

# Communities and Economy Performance Report Quarter One 2019/20



## Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service is to support, protect and develop communities in Midlothian through demonstrable improvements in their economic, physical and social environments and the report below highlights successes and achievements for Q1 2019/20.

### **Planning**

Planning permission was granted for -

- 1) residential development of approximately 272 dwellings on land to the northwest of Roslin; and
- 2) the erection of a new primary school and community facilities at Danderhall

### **Environmental Health**

CAFS Working Group convened and met in February 2019 with view to ensuring that Midlothian Council complies with its duties under Scottish Government's Clean Air for Scotland (CAFS).

Investigation work in three (related) fly tipping cases resulting in enforcement action. Joint work with the police in a separate case with enforcement action pending.

### **Trading Standards**

Participation in the national 'Shut out Scammers' week in April. Joint patrols throughout Midlothian with the police, looking for rogue traders. Participation in two 'Roadshows' to re-enforce the dangers of scams and rogue trading with the public.

### **Economic Development**

**Town centre Capital Fund** – open for expressions of interest. 28 EOI's received for projects with total cost over £5m. Midlothian allocation £910k

MBTAG: Successful appointment of digital marketing coordinator to work with businesses for 20month project.

Successful appointment of travel trade consultant who will offer expert advice and training to help businesses grow their international markets.

Midlothian Tourism Forum – Welcomes new Chair Karen Calvert, first female chair of the group since constitution was adopted in 2005.

### **Tyne Esk LEADER**

- Hosted visit from Rural Development Organisation Committee (RDOC) committee. Desk Officer visited two Tyne Esk Farm Diversification projects and cited one as one of the best examples of this type of project she had seen.
- Presentation at Scottish Parliament Rural Policy Cross Party Group, on the future of the fund post-Brexit.
- Tyne Esk Past, Present and Future event hosted at National Mining Museum of Scotland, lobbying for continuation of fund post-Brexit. Event opened by Cabinet Secretary for the Rural Economy Fergus Ewing MSP who praised Tyne Esk and wider LEADER for buoying rural development in Scotland since inception.
- Extension to John Muir Way co-operation project approved by Tyne Esk LAG. Project awaiting approval from fellow LAG before starting in Aug 19. The £50k Tyne Esk money allocated to this project was extra allocation from SG.

### **Communities Team**

This team has been reviewed as part of LLE/Communities Review. However despite the uncertainty the Communities Team has provided support to Community Councils, local communities and groups. The Welfare Rights Team comes under this service and has also been subject to review with the Welfare Rights Manager leaving in this quarter.

### **Welfare Rights**

The Welfare Rights Team offer internal departments and external advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act. The team provide phone advice to external organisations, referral pathways to support in complex cases and chair the bi monthly Welfare Rights Forum which brings together statutory agencies EG: DWP, Scottish Social Security, SWF with Midlothian advice services to resolve local issues. This quarter the team has achieved in excess of £1m payments to those most in need in our communities.

## Challenges and Risks

For all services within Communities & Economy the main challenge is working to the budget restrictions and ensuring the service have the skills, expertise and capacity to carry out the functions of that service.

### Trading Standards

The Trading Standards Manager announced he was to retire and that it would take effect from 31st July 2019. Thus the Trading Standards section, will from 1st August 2019, comprise only two officers. A sharing arrangement is to be considered with colleagues from the Borders, primarily in relation to line-management matters. This relatively critical situation will bring succession planning to the forefront for the Trading Standards service in Midlothian, given the age of the remaining officers and the matter of recruitment of another officer, at whatever level, will have to be a priority in the near to medium term. The ability to maintain an effective Trading Standards service in Midlothian, as it very much generally is, will undoubtedly be the main challenge for the service over the next few months.

### Planning

- Responding to changes to the Planning System which will result from the Scottish Government approving a new Planning Bill in June 2019.
- Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the Southeast of Scotland which leaves Midlothian and the other Council's in the region without an up to date strategic development plan.
- Maintaining a frontline Planning Service with vacant posts, uncertainty over future budgets and increasing demands and expectations of the service.
- Meeting the increasing customer demand for services arising from the upturn in the housing market and the progression of the Midlothian Local Development Plan and the allocation of new development sites.

### Environmental Health

The Public Health Team is having to re-prioritise work due to staffing cuts. Reactive work is continuing, however there are pressure in dealing with programming planned work, including licensing work and new legislative duties, including private water supply risk assessment work and increased private water supply sampling. There are also pressures in trying to absorb some of the duties previously undertaken by posts which have been cut elsewhere in the authority.

Retaining the robustness of the 'fit and proper person test' for landlord registration due to loss of input from the Community Safety Team in this process. Engagement is ongoing with Police Scotland to seek assistance in strengthening this process.

An increasing number of 'out of control' dog's reports (140 in 2018/19 up from 29 in 2012/13) is taking up a significant amount of the Environmental Wardens' time. Given the serious consequences that can occur if an out of control dog becomes a dangerous dog all reports are initially classified as high risk and 100% of reported cases are investigated, documented, and enforcement action determined.

A large amount of enforcement work is being undertaken in terms of issuing written warnings and Dog Control Notices, where appropriate, to try and prevent an escalation in the behaviour of these dogs. Where a statutory notice is served repeated monitoring for compliance must be conducted.

### Economic Development

Staffing review within the team has led to uncertainty, the review should conclude in Q2 2019/20.

## Suggested changes to priorities in Service Plan

**Q1 19/20:** No Changes

# Communities and Economy

Midlothian 

## Successes and Challenges

### Corporate Performance Indicators (latest)

● 5 ● 8 ? 0 ? 6

### Corporate PIs Off Target as at 31st July 2019

**PIs ● 5**

Percentage of complaints at stage 2 complete within 20 working days

% of invoices paid within 30 days of invoice receipt (cumulative)

Average number of working days lost due to sickness absence (cumulative)

Average time in working days to respond to complaints at stage 2

% of internal/external audit actions progressing on target

**Key PIs**  
● Off Target  
● On Target  
? Data Only Indicator  
? Data is not yet available

### Service Plan Actions (latest)

▲ 2 ● 24 ? 0

### Service Plan Actions Off Target as at 31st July 2019

**Actions ▲ 2**

Draft a corporate climate change action plan.

Deliver the Council's regulatory functions with respect to food hygiene and standards regulations

**Key Actions**  
▲ Off Target  
● On Target/Complete  
? Data is not yet available

### Service Plan PIs (latest)

● 2 ● 26 ? 2 ? 9

### Service Plan PIs Off Target as at 31st July 2019

**PIs ● 2**

% of food businesses deemed 'broadly compliant' with the food safety legislation

Percentage of tobacco retailers visited annually.

**Key PIs**  
● Off Target  
● On Target  
? Data Only Indicator  
? Data is not yet available

### Service Risks (latest)

▲ 7

### High Risks as at 31st July 2019

**Risks ▲ 0**

**7 Risks at Medium and 0 Risks are high**

**Key Risks**  
▲ High Risk / Medium Risk  
? Data is not yet available

# Communities and Economy PI summary 2019/20



## Making the Best Use of our Resources

Priorities	Indicator	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£2.573 m	£3.464 m	£2.908 m		<b>Q1 19/20:</b> On Target				
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.92	1.97	1.15		<b>Q1 19/20:</b> Off Target Although off target Q1 result is the strongest absence figure in the last 7 years.		4.50	Number of days lost (cumulative)	78
	Average number of FTE in service (year to date)									67.72

## Corporate Health













Priorities	Indicator	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
03. Complete all service priorities	% of service priorities on target / completed, of the total number	77.55 %	91.67 %	92.31 %		<b>Q1 19/20:</b> On Target		90%	Number of service & corporate priority actions	26
									Number of service & corporate priority actions on tgt/completed	24
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	95%	76%		<b>Q1 19/20:</b> Off Target We are working with Finance to identify Services where late invoices have been paid and will put in place plans to ensure future compliance.		95%	Number received (cumulative)	97
									Number paid within 30 days (cumulative)	74
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	73.68 %	79.55 %	91.67 %		<b>Q1 19/20:</b> On Target 21 of 24 indicators on target.		90%	Number on tgt/complete	22
									Total number of PI's	24
06. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%		<b>Q1 19/20:</b> There are currently no high risks within Communities and Economy, all risks have been reviewed in Q1.		100%	Number of high risks reviewed in the last quarter	0
									Number of high risks	0

## Improving for the Future



Priorities	Indicator	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
07. Implement improvement plans	% of internal/external audit actions progressing on target	66.67 %	0%	71.43 %		<b>Q1 19/20:</b> Off Target Actions regarding climate change require a whole council approach and are progressing.		90%	Number of internal/external audit actions on target or complete	10
									Number of internal/external audit actions in progress	14

# Communities and Economy Complaints Indicator Summary


## Commitment to valuing complaints

Indicator	2018/19	Q1 2018/19	Q1 2019/20			Annual Target 2019/20
	Value	Value	Value	Status	Note	
Number of complaints received (cumulative)	32	9	11		Q1 19/20: Data Only	
Number of complaints closed in the year	28	7	6		Q1 19/20: Data Only	
Number of complaints upheld (cumulative)	6	3	0		Q1 19/20: Data Only	
Number of complaints partially upheld (cumulative)	3	0	1		Q1 19/20: Data Only	
Number of complaints not upheld (cumulative)	20	3	4		Q1 19/20: Data Only	
Average time in working days to respond to complaints at stage 1	7.96	4.71	4		Q1 19/20: On Target	5
Average time in working days to respond to complaints at stage 2	26.5	0	24.5		Q1 19/20: Off Target This relates to only two complaints which due to their complexity took longer than the 20 days.	20
Average time in working days for a full response for escalated complaints	24.33	0	0		Q1 19/20: On Target	20
Percentage of complaints at stage 1 complete within 5 working days	59.26%	57.14%	100%		Q1 19/20: On Target	95%
Percentage of complaints at stage 2 complete within 20 working days	0%	0%	50%		Q1 19/20: Off Target Work is ongoing within the service to bring complaints in line with targets	95%
Percentage of complaints escalated and complete within 20 working days	33.33%	0%	100%		Q1 19/20: On Target There were no complaints escalated and complete within 20 working days in this quarter. (The value is set at 100% in order to show an On Target Icon) Work is ongoing within the service to bring complaints in line with targets	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (cumulative)	2	0	1		Q1 19/20: Data Only	


## 01. Delivering Excellence

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.1.1	Implement Delivering Excellence across the service	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target Service reviews are in progress, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.
CE.P.1.3	Work with partner authorities to implement a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target City Deal signed by all parties. Governance arrangements now being established including joint committee and advisory boards.


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

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.2.1	Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document.	31-Mar-2020		25%	<p><b>Q1 19/20:</b> On Target Dalkeith BID project ongoing. Considerable consultation completed during 1st quarter to determine potential new projects.</p> <p><b>MBTAG:</b> Digital marketing coordinator and travel trade consultant appointed. Contract awarded for digital marketing agency for new content creation. Plan for business development project set for 20months.</p> <p>Masterplanning projects at Newtongrange well advanced. Additional funding from Blueprint Leaders' Group awarded to National Mining Museum which is now progressing towards tender.</p> <p><b>Tyne Esk LEADER:</b> Newtongrange train station refurbishment project almost at point of completion. Gorebridge train station refurbishment project about to start.</p>


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

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.3.1	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target One project approved and this from SG extra allocation. Final £92k of funds still to be committed meaning programme still at 72% allocation.


### 04. Promote and implement support for businesses in Midlothian


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.4.1	Continue to promote and implement the business support provisions and implement the refreshed Economic Development strategy	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target Crowdfund Scotland programme underway, providing direct support for crowdfunding projects through Coach. Support offered to businesses through Midlothian Business Gateway.

### 05. Easter Bush Development Board




Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.5.1	Continue to liaise with the Scottish Government on transport infrastructure solutions to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target City deal programme projects completion of scheme in 2022. Funding package comprises City Deal, Council funding and developer contributions.

### 06. Fewer people are victims of crime, abuse or harm


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.6.1	Deliver the Council's regulatory functions with respect to food hygiene and standards regulations	31-Mar-2020		15%	<b>Q1 19/20:</b> Off Target Food Plan off Target by 18% at end Q1  Some inspections cannot be reported yet but are within the allowed 28 day window.  At time of reporting 45% of inspection work for Q1 was complete. (75% of high risk food hygiene inspections and 36.5% of medium and low risk)  97% of service requests responded to but the response times have slipped to 84% being within time. Food sampling work not started


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					An investigation resulting in a PF report, new business inspections, other reactive work and ill health have contributed to a reduction of planned inspection work. There is a backlog of inspections to be worked through from last years plan
CE.P.6.2	Implement the new Residential Caravan Site Licensing Regime	31-Mar-2020		75%	<b>Q1 19/20: On Target</b> Three out of four residential caravan sites are now licensed under the new licensing regime which came into force in May 2019. The remaining site has not applied for a licence as yet and regulatory action is underway. This has necessarily taken time out of other planned work.

#### 07. There is a reduction in inequality in health outcomes






Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.1	Ensure the Council works towards meeting the Clean Air for Scotland (CAFS) objectives	31-Mar-2020		25%	<b>Q1 19/20: On Target</b> A joint working group with relevant local authority services including Planning, Transportation, and Environmental Health has been convened and, following air quality training for Planners and Transportation, the first meeting has taken place with a view to ensuring that the Council meets the Scottish Government Cleaner Air for Scotland objectives.
CE.P.7.2	Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2020		25%	<b>Q1 19/20: On Target</b> Consultation continues with Procurement, with input from Legal Services and the Councils Insurer to update the peer review process, which uses consultants secured through Scotland Excel Framework to undertake contaminated land work. This is taking longer than anticipated due to queries with the Scotland Excel contract and ensuring the process fully meets Environmental Health requirements. An information document to assist the peer review process for phase 1 and phase 2 reports in relation to new development is being produced.
CE.P.7.3	Deliver specific parts of the Child Poverty Action Plan	31-Mar-2020		25%	<b>Q1 19/20: On Target</b> Midlothian Local Child Poverty Action Report for 18/19 has been completed and signed off by the CPP Board and NHS Lothian Strategic Planning Committee. The report has been submitted to Scottish Government and has been published on the Midlothian Council website.

#### 08. Building Standards







Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.1	Support and meet the demands of the over arching challenge of driving forward sustainable economic development in Midlothian. Set challenging time based performance targets for applications for building warrants which benefit economic development.	31-Mar-2020		25%	<b>Q1 19/20: On Target</b> Building Standards continue to meet the challenge of providing a fast track building warrant application service for those application which are seen to provide economic benefit to the Midlothian area. Building Standards continue to engage through 'one to one' meetings with relevant housing developers and

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					agents to understand the needs and challenges and assist where ever possible to make the building warrant process efficient and consistent.
CE.P.8.2	Continue to deliver a high quality customer focused Building Standards service.	31-Mar-2020		0%	<b>Q1 19/20:</b> On Target Midlothian Building Standards continues to provide a high quality standard of service to its customers, underpinned by clear and transparent communications. The service also understands its customer and stakeholder types and their differing needs. These insights and actions are taken and utilised to bring about a continuous improvement to the customer experience, which is regularly measured and assessed in the form of Customer Service Excellence audit. The service also has in place a continuous improvement plan, which form part of the nationally adopted Performance Framework which is updated quarterly and submitted to the Scottish Government on an annual basis


### 09. Trading Standards


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.9.1	Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target A number of rogue trader incidents/complaints have been investigated and joint visits have also taken place with the police in Q1, notably participation in the national 'Shut out Scammers' operation in April.
CE.P.9.2	Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target As for the 18/19 conclusion. Would be sensible to reduce the target to 200.
CE.P.9.3	Routine risk assessed primary inspections to traders.	31-Mar-2020		20%	<b>Q1 19/20:</b> On Target The number of primary inspections is lower than last year's Q1 total. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. This will vary to some degree year on year as some businesses cease trading, whilst others begin trading. Quarterly figures will also vary within the year. Currently likely that the target will be met.
CE.P.9.5	Resolution of consumer complaints.	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target The completion rate continues to be maintained, with complaints being resolved for consumers in a timely manner.
CE.P.9.6	Enhanced tobacco enforcement.	31-Mar-2020		20%	<b>Q1 19/20:</b> On Target Generally the same scenario as 18/19. Routine inspection/advice visits are maintained, but no test purchasing has been organised due to resource issues. Due to the changing marketplace (a fall in tobacco sales and a rise in NVP sales), the number of registered sellers has reduced to around 142. <b>NB.</b> The target (set by the Scottish Government) for advice etc. visits to retailers is 20% of the local total. Midlothian's target will thus be about 30 and is likely to be met. The nationally set target for test purchase visits is 10% (therefore approx. 14 in number). This figure can only be approached if Test Purchasing is organised during the reporting year.

### 10. Midlothian is an attractive place to live, work and invest in



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.10.1	To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target 81% of planning applications have been determined within target.
CE.P.10.2	Draft a corporate climate change action plan.	31-Mar-2020		25%	<b>Q1 19/20:</b> Off Target Work on the Council's Climate Change Plan has commenced and a draft will be reported to CMT in August/September 2019
CE.P.10.3	Investment and actions in town centre	31-Mar-2020		0%	<b>Q1 19/20:</b> On Target £3.13m has been secured towards the Penicuik Heritage Project. This comprises an award of £1.69m from the Heritage Lottery Fund, £0.98m from Historic Environment Scotland and a contribution from the Council of £0.46m. Environmental improvements and 5 high priority buildings, 14 medium priority buildings and 20 reserve buildings have been identified for improvement. The 5 year project has commenced with £0.4m being spend on public realm improvements. 2019/20 is year 2 of the project. The adoption of the MLDP 2017 advances planning policies to protect and enhance Midlothian's town centres.  £1.65m has been secured towards the implementation of the 3 year Gorebridge Connect project to enhance the public realm, develop a heritage trail and renovate the former railway station building. 2019/20 is year 2 of the project.
CE.P.10.4	Manage the CO2 gas ingress to properties in Gorebridge	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.
CE.P.10.5	Review and assess air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target
CE.P.10.6	Protect communities by undertaking risk assessments of 'regulated' private water supplies in accordance with new legislative requirements and provide guidance and support to improve sub-standard water quality, taking action where necessary	31-Mar-2020		25%	<b>Q1 19/20:</b> On Target Changes in legislation require Environmental Health to risk assess all 'regulated' private water supplies (previously referred to as Type A supplies) by 1 January 2022 and thereafter update all risk assessments every 5 years. A programme has been developed to meet this new requirement, but this has slipped due to staff holidays, illness and other workloads.

### 11. Poverty Levels in Midlothian overall are below the Scottish average







Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.1	Welfare Rights Team (WRT) will generate an additional benefit income maximization	31-Mar-2020		0%	<b>Q1 19/20:</b> On Target Welfare Rights have generated £1,065,440.38 this quarter.



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.2	Welfare Rights Team will train advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act	31-Mar-2020		0%	<b>Q1 19/20:</b> On Target The team provide phone advice to external organisations, referral pathways to support in complex cases and chair the bi monthly Welfare Rights Forum which brings together statutory agencies EG: DWP, Scottish Social Security, SWF with Midlothian advice services to resolve local issues .Individual training is available on request.

## 01. Delivering Excellence








PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.1.1a	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	3	0	3			<b>Q1 19/20:</b> On Target Reviews due to complete in Q2 19/20 although savings already substantially made.	3	

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



PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.2.1a	Number of new business start ups assisted in Midlothian area.	172	25	8			<b>Q1 19/20:</b> Data Only		
CE.P.2.1b	Number of tourism businesses assisted in Midlothian area.	76	14	6			<b>Q1 19/20:</b> Data Only Only 6 businesses have received 1:1 support. 2 businesses participated in travel trade development programme. MTF quarterly meeting held with presentation from Visit Scotland Insights team. Approx 35 businesses in attendance.		
CE.P.2.1c	Number of new businesses locating in Borders Rail Corridor (cumulative)	100	22	0			<b>Q1 19/20:</b> Data Only		





PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.2.1d	Number of inward investment / indigenous investment enquiries received for sites/premises in Midlothian area.	139	23	111			<b>Q1 19/20:</b> Data Only		

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



PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.3.1a	Number of LEADER projects funded (cumulative)	17	3	N/A			<b>Q1 19/20:</b> N/A No new data for this quarter.		
CE.P.3.1c	Number of new jobs created through LEADER (cumulative)	3	0	0			<b>Q1 19/20:</b> On Target No new data	3	
CE.P.3.1d	Number of training opportunities created through LEADER (cumulative)	0	0	0			<b>Q1 19/20:</b> Data Only No new data this quarter.		
CE.P.3.1e	Amount of leader funding allocated	£852,364	£399,431	N/A			<b>Q1 19/20:</b> Data Only No new data this quarter.		Total LEADER programme is c. £3.4m over period 2015-2020

### 04. Promote and implement support for businesses in Midlothian



PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.4.1a	Number of new Business Start Ups assisted (cumulative)	376	25	9			<b>Q1 19/20:</b> Data Only		



PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.4.1b	Number of account managed businesses accepted by Scottish Enterprise (cumulative)	5	0	0			<b>Q1 19/20:</b> Data Only		
E.P.4.1e	Continue to increase number of Modern Apprenticeships on SDS Contract, supported by LLE in particular increase Early Years and Childcare to meet 2020 National targets	46%	N/A	25%			<b>Q1 19/20:</b> On Target Key actions for delivery of Modern apprenticeships for 2019/20 are:- <ul style="list-style-type: none"> <li>• Increase in the number of staff trained to monitor and deliver the MA and FA in early years and child care.</li> <li>• First cohort completion (2019) will be part of the review and self-evaluation for future recruitment and contract bids.</li> <li>• Continue to be above the Scottish average for completion for these contracts.</li> </ul>	100%	

#### 05. Easter Bush Development Board







PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.5.1a	Number of Easter Bush Development Board meetings held per annum	3	0	0			<b>Q1 19/20:</b> Data Only No meetings schedules in Q1.		

#### 06. Fewer people are victims of crime, abuse or harm







PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.6.1a	% of food businesses deemed 'broadly compliant' with the food safety legislation	82%	82%	82%			<b>Q1 19/20:</b> Off Target Broad compliance = 82% This is significant step towards reaching the challenging set target.	84%	

PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.6.2a	% of residential sites licensed	100%	100%	75%			<b>Q1 19/20:</b> On Target 3 of 4 sites have applied for licence. One site had not applied for a licence at the end of Q1.	25%	







### 07. There is a reduction in inequality in health outcomes



PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.7.3a	Consult, Develop, Draft and finalise Midlothian Child Poverty Action Plan	N/A	N/A	100%			<b>Q1 19/20:</b> Complete Midlothian Local Child Poverty Action Report for 18/19 has been completed and signed off by the CPP Board and NHS Lothian Strategic Planning Committee. The report has been submitted to Scottish Government and has been published on the Midlothian Council website.	100%	
CE.P.7.2a	Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports – particular emphasis on quality and reporting times	100%	50%	25%			<b>Q1 19/20:</b> On Target The Scotland Excel Framework continues to be used for securing contaminated land consultancy services for reactive work. Process has been updated and reviewed in conjunction with Procurement. The peer review process for remediation in terms of development requires to be finalised	100%	
CE.P.7.1a	Convene a joint working group with relevant Council services including Development Management, Building Standards, Transportation, Environmental Health with a view to maintaining air quality thereby protecting human health	100%	25%	25%			<b>Q1 19/20:</b> On Target CAFS Group convened and meeting of the Group took place in Feb 2019. Wider CAFS Group to feed into Midlothian Council's Annual Air Quality Report / review of air quality monitoring locations.	100%	

## 08. Building Standards











PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.8.1a	Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days (applications with Economic Development or People living with disabilities circumstances)	86%	100%	88%			<b>Q1 19/20:</b> On Target	80%	
CE.P.8.1c	Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	25%	100%			<b>Q1 19/20:</b> On Target	100%	
CE.P.8.2a	Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	97.7	95.6	96.8			<b>Q1 19/20:</b> On Target	90	





## 09. Trading Standards

PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.9.2a	Number of intelligence logs made	274	73	63			<b>Q1 19/20:</b> On Target Annual target set to 200	50	
CE.P.9.3a	Number of primary inspections conducted.	193	46	28			<b>Q1 19/20:</b> On Target	25	
CE.P.9.5a	Percentage of consumer complaints completed within 14 days.	90.1%	88.7%	94.8%			<b>Q1 19/20:</b> On Target 74 of 78 complaints completed within 14 days	90%	


PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.9.6a	Percentage of tobacco retailers visited annually.	36%	14%	5%			<b>Q1 19/20:</b> Off Target	20%	

### 10. Midlothian is an attractive place to live, work and invest in





PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.10.5a	Consultation with SEPA and Scottish Government and completion of review	N/A	N/A	25%			<b>Q1 19/20:</b> On Target Report for 2018/19 submitted to SEPA and Scottish Government. Environmental Health continue to monitor air quality around Primary Schools all year round.	100%	
CE.P.10.6a	Risk Assess 1/3 of regulated private water supplies (all regulated supplies to be risk assessed by 2022)	N/A	N/A	25%			<b>Q1 19/20:</b> On Target Changes in legislation require Environmental Health to risk assess all 'regulated' private water supplies (previously referred to as Type A supplies) by 1 January 2022 and thereafter update all risk assessments every 5 years. A programme has been developed to meet this new requirement, but this has slipped due to staff holidays, illness and other workloads.	100%	
CE.P.10.1a	The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	82%	74%	81%			<b>Q1 19/20:</b> On Target	80%	78% of planning applications were determined within target in 2015/16.
CE.P.10.2a	Adoption of the Climate Change plan	25%	20%	25%			<b>Q1 19/20:</b> On Target	100%	
CE.P.10.3a	Implementation of the 3 year Gorebridge Connect project to enhance the public realm, develop a heritage trail and	N/A	N/A	25%			<b>Q1 19/20:</b> On Target 2019/20 is year 2 of the project.	100%	



PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
	renovate the former railway station building.								
CE.P.10.4a	Implementation of the 5 year Penicuik Heritage Project following the submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding bid in March 2018.	N/A	25%	25%			<b>Q1 19/20:</b> On Target 2019/20 is year 2 of the project	100%	
CE.P.10.4b	Full attention at all times to monitoring of gas levels, with any necessary action being taken timeously	Yes	Yes	Yes			<b>Q1 19/20:</b> On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector. Historical monitoring data is being reviewed to allow targeted gas monitoring work to be tendered.	Yes	


### 11. Poverty Levels in Midlothian overall are below the Scottish average

PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
CE.P.11.1a	£500k per quarter	N/A	N/A	£1,065,440.38			<b>Q1 19/20:</b> Data Only		

# Communities and Economies Service Risks

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
GENERIC - Failing to staff services with skilled and experienced staff	Threat of lowered performance and complaints/errors should the service not have the required skills and experience	01 - Structured approach to training 02 - Identification of sufficient opportunities and Resources.		Action plans from Staff survey to inform recruitment and training	<b>18/19:</b> On Target Each Service within ECE has a staff survey action plan in place.
GENERIC - Health and safety of staff/members of the public	Officers across the service are regularly out of the office, working alone and can meet aggrieved / aggressive / threatening customers in commercial and residential settings. Council has a duty of care for staff.	teams use a variety of approaches - flagging of 'known' individuals / addresses on data management systems - 'buddy' roles if appropriate - whiteboards for staff movements and expected times - mobile phones & Phone contact systems - a corporate policy for dealing with 'Unacceptable Behaviour' is being developed		Staff Consultation	<b>18/19:</b> On Target Staff survey action plans in place for all Services.
GENERIC - Effectively linking with the Community Planning process and weak governance in the Strategic Planning Group	Threat that the connections are weak	01 - Sound and regular contact with the community planning manager. 02 - P&D service management team to review regularly. 03 - Partnership Agreement 04 - Reporting line to Community Planning Working Group 05 - Subordinate groups report to the group 06 - Business calendar and timetable 07 - Agendas and minutes 08- Agreed outcomes and monitoring		Community planning board and Sub groups	<b>18/19:</b> Regular meetings with Community planning board and updates from each subgroup are reported.
GENERIC - Identifying, Managing and Realising Developer Contributions	Where developers develop land they must contribute to the direct consequences they are creating. For example, impacts on local schools. Threat that these aren't identified and controlled and, as a consequence result in developers not making essential	01 - Role of the developer contributions steering group. 02 - Lead Officer Planning Obligations 03 - Local Development Plan 04 - Legal Agreements with developers 05 - Supplementary Guide to Developer Contributions		Review of Supplementary guide to developer contributions	<b>Q3 18/19:</b> Draft guide prepared in advance of consultation/approval.
				CE.RR.01-12a	<b>18/19:</b> All actions have been reviewed in Q4 2018/19.

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
	contributions, with the shortfall having to be provided by the Council.	06 - Software system in place to track payments against developer contribution agreements. 07 - Compliance Officer post to update system with details of developer completions and ensure that associated payment is allocated correctly against the correct infrastructure.			S75 officer continues to report to Management on developments.
ECONOMIC DEVELOPMENT - Challenging Midlothian job creation targets for 2020	The Midlothian Economic Development Framework ( MEDF ) highlighted the target of creating 10,000 new jobs in Midlothian by 2020. This equates to 800 new jobs per annum. This figure was temporarily revised downwards to 500 new jobs per annum by the Community Planning Partnership's MBO sub group to take account of the ongoing economic downturn. The figure is measured through Annual Business Inquiry ( ABI ) statistics produced in late December each year.7 economic sector action plans are in place each containing a series of priority actions for the Council and other partners. In addition, the MBO sub group is currently leading on the development of a Midlothian Economic Recovery Plan. This should be available in Spring 2013 and will link closely to the Single Midlothian Plan which is also under development.	01 - MBO Thematic Group members keep watching brief on new job creation targets. 02 - Thematic Group meetings generally held on a quarterly basis. 03 - Review/restructure of Economic Development 04 - New Economic Development Manager recruited and taking up post in February 2019.		Brexit planning	<b>18/19:</b> Community planning are working with Community partners and 3rd sector to constantly monitor and plan for Brexit. Regular updates are being sent to Cabinet and Council.
PLANNING POLICY AND ENVIRONMENT - Failure to progress the sustainability agenda and Climate Change adaptation	Climate Change Act places public duties with respect to climate change adaptation and mitigation and sustainable development. Midlothian Council has signed Scotland's Climate Change Declaration.	01 - Climate Change Declaration signed by 32 Scottish Councils 02 - Senior Planning Officer leads 03 - Sustainable Development Framework in place with Action Plan to be replaced by a joint climate change and sustainability action plan agreed by CMT 04 - Divisional 'green' initiatives  06 - Biodiversity Plan and implementation of phase 1 of the Action Plan		Climate Change and sustainability adaptation	<b>18/19:</b> A joint report was sent to Cabinet in November detailing progress towards and timeline for meeting Climate Change Declaration.

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
		08 - Climate Change and Sustainability Working Group			
Failure to engage with people from equalities groups	Equality groups have been given high priority in the consultation process and professional expertise has been sought from equality professionals. however a risk exists that the voices of minority groups could be missed in a neighbourhood plan consultation process.	01. Joint working with Equality Engagement Officer to target key groupings within Neighbourhood Planning communities 02. EQIA Approach			

# Published Local Government Benchmarking Framework – Communities and Economy



## Economic Development and Planning

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council (LGBF)	New for 2012/13		8%	6.83%	12.33%	8.57%	15.47%	6.71%	17/18 Rank 23 (Third Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).
ECON2	Cost of Planning per Application	£4,034.00	£3,983.05	£4,488.74	£4,969.34	£4,981.09	£4,040.98	£5,076.92	£4,969.50	17/18 Rank 19 (Third Quartile). 16/17 Rank 23 (Third Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 19 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)	New for 2012/13		26.3 weeks	54.9 weeks	9.9 weeks	7.9 weeks	8.4 weeks	7.3 weeks	17/18 Rank 8 (TOP Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 16 (Second Quartile).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	New for 2013/14			23.14	22.74	19.91	18.62	22.42	17/18 Rank 6 (TOP Quartile). 16/17 Rank 14 (Second Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 8 (Top Quartile)
ECON6	Cost of Economic Development & Tourism per 1,000 population (LGBF)	£66,132.61	£82,080.85	£60,173.31	£41,180.64	£53,253.68	£44,455.89	£125,753.30	£42,723.94	17/18 Rank 6 (TOP Quartile). 16/17 Rank 26 (Bottom Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 15 (Second Quartile).
ECON7	Percentage earning less than the Living Wage (LGBF)	New for 2012/13		17.5%	17.8%	19.9%	23.3%	17.2%	13.8%	17/18 Rank 1 (TOP Quartile). 16/17 Rank 3 (TOP Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 9 (Second Quartile).
ECON8	Proportion of properties receiving superfast broadband (LGBF)	New for 2013/14			57%	66%	76%	85%	91.18%	17/18 Rank 19 (Third Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 19 (Third Quartile).

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
ECON10	Immediately available employment land	New for 2014/15				57.14%	57.14%	57.14%	55.49%	17/18 Rank 9 (Second Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 9 (Second Quartile).

## Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	New for 2012/13		£4,629.63	£4,639.91	£8,595.29	£6,625.47	£5,744.27	£4,917.30	17/18 Rank 13 (Second Quartile). 16/17 Rank 16 (Second Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 28 (Bottom Quartile).
ENV5b	Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)	New for 2012/13		£9,591.64	£14,120.43	£9,036.07	£10,115.57	£10,382.58	£11,311.00	17/18 Rank 8 (TOP Quartile). 16/17 Rank 5 (TOP Quartile). 15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).