – reduce times of formal instruction teaching.*
- *Provision for this*
- *Good if it was a later start know this may not be appropriate. Concern regarding an early finish would see time for anti-social behaviour by the non-compliant*
- *Use schools – have autumn schools hours – income generation*

Question: What benefits might there be by increasing the distance before you are entitled to free school transport? How could this improve children and young people's health?

- *Positive health benefits – safe walking routes and cycling*
- *Opportunity to promote independence and encourage self-travel*
- *Safe walking/cycling routes – help wider health agenda. Wider planning issues – new build estates not designed to meet wider needs, creates isolation and reliance on cars*
- *Promote active travel – for all ages as a virtue to reduce emissions and increase fitness*
- *Third sector supporting volunteers for walking bus etc.*
- *Kids should walk more need the infrastructure to keep them safe*

Question: What benefits might there be by increasing the distance before you are entitled to free school transport? How could this improve children and young people's health?

- Early years – need not to lose good work that is happening already in Midlothian. Sure start preventative
- Explore best practice in other areas - what happens in other countries
- So much focus on very young children and primary aged – not much focus as they become young people
- Spend more of Midlothian Monies in Midlothian – especially where capital expenditure – presumption to local sourcing and companies.
- Tell us you said, we did and ensure what now and next?
- A701 Science Centre of Excellence great idea needs to link with aspirations Uni/College, employees and link with SDS.
- Do children know playground games, skipping, elastic, ropes etc. – needs to be sustained not just one or short term events.
- Encourage children to learn how to cook nourishing food in school.
- Encourage children to walk/cycle/to public bus rather than private/bus/car.
- Support local businesses and supermarkets for support with food etc.
- 3 D walking buses used regularly, in primary extend to high school
- Could have a walking co coordinator , buggy walks, health and wellbeing, older people and intergenerational
- Use buses for all pick up – stop use of taxis costs too much
- Not providing transport is a barrier to kids attending school. We need to think school bus and transport possibly run by volunteers but one cost instead of multiple taxi costs.
- Instead of using taxis consider role for community transport.
- Support the increase in transport distance as long as it is safe – dependant on the transport availability
- Reward parents etc. for cycling/walking use of bikes and buses
- Health benefits are obvious but there may be disadvantages and we need to protect young people you are less able to travel.
- Save the planet children and young people should walk, cycle or run to school health benefits
- Pupils should be encouraged to walk/cycle to school – if they do this for a week then they get a free class in a council run leisure centre. All groups who have hire/let council facilities would have to sign up for the scheme, this gives children a choice of what they would like to try and it gives the centres new potential customers.

Question: What suggestions do you have for increasing efficiency in supporting young people to travel to school who have additional support needs?

- Get mature students to help those with additional support needs get to school
- College was a problem transport took too long as courses not available locally. Classes – sporadic (Mon, Thurs and Fri). Overcrowding too many kids in class and not enough equipment. Learning and Educational levels inconsistent in some years – some classes too hard and some too easy
- Stop using taxi for all additional pupils
- Can share cars
- Develop the keep safe and I am me scheme to make travel safer and confidence of people with complex needs that they can get assistance should they need it. (There is a useful app)

Further information from rona.duncan@midlothian.gov.uk

Continued: What suggestions do you have for increasing efficiency in supporting young people to travel to school who have additional support needs?

- *There is a ring and go service that could be used by pupils – use of Lothian community transport.*
- *Young people with disabilities and additional support needs should be supported by free travel.*

Question: What suggestions do you have for increasing efficiency in supporting young people to travel to school who have additional support needs?

- *Should we ask people to use Motability monies*
- *Transition to college difficult, transport links not good and planning for change not good*
- *Independent living skills needed for 16-21 year olds with severe and complex needs*
- *Need more special school places for those with additional needs*
- *16-21 year olds with ASN should have access to a one stop shop that is not in school, more community education facilities, kitchens, music etc.*
- *Need to support this area of development*
- *Day care facility provided for young adults with profound additional support needs within Midlothian.*
- *Work out plans for each areas with young people and carers*
- *Increase in ASN quality and facilities*

4. Reducing costs, demand and increasing income

Question: East Ayrshire and other Councils have become cashless how could we work with our communities to implement this? (East Ayrshire average costs of processing payments: £8.62 in person, 15p online and 3p direct debit.)

- *Create champions within local communities*
- *Partnership with third sector organisations*
- *Protect vulnerable people and understand older people*
- *Make really user friendly ways to accept payments electronically – especially one off ones – e.g. have a place to pay at a central council building if there are easy ways to people can pay the council you can start loads of mini enterprises up/take donations for free events/festivals etc. Are Transferwise or Revolut apps any good?*
- *Make your digital plans suitable to help someone whose only electronic devise may be a phone on which they have no credit*
- *Invest in digital education and access in community settings. Not necessarily classes*
- *Cyber security*
- *Commission taken by provider*
- *Article on BBC yesterday stated costs £500 more if not use IT or have online banking for a person*
- *Cashless Council, is a great idea but great thought needs to go to people, that can't or won't either 'go online' or 'pay online'. Communities are probably willing to help each other and certain 'could' have access to more than sufficient facilities but there are barriers, at least perceived barriers. For those that are doing this seems unsurmountable, a solution of pay point sounds very reasonable.*

Continued... East Ayrshire and other Councils have become cashless how could we work with our communities to implement this? (East Ayrshire average costs of processing payments: £8.62 in person, 15p online and 3p direct debit.)

-
- *Concerns about becoming a cashless society.*
- *Reduce costs by librarians helping with online payment. Train librarians to process payments online*
- *Problem for older people to access online payments but librarian could help*
- *Education on the benefits of using direct debit, share saving and savings could be used in council services*
- *Council to work with voluntary sector to support people moving to have online payment. Build the capacity of older people to pay on line*
- *Importance of libraries as key centres for people to utilise for making payments. People can socialise in libraries*
- *Penicuik Library isn't in town centre or in area of deprivation we also need more online access points which are accessible – Ladywood etc.*
- *Council to provide pre-paid cards for services which will help families budget e.g. Go Henry Card/couldn't overdraw on the card. Council app for payment*
- *Need to educate people on how to use the pre-paid card*
- *Make cashless payments possible but keep cash option by using prepayment tickets*
- *Pay at point of service – avoid bills, invoices and accounts*
- *Safeguards need to be in place for cashless payments. Need secure system for all IT*
- *Voluntary sector to help upskill older people in use of online payments*
- *Make greater use of all council buildings for making payments*
- *Address wider picture of poverty. Have a pre-paid cards provided free of charge. Be able to use Midlothian Card for Banking*
- *Banks to educate people on benefits of direct debits and benefits for Councils. Not for Profit bank to offer this.*
- *Use of card reader safer option than online. Also card reader is quicker and don't need to chase people so much*
- *Payment for council rents needs to be equitable e.g. groups pay according to resources they have. Costs for voluntary sector to be less, transparency about costs*
- *Let the 20% not able to use online still speak to someone – AI*
- *If cashless council do not disadvantage those who do not have computer access (approximately 20% of the population of Midlothian)*
- *Provide an incentive (i.e. Slight reduction in cost) to paying online or by direct debit.*
- *I think communities would gladly pay online and by Direct Debit if they knew how much could be saved.*

Question: What other suggestions do you have for us to reduce demand, improve getting it right first time, generate income or what should we stop?

- *Single invoicing per resident rather than multiple invoices per service*
- *Budgeting and financial management support and information for families living on benefits and with financial constraints*
- *Work with banks to support knowledge and increase*
-

Continued: What other suggestions do you have for us to reduce demand, improve getting it right first time, generate income or what should we stop?

- *Money management part of curriculum and also family learning – intergenerational opportunities offered locally in hubs and libraries. Example of best start grants consultation and uptake*
- *Increase income to an area in general – Encourage people to visit Midlothian on foot/bike because then they will spend more time and pounds here. Better for local jobs and services, more people staying overnight. Get communities to make the most of their own farms and villages which they are proud of – e.g. adding their own local things to Scotland starts there mobile app*
- *If you want to reduce demand in services at the same time or helping increase learning opportunities for people in the area – is there a way that within services learning opportunities could be provided which could help towards maintaining capacity and increasing individual skills by organising*
- *Make a small fund available e.g. micro grant to be available for all Development Trusts to meet and share best practice - they all have different strengths and if they could all learn from each other they could all become really strong in what they do. E.g. networking with hard to reach people, being democratic, projects areas that they are good experienced at.*
- *Reducing demand is a survival strategy if not a basic virtue of near term societal collapse due to climate change. If the council and individuals are to promote low consumption and low emissions as a positive strategy and at the collective and individual levels maybe it will help reduce demand. People can help their neighbours reduce demand too. This is really very key.... It is where a lot of positive change could happen. Lots of people really care about the environment, if you can help people see how their action are reducing consumption and emissions helps the environment they may take more action*
- *Sharing Mobile Resources- instead of 3 offices have 1 van would have to advertise availability by a variety of media – posters, email, local radio, GP surgeries, libraries, bus shelters and leaflet drop. – How to reach the minority? (the ones who need the services)*
- *Better communication across all areas/platforms*
- *Service redesign – diminish silos*
- *Trust status for our leisure and library services*
- *Early intervention and prevention as central to the agenda*
- *Partnership within departments in Midlothian Council – one Council not embedded yet.*
- *Programme of work to achieve the midterm strategy*
- *Reduce negative demand and increase and take advantage of positive demand*
- *Increase income by hiring out Midlothian Council Facilities – need data – what facilities do we have? What is the occupancy levels? – Online booking system*
- *Services provided by the community – workers from Council HQ to attend Library (?) on a regular basis for help and consultation with residents.*
- *Pop up shops within the local community – cheaper rents?*
- *Localised Hubs with services – library, post office, council services, community council, supported online processes, pay council services, banking,*
- *Mentoring and building trust*
- *Top up card for payment*
- *Potential for a voluntary service to assist/teach older/vulnerable people with digital services.*
- *Healthy walking groups - preventative support for mental health and wellbeing*

Continued: What other suggestions do you have for us to reduce demand, improve getting it right first time, generate income or what should we stop?

- Use Robots to cut grass and work on culture re littering.
- Find a technological way for those isolated to become a community accessing advice and services – skype- hologram
- Give customers an ID and charge for everything
- Have access to e-payment without a device. Telephone AI, terminals and libraries.
- Reduce the costs around fly tipping by providing free skips at various locations.
- Increase sheltered housing – larger provision of housing that is communal – intergenerational perhaps – thus strengthening communities.
- Reduce street lighting in night times. Security lighting on council buildings could have motion sensors
- Use own fleet transport to do 'day job' and also make profit by operating as a taxi for 'ring and go'.
- Reuse of materials within Council Services, reuse of resources generally, minimise wastage and education of community around importance of waste minimisation – save money – minimise fly tipping costs.
- Council Tax communications still difficult to understand raising queries.
- Up cycling at recycling points

Question: Providing Services now and in the future (Maximising income) Question: We could expand our range of wedding, naming and funeral services. What other services could Midlothian Council provide to maximise income?

- Supportive of funeral services, potentially local and affordable
- Interested in environmental sound funeral services, needs research – places like Vogrie
- Investigate funeral burials in woodlands
- Funeral poverty is being covered (?) by faith groups, and funeral directors. What isn't being done?
- Arrange more events and charge for these services. E.g. Vogrie park, wild life events, children's events, pet and dog events, plant selling events
- Improve processes for administering licences applications (taxi etc.) Don't know if fees are capped out – if not look to increase if process more streamlined
- Earlier engagement between planners, developers and communities – part of planning process. Ensure that views and discussions are valued and play part in decisions
- Need for affordable funerals. Are there ways to make a profit by facilitating things – donations to medical science and body farms?
- Maybe you could do baby naming ceremonies for people? If they would pay you'd make income.....you'd be selling a nice location more than a legal registration
- Borders Railway – give out leaflets advertising what can be seen/experienced at the next stop.
- Use Vogrie for social functions etc. Guest chefs.
- Gardening service, General litter picking and removing fly tipping rubbish – use the 'community service' team to help with lots of jobs.
- Hire out Midlothian venues for weddings etc.
- Support services e.g. payroll for organisations, developing businesses for those helping to delivery.

Continued: Providing Services now and in the future (Maximising income) Question: We could expand our range of wedding, naming and funeral services. What other services could Midlothian Council provide to maximise income?

- Generate more income by reducing the monthly payments in tone zone and more people will access. Increased costs reduces health gap
- To generate income employ business specialists e.g. use facilities for conferences. Selling relevant products e.g. bin liners available at libraries and other council facilities.
- Increase shared services with other local councils and reduce costs. Have fewer councillors therefore cut spend.
- Advertising Midlothian as a venue for events e.g. weddings. Joint work between voluntary and Council to achieve income generation.
- Make better use of the town centres to generate income. E.g. council buildings and offices. Pop up shops – buildings owned by the Council.
- Do more to raise awareness of end of life planning to reduce costs. E.g. power of attorney/funeral plans. Otherwise a cost to the Council.
- Wedding venue good idea, photographic opportunities, funeral potential location – get right one, energy savings achieved.
- Catering services alongside income generation idea.
- Contact chair of Midlothian Federation of Community Council – asking for a list of business ventures for MC to generate income.
- Pop up shops potential for empty shops?
- Promotion of setting up of social enterprise
- Attracting business to have their premises/satellite space into Midlothian.
- Tourism/art attraction that would encourage visitors from Edinburgh (and all over).
- Making more of Rosslyn Chapel and existing facilities/surrounding area (outdoor/indoor play areas for children for example).
- Dedicated tree planting (in memory of people) and dedicated flower beds
- Buy a brick/title dedicated to people
- Outline registration for births/deaths/marriages (in the same way that passports are on line).
- Vogrie for weddings
- Party potential for adults – 50th/60th etc. – packages with catering.
- Linking and promotion of smaller attractions like Cousland Smiddy. Encouraging people to spend more time in Midlothian
- More consideration for outlying areas for LLE classes for example.

5. Making the most of what we have

Question: We currently have a growing demand for housing in Midlothian, could any of the following options help us to place people at the heart of what we do at the same time as reducing costs? We could invest in building accommodation to rent at mid and/or market rates and offer low cost home ownership initiatives in addition to providing social housing? What is your view on this suggestion?

- Rent control (legislation Scottish Government)
- Overspill – supply/demand profitability
- Invest in Commercial properties which are offered at affordable rates

Continued: We currently have a growing demand for housing in Midlothian, could any of the following options help us to place people at the heart of what we do at the same time as reducing costs? We could invest in building accommodation to rent at mid and/or market rates and offer low cost home ownership initiatives in addition to providing social housing? What is your view on this suggestion?

- Ensure that every new development includes 25% of social/affordable housing – it does not happen currently despite the government rules
- Shortage of smaller accommodation for single units – young/elderly
- Planners set targets requirements for developers different sizes of properties 1, 2, 3, 4 bedroom housing. Communities as developers – we need more say in how places are developed! Involve communities in ‘call for sites’ stages
- Positive about private lets and low cost home ownership
- Collective living
- Way of living – hub sites for young people, older people or families – London Model
- Ensuring the right environment for all age groups
- Ensuring services to support young people
- Support commercialisation businesses: Town Centre Investment
- Renew Movement’ in Australia – short term subsidised areas to generate a buzz in town centres
- Dev brown field site or industrial land – Dundee V and A examples – to help create a buzz and civic pride.
- Why are we allowing so many properties to be built in Midlothian? Edinburgh has become ‘out of reach’ for many people now. Too many ‘air b and b’ and why do we not address the ‘elephant in the room’.
- Market differently – so sheltered or care housing is seen as a positive
- Automated adult bid system for older people for housing
- Ensuring services which support young people
- Providing digital access to housing list is a good idea but needs to one of the options (not only) and support needs to be in place (assisted online for example)
- Awareness of different operating systems – Android does not fit all
- Good idea will cost £ £ to implement though will need purchase a system?
- Help young people get on housing ladder by renting them a very cheap office conversion flats that they can live in and save in for a house deposit – and if they don’t save maybe they’ll spend their discretionary income locally and boost the economy.
- Social housing must be a priority
- Where market failure
- The diversity of communities is really important – so yes – explain outcomes to communities
- MMR for brownfield sites
- Sites not in demand for zoned purposes use for housing
- Stop building isolated communities integrate more small scale more homeworking houses, studio houses, help to create them.
- Pentland House outreach support to engage with community.
- Regenerate existing houses.
- Rented – retiral accommodation
- Positive feedback on renting to young people
- Site planning (Hopfield for example) is poor – facilities. Quality of build is awful

Continued... We currently have a growing demand for housing in Midlothian, could any of the following options help us to place people at the heart of what we do at the same time as reducing costs? We could invest in building accommodation to rent at mid and/or market rates and offer low cost home ownership initiatives in addition to providing social housing? What is your view on this suggestion?

- Infrastructure needs to be improved to match the growth in communities.
- Reducing the need (demand for B and B/emergency accommodation. (Expensive and not good for those housed that way).
- Look at renewable energies for new houses
- Retirement housing options – importance of community and sense of belonging.
- Town centre revitalisation
- Ageing in Place Concept – adaptations to home etc. help people to stay in their communities
- Houses for people with additional support needs.

Question: We could move to a choice based letting? What do you think of this?

- Some people will never get their bid
- Yes
- Yes but transparently around points based system SDS is an example of how evaluation can be problematic
- Choice based letting- good idea, more control and choice applicants. Need to move with times increase supply rented accommodation for young people - need to be affordable. Enthusiastic response to this proposal
- Support for choice based letting from all groups
- Support for Housing First Model (from all groups)

Question: Housing First Model - We could provide intensive support to 10 people a year to help them secure and retain a tenancy. What is your view on this?

(The Housing First model aims to help homeless people with multiple and enduring support needs by helping them to secure permanent accommodation FIRST and then to be supported to live a sustainable way of life. This is in contrast to current practice which requires a homeless applicant to live in supported accommodation first until they are considered able to sustain their own tenancies.)

- Housing First Model yes very good idea
- Supportive of Housing First
- Support care experienced young people
- Supportive of housing first
- Ensuring services which support young people
- Agree with providing intensive support to 10 homelessness cases
- A good idea
- Intensive support is not just required for housing – those experiencing disadvantages not isolated to housing include employment and health
- Yes mentoring
- Yes but coproduction with charities to properly support people on this e.g. social bite
- More B and B alternative provision
- Mid-market rents

- *Co ownership*

Question: We can reduce the time we take to fill vacant properties. By housing more quickly and speed up the time it takes to undertake repairs to empty properties?

- *Look at best practice for reducing the time properties are empty. Look at putting in place contracts with council tenants to ensure responsibility for low level/low impact maintenance repairs*
- *Don't give dirty/mouldy properties to people but make them fit a basic good standard first*
- *Can you do an area with affordable made of upcycled shipping containers or flat pack small homes – you could build new communities with these – rent or sell them if you rent them you could get more back in income that the outlay after a while – could you do this on a brownfield site that no one wants to buy? Use the best new theory in how to lay it out consult with people who will live in them before hand – make family areas, quite bits, mini homes with private surroundings and public luxury – they could be non-permanent – if shipping containers. The Council could sell them later on. You can stack shipping containers to make a block of starter flats. Young poor, single, eco people might all like them. Also people fleeing domestic violence who need who need a new place.*
- *Yes in the current climate let's move people into houses asap*
- *Needs to be proportionate*
- *Why aren't properties maintained?*
- *Join up with bidding process be transparent about what repairs etc. are required. Join up with people who want to take on repairs and upkeep – support them to do it themselves*
- *It is vital that we reduce the time to fill vacant properties.*
- *Eliminate empty homes (thousands of them).*

Other ideas:

- *Rent controls required*
- *Midlothian Council should make more of community councils – fund their IT and bring them more into the Council's decision making*
- *Undertake far more joint ventures to tackle big projects such as Hillend*
- *Farming animals is really bad for creating emissions which are building towards near term societal collapse due to climate change*
- *Levels of access to Council wifi if partnerships working. E.g. volunteer can read/access email but not write or print*
- *The council doesn't have to do everything. If a community organisation can do it (and do it well) then why does the Council have to take it on/lead/support. E.g. Mayfield Town Centre Regeneration Team*
- *The Council must recognise the need to support and underpin community work – depending upon community capacity, resources, finances, task*
- *Infrastructure and services need to be fully considered. Always an issue – development and building, but no services*
- *The Road team work hard, but road maintenance needs to be addressed*
- *The Council cannot continue to be 'in charge'. Partnerships must be equal. Very much still the 'we will consult with you, but we will make the decisions. Still lack of trust on both sides – we don't trust that you are listening, you don't trust that we can do it. We must equally support each other – openly, honestly and transparently – equal partners*
- *Involve young people in all the planning for the future*

Continued: Other ideas:

- *More community spaces for people to come together*
- *The message needs to be got over about 'individual responsibilities' regarding litter/fly tipping etc. as opposed to our existing belief that it is the 'council does that'. Please target local groups like cubs, boy's brigade, brownies and Bonnyrigg Rose Boys Club*
- *More assured – aggressive with developers and supplier – Councils are seen as cash cows – better contract management*
- *Make councillors salaries fair across Scotland*
- *Encourage lower consumption and lower emissions*
- *Maybe all higher paid staff should be paid a bit less*
- *We need to end animal farming because of its contribution to climate change – that will free up local land, can we work with farmers and communities (especially the unemployed and those with therapeutic needs) to do more permaculture and get more food – fresh, healthy, local, low carbon farms from local land*
- *Start a vegan business mentoring scheme to get people to be more healthy it would be a great business – vegans would be motivated to mentor other people...other people could pay for a mentor. You could serve the environment, help reduce emissions and maybe make a profit.*
- *Educate the communities on how to access large funding pots (e.g. European funding or the replacement if there is one). If communities can successfully apply for large grants, then more investment goes to Midlothian and it would be community led to address community identified needs.*
- *Sell printing to local organisations the council can print cheaply. Under cut the competition private 30p colour, 10p, council cost 6p and 1p but charge 10p and 3p for council*
- *Ban plastic grass at planning stage as it is terrible for bees etc. and they serve the economy.*
- *Move cycle tracks from roads to elsewhere*
- *Reduce travel expenses move to remote meetings using technology – skype*
- *Councillor salaries – based on the size of their council area and bonuses for committees*
- *Sell or rent allotments/community garden*
- *Using properties 24/7. If being hired out 9-5 for offices, can we use it 5pm to 9 am for homeless shelter*
- *For environmental reasons need to re wild grass and ban plastic grass*
- *Scare people due to climate change and ask them to reduce demand, consumption, emissions, help each other, share, end built in obsolescence, grow food, dress in clothes that don't need to be new*
- *Schools don't teach lots of life skills – how to get a house, how to manage finances, (maybe they do now) but have a website section where people can get more education and savvy on this – skill people up at a one stop shop*
- *Focus on boosting tourism – attracting tourists by: encourage Edinburgh Festival Shows to Midlothian, need to build or create a large theatre space in Midlothian could be linked to the film studio, market Midlothian as a film destination, web TV channel based in Dalkeith, theme park potential (film studio paramount/Disney). Midlothian Wax Works, everyman cinema, Dr Who exhibition, Sci Fi convention, mining museum host west end shows, Bonnyrigg Theatre could be partnered with Development Trusts*
- *Rail links expansion – to Carlisle, reopen Waverly line,, Penicuik rail line, suburban and Southside junction railway 1885 route, Dolphinton/Leadburn Branch Railway line route 1867,*

Continued: Other ideas:

- Carstairs to Leadburn railway line, Musselburgh to Dalkeith line reopen, hyper loops in the future
- I would like to see Midlothian be leading on one area of mental health support. One area this can be achieved is getting funding for mental health first aid training for anyone willing to attend (members of public/community etc.) (free to them). Raising awareness and reducing stigma
- Power generation – supporting communities to set up sustainable sources of power. Some principles exist here e.g. Newtongrange miners receive free coal to continue village tradition, can we put windfarms in mine sites?
- Prioritise prevention strategies – future costs will be cut by improving community health – this should definitely be policy
- Use Vogrie – undervalued and under used assets
- Keep up support for local groups – essential to health and wellbeing
- Design a transport network to link main colleges, schools, hospitals, clinics, local attractions, then work out how each link should be provided.
- Better working together throughout Council/NHS/Voluntary Sector. E.g. physical activity, engaging with older people and children, intergenerational approach – young learning from old and vice versa. NHS recommending at GP level – voluntary sector helping to deliver activities and reaching the socially isolated ensuring all target the right people in need.
- Partnerships are essential
- Help to empower local communities to run local facilities and services...town hall, leisure centres and school premises.
- Have discussions between different levels of staff – senior management, middle management and cleaners and front line staff.
- Remove the 2 hour parking restrictions in Penicuik after 6pm say
- Maximise income from registrars similar to the Newbattle Abbey offer
- Maintain in kind support for third sector organisations.
- Greater opportunity to hear the ideas to create a better Midlothian that's efficient and responsive.
- Thanks for the opportunity very interesting ideas and discussions
- It's all about communication more please
- Community justice – request ring fenced funding from Scottish Government to use with 3rd Sector organisations – so that CPO people who would struggle without support afterwards and are at risk of reoffending get help. We do not want CPO churn.
- Parking meters in Dalkeith
- Better use of technology e.g. use contactless at community hubs to pay for council services
- Better recycling what do other countries do?
- Vogrie Park as an income generator.
- Please give some serious thought to ageing in place. Developers need to build sheltered housing and supported living facilities for people who wish to remain in their communities. Also making adaptations to people's homes so they can 'age in place' for longer. Work hard at making Midlothian a dementia friendly local authority.
- Stop ripping perfectly good fixtures and fittings out of council houses when someone gives up a tenancy/dies, before the next tenant goes in. I have witnessed perfectly good items being ripped out and thrown in a skip – terrible waste of money and time!

- *Look at bringing Eurovision song concert to Dalkeith if Australia wins, Dalkeith country park.*
- *How about looking at where electric cars can be charged in Midlothian , with locals and tourists using electric cars. The only place is Edinburgh college (Eskbank I think) , maybe look at doing a map of Midlothian. And look at charging points at new houses when built.*
- *Tram to hospital part of [tram extension] plans This is in evening news - Edinburgh 2029*
 - *“Transport chiefs have revealed a radical and highly ambitious strategy to “create a city centre that truly puts people first” in the biggest overhaul of how people will move around the Capital in living memory.*
 - *The 10-year city centre transformation project includes setting up a free hopper bus which would take people around the city centre with a longer term ambition to extend the tram route over North Bridge to the BioQuarter and the Edinburgh Royal Infirmary. A city centre tram loop could also be constructed between Haymarket and the university quarter. The council hopes to reduce city centre traffic by up to 30 per cent by treating cars as “guests” in a “pedestrian priority zone”. Waverley Bridge could be traffic free*
 - *Prominent parts of the Old Town will be completely closed to traffic, including Victoria Street, Cockburn Street and a longer stretch of the Royal Mile. Waverley Bridge could become a vehicle-free plaza and a “centrepiece” bridge could be built for pedestrians and cyclists, connecting the Old Town and the New Town.*
 - *Car parking would be gradually reduced across the city centre, with George Street, Victoria Street and Cockburn Street losing parking space altogether. There are also plans for remaining parking areas to be subject to a trial of a “parking free day” – where existing spaces are used for alternative uses one day per week.*
 - *The proposals will go out for a public consultation for approval, subject to the thumbs up by the council’s transport and environment committee next week.*
 - *Transport and environment convener, Cllr Lesley Macinnes, said: “This is a serious approach to how we equip the city for the future and how we meet the emerging challenges from the climate change emergency, population growth, changing expectations of our city centre and air quality.*
 - *As part of the blueprint, there are plans to construct four lifts, situated across the city centre, to help people access Edinburgh’s two levels with more ease.*
 - *The lifts will be provided from Market Street to the top of The Mound, Waverley Station to North Bridge, Cowgate to George IV Bridge and Grassmarket to Edinburgh Castle and will be used by cyclists and those with wheelchairs.*
 - *Improvements will be made to make key routes more attractive to pedestrians and cyclists but key bus routes will remain across North Bridge and South Bridge and up and down The Mound.*
 - *Proposals to enhance walking and cycling facilities between the Meadows and George Street will also be considered as part of the document. These will be subject to a six-week consultation beginning on 27 May.*
 - *A six-week consultation on the draft city centre transformation strategy will take place between 20 May and 28 June, when bosses will meet local groups at public exhibitions, subject to approval of councillors.*

Response on transport issues from Midlothian Council:

You recently made the following comments:

Customer wrote the following: *With Hillend getting an upgrade, how about putting a tram line or railway line along the Edinburgh bypass to boost tourism to Hillend and Sheriffhall. It could take cars off the bypass.*

Response:

There is a transport development project for an orbital bus service around the Edinburgh City Bypass that would see a high frequency bus service travel from Musselburgh in the east to the Airport in the west and calling at various places in between, possibly including Sheriffhall and Hillend Park and Ride site [if it is ever built]. Although not provided with a tram or train on rails as you suggest, this public transport option would challenge car-users to switch from their private vehicles.

The orbital bus report was produced by SEStran in the late noughties but shelved. At that time, the Scottish Government had already committed to several major and expensive transport projects [such as the Queensferry Crossing, the Borders' Railway, the Aberdeen Bypass and the dualling of the A9] and we were told the orbital bus project would have to wait until a time when these other projects had been completed. It's happening this year. Transport Scotland is reviewing all the major strategic transport projects from around the country. They will make recommendations to ministers as to which projects should now proceed, and the ministers will decide the final list.

I hope you are reassured that work is being done to bring attractive services into public transport, with the hope that this will lure people from using their private cars and thereby reducing congestion.

- *With the problems at leadburn could you look at reopening the leadburn to dolphinton railway line and Peniculk near Leadburn inn and Carstairs. It would join the Caledonia railway line into Edinburgh taking traffic off the Peniculk to Edinburgh road.*
- *There is talk about reopening this line at Cameron toll*
- *Could you look at the railway*
 - *If you look at the Edinburgh suburban and south side junction railway line as it could boost tourists going to Herriot watt university from Midlothian and the railway stations along the route and Cameron toll , at the moment it goes from Edinburgh , I think it went from Galashiels to Edinburgh with a railway to Peebles in the borders.*
 - *The campaign to extend the Borders Railway received a major boost today as the UK Government announced its backing for a feasibility study.*
 - *The 30-mile Edinburgh-Tweedbank route opened in 2015 but calls for it to be stretched a further 18 miles to Hawick have grown in recent years, alongside the eventual aim of extending the line to Carlisle.*
- *Set up a web tv channel based in Dalkeith with input from all the schools , local community , colleges with input from businesses in Midlothian with tv programmes and movies from DVD's.*

Feedback from young people, schools and parents

Midlothian Youth Platform Representatives' views.

Looking ahead. Midlothian to be 2040:

- *Have good transport*
- *Community*
- *More activities and places for young people to go*
- *Space*

Continued... Feedback from young people, schools and parents

- Youth Bus to go to events
- Still be rural/green

Keep/preserve:

- Gala days
- Youth work
- Library – youth library area based on Craigmiller an area where you don't need to read have stuff to do like x box, have to be over 16 to use adults area and are at separate ends of building

Essential services:

- Youth work
- Learning support
- Mental health team
- Community safety
- Social work
- Carbon Neutral – not closing recycling centres, allow vans in without having to book, make recycling easy in schools and low cost
- Music Tuition – make it means tested
- Schools more efficient – stop cutting school budget, build big enough schools to fit purpose, good teachers stay bad gone
- Exeptive of less school day

Pupil Council Views

What are the good things about your Council?

- Swimming pools, going skiing, Lasswade Primary School, parks, soft play. There are lots of different clubs like football, rugby, dancing, karate and gymnastics.

The clocks have gone forward its 2040 in Midlothian? What do you want Midlothian to be like? What have we preserved? What's changed? What do you think the essential services for the future are?

- We think there will be less parks and more houses. The schools will be bigger and nurseries will be different. There will be electric or self-driving cars. We will go on lots more school trips. Technology will be very advanced.

How do you think that your school could save money?

- The kitchen could use less plastic and paper. The bathrooms could have hand dryers not paper towels. The tables could be whiteboard tables so we don't have to buy whiteboards. We could walk to swimming. There could be less paper on the walls they could be painted. Buses for school trips could be free.

How could you help your school to save money?

- *We could make sure we put whiteboard pen and glue lids back on. We could use less computers. No wasting paper*

Can you think of a way that local people could engage more with their community, including schools? And how could you as a parent work more with the local community linking to the school?

- *Parents could help our school by coming and volunteering with children. They could read with them or practise numbers. Parents could be learning assistants. They could teach their children to put rubbish in the bins. The parent council could be bigger. More parents could do bake sales and help with school fairs and things.*

What benefits might there be by increasing the distance before you are entitled to free school transport? How could this improve children and young people's health?

- *Children with a disability should receive transport for free. If a child is in crisis. Only the children who need it should get free transport. Less transport would make less pollution. Some children could walk.*

Question... Music instruction in its current format is unsustainable. What is the alternative if we work together? And how can we take this forward?

- *Music should be taught 1-1 for any child who wants lessons. Everyone should get a choice.*

School Responses:

- *School staff could take over responsibility for some meetings that are recorded by central staff just now*
- *There are no longer disability social work teams and this is a big issue as many social workers needs lots of support and time to understand context. Would it make sense to have a dedicated / allocated social worker for Saltersgate School? They would know the context and this may reduce inefficiency whilst providing better service*
- *Can school business managers run full recruitment processes reducing demand on central services?*