

## 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 Q2 2019/20.

### Economic Development

**Town centre Capital Fund** – Following receipt of a number of Expressions of Interest, 14 applications were taken to the panel for approval with seven projects receiving funding; ranging from increasing sustainable cycling connections, to public access and community facilities. Projects total £910,000 and will be fully spent by March 2020 and complete by September 2020.

**MBTAG (Midlothian & Borders Tourism Action Group):** Digital Marketing Co-ordinator and project underway and supporting businesses grow their international markets.

**Economic Development Strategy:** Six sectoral sessions undertaken across Midlothian as part of the consultation for the strategy for Growing Midlothian's Economy 2020-25. The draft will be available in Q3 2019.

### **Tyne Esk LEADER:**

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.

### Building Standards

Building Standards continue to provide a high level of customer satisfaction against an increasing demand upon the service and local development. In August the Building Standards service were awarded with a CSE (Customer Service Excellence) award for

**Exceeding their 90% target for Timeliness, Level of Information, Staff attitude and Satisfaction with the Service.**

### Environmental Health

At 30/09/2019 3 of the 4 permanent residential caravan sites (75%) have been issued with their new 5 year licences.

The annual Air Quality Monitoring report was concluded and submitted to Scottish Government & SEPA in accordance with requirements

### Planning

Planning permission was granted for -

- 1) residential development of approximately 350 dwellings and erection of school on land at Cauldcoats, Shawfair;
- 2) the erection of community facilities including secondary school, primary school, library, leisure facilities, healthcare and business uses at the former Monktonhall Colliery site, Shawfair; and
- 3) the erection of 51 dwellinghouses off the Main Street, Roslin.

## 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.

### Environmental Health

- Request received from Food Standards Scotland seeking pre-audit information on aspects of Food Law enforcement. Decision on audit date tbc.

- Brexit – The national significance to the economy and food safety with regards to Export Health Certificates, as a result of Brexit remains high profile. Limited impact to Midlothian but assistance being sought nationally.

- The new Food Standards Scotland Food premises risk rating system has been introduced and will require significant effort to bring our data management system into functional operation and subsequent use.
- The migration of Uniform to a cloud base format will result in significant short term work to ensure a functioning system is achieved.

[The Private Landlord Registration \(Information\) \(Scotland\) Regulations 2019](#) come into force in September 2019 and require landlords to answer a suite of new questions as part of the landlord registration new application and renewal process. Local Authorities are required to assess 10% of all applications submitted to check compliance. Given that we have in excess of 3000 registered landlords this is estimated to require an additional 0.5FTE officer. Although the landlord registration fees were increased, 80% of the increase for each principal fee has been retained by Scottish Government and the remaining £2 the local authority will receive coupled with the increase of £4 per premises fee is insufficient to enable an increase in staff FTE to undertake the required work. The deletion of the Private Sector Housing Officer post in 2018 as a result of the financial strategy has compounded the situation. A method of addressing this requirement needs to be identified and meantime the matter will be listed on the EH risk register.

### **Economic Development**

The team is at present under resourced, but the review is complete and recruitment underway for a number of posts.

### **Building Standards**

The challenges of meeting statutory timescales and the increase in building warrants within staff capacity remains a high risk. We have tried to recruit to a post in the short-term but all local authorities in this area are in the same position. We will need to review our timescales accordingly.

### **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, which are currently being advertised.
- 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.

# Communities and Economy



## Successes and Challenges

### Corporate Performance Indicators (latest)

6 7 0 6

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

PIs 6

% of service priorities on target / completed, of the total number

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

% of Service PIs that are on target/ have reached their target (does not include Corporate PIs)

Average time in working days to respond to complaints at stage 1

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints escalated and complete within 20 working days

Key  
PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

### Service Plan Actions (latest)

6 19 0

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

Actions 6

To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).

Review and assess air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads

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

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.

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

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)

5 22 0 12

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

PIs 5

Risk Assess 1/3 of regulated private water supplies (all regulated supplies to be risk assessed by 2022)

Number of Easter Bush Development Board meetings held per annum

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

The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government

Consultation with SEPA and Scottish Government and completion of review

Key  
PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

### Service Risks (latest)

7

### High Risks as at 31st October 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	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Feeder Data	Value	
		Value	Value	Value	Value	Status	Note				Short Trend
01. Manage budget effectively	Performance against revenue budget	£2.573m	£2.967m	£2.908m	£1.665m		Q2 19/20: On Target				
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.92	2.73	1.15	1.55		Q2 19/20: On Target		4.50	Number of days lost	173.16
										Number of FTE in service	59.99

## Corporate Health











Priorities	Indicator	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Feeder Data	Value	
		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%	91.84%	92.31%	76%		Q2 19/20: Off Target 19 of 25 actions on target or complete at Q2 19/20.		90%	Number of service & corporate priority actions	25
										Number of service & corporate priority actions on tgt/completed	19
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	95%	76%	77%		Q2 19/20: Off Target We have identified the services where late invoice payment has occurred and reminded all staff of their obligations. Some of the late payments were for grants and though raised earlier could only be paid upon finalisation.		95%	Number received (cumulative)	210
										Number paid within 30 days (cumulative)	162
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	73.68%	79.49%	91.67%	76.19%		Q2 19/20: Off Target Plans are in place to manage outstanding Performance indicators by the end of the year.		90%	Number on tgt/complete	16
										Total number of PI's	21
06. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	100%		Q2 19/20: On Target There are no identified high risks within the service, all medium/low risks have been reviewed.		100%	Number of high risks reviewed in the last quarter	0
										Number of high risks	0

## Improving for the Future



Priorities	Indicator	2018/ 19	Q2 2018/ 19	Q1 2019/ 20	Q2 2019/20				Annual Target 2019/20	Feeder Data	Value
		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 %	100%		<b>Q2 19/20: On Target</b>		90%	Number of internal/externa l audit actions on target or complete	9
											Number of internal/externa l audit actions in progress

# Communities and Economy Complaints Indicator Summary


## Commitment to valuing complaints

Indicator	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20
	Value	Value	Value	Value	Status	Note	
Number of complaints received (quarterly)	31	20	11	6		Q2 19/20: Data only	
Number of complaints closed in the year	31	18	6	4		Q2 19/20: Data only	
Number of complaints upheld (quarterly)	5	5	0	0		Q2 19/20: Data only	
Number of complaints partially upheld (quarterly)	3	1	1	0		Q2 19/20: Data only	
Number of complaints not upheld (quarterly)	20	10	4	3		Q2 19/20: Data only	
Average time in working days to respond to complaints at stage 1	8	8.06	4	5.33		Q2 19/20: Off Target Complaints continue to be a priority for the service.	5
Average time in working days to respond to complaints at stage 2	31	0	24.5	18		Q2 19/20: On Target	20
Average time in working days for a full response for escalated complaints	23.75	29.5	0	0		Q2 19/20: On Target	20
Percentage of complaints at stage 1 complete within 5 working days	61.54%	56.25%	100%	66.67%		Q2 19/20: Off Target Complaints handling continues to be a service priority.	95%
Percentage of complaints at stage 2 complete within 20 working days	0%	0%	50%	100%		Q2 19/20: On Target	95%
Percentage of complaints escalated and complete within 20 working days	25%	0%	100%	0%		Q2 19/20: Off Target 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 (quarterly)	2	0	1	2		Q2 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		50%	<b>Q2 19/20:</b> On Target Service reviews are all reaching completion, 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		50%	<b>Q2 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		40%	<p><b>Q2 19/20:</b> Off Target Dalkeith BID project ongoing. Revised ballot date of Jan/Feb 2020</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 20 months.</p> <p>Masterplanning projects at Newtongrange well advanced. Additional funding from Blueprint Leaders' Group awarded to National Mining Museum which is now out for tender.</p> <p><b>Tyne Esk LEADER:</b> Newtongrange train station refurbishment project almost at point of completion.</p> <p>Regrettably, the community partner identified to complete the Gorebridge Tyne Esk Leader project has withdrawn. The focus of LEADER is assisting current applicants to draw down funding until closure of the project in 2020.</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		33%	<b>Q2 19/20: Off Target</b> Staff shortage due to long term sickness absence meant new projects could not be developed in Q1 or Q2 19/20.


### 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		50%	<b>Q2 19/20: On Target</b> 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		50%	<b>Q2 19/20: On Target</b> 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		26%	<b>Q2 19/20: Off Target</b> Food Plan off Target by 19% at end Q2 Some inspections cannot be reported on at this date as they are within the allowed 28 day window. At time of reporting 85% of inspection work for Q1 was complete and 30% of inspection work for Q2 (50% of high risk and 80% of medium and low risk inspections) remain outstanding in Q2. 96% of service requests responded to but the response times have slipped to 78% being within target time. Food sampling work is underway but at a low level. The backlog of inspections from the previous years plan has now been substantially completed.





Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.6.2	Implement the new Residential Caravan Site Licensing Regime	31-Mar-2020		75%	<b>Q2 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 applied for a licence as of 1 August and at 30/09/2019 the necessary investigatory and administrative work was underway to determine the licence. This has taken significant 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		50%	<b>Q2 19/20: On Target</b> A joint working group with relevant local authority services including Planning, Transportation, and Environmental Health has been convened. The first meeting took place in February 2019, with a second meeting scheduled for November, 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		50%	<b>Q2 19/20: On Target</b> The update of the peer review process, which uses consultants secured through Scotland Excel Framework is nearing completion and is awaiting final input from Legal Services and the Councils Insurer. 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		50%	<b>Q2 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		50%	<b>Q2 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 agents to understand the needs and challenges and assist where ever possible to make the building warrant process efficient and consistent.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.2	Continue to deliver a high quality customer focused Building Standards service.	31-Mar-2020		50%	<b>Q2 19/20: On Target</b> 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		50%	<b>Q2 19/20: On Target</b> There have been 10 joint visits between Trading standards and Police in regards to rogue trader incidents/complaints so far in 2019/20. Most notably participation in the national 'Shut out Scammers' operation.
CE.P.9.2	Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2020		50%	<b>Q2 19/20: On Target</b> There have been 138 intelligence logs created so far in 2019/20. Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.
CE.P.9.3	Routine risk assessed primary inspections to traders.	31-Mar-2020		50%	<b>Q2 19/20: On Target</b> There have been 63 primary inspections so far this year. The bulk of inspections are due to occur in Q3+Q4. 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
CE.P.9.5	Resolution of consumer complaints.	31-Mar-2020		50%	<b>Q2 19/20: On Target</b> 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		50%	<b>Q2 19/20: On Target</b> 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. NB. 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		49%	<b>Q2 19/20:</b> Off Target 79% of planning applications have been determined within target.
CE.P.10.2	Draft a corporate climate change action plan.	31-Mar-2020		50%	<b>Q2 19/20:</b> On Target Work on the Council's Climate Change Plan has commenced and a draft will be reported to CMT in November 2019.
CE.P.10.3	Investment and actions in town centre	31-Mar-2020		50%	<b>Q2 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.
CE.P.10.4	Manage the CO2 gas ingress to properties in Gorebridge	31-Mar-2020		50%	<b>Q2 19/20:</b> On Target Regular updates continue to be provided to residents and to local members. Information on the outcome of the Melville Housing trial was shared with the private sector owners in a letter dated 20 September 2019 and all owners were invited to attend a follow-up meeting on 2 October 2019 to answer any questions in relation to the trial.
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>Q2 19/20:</b> Off Target Annual Air Quality Progress Report has been submitted and reviewed by consultants on behalf of Scottish Government. Feedback received states - 'the report is well structured, detailed, and provides the information specified in the Guidance'.  NO2 diffusion tube locations are being reviewed for inclusion in the 2020 monitoring period. The review of diffusion tube locations is ongoing and will also consider location(s) in Shawfair as per feedback /recommendations from Scottish Government's Air Quality consultants. Although there has been little progress in the current quarter, the proposed locations will be discussed with CAFS working group and SEPA, with a view to getting the review back on track for implementation in early 2020.  Monthly monitoring data is currently being captured for the 2020 annual report.
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-	31-Mar-2020		40%	<b>Q2 19/20:</b> Off 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 staffing

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
	standard water quality, taking action where necessary				issues and other workloads. It is estimated that there are currently 38 Regulated supplies in Midlothian. 5 of the risk assessments scheduled to carry out in 2019 have commenced. The supplies missed for this year will be re-scheduled for 2020 and 2021.

**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		50%	<b>Q2 19/20: On Target</b> Welfare Rights have generated £992,693 in Q2, taking the annual total to £2,058,133.

# Communities and Economy PI Report 2019/20



## 01. Delivering Excellence

PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20				Annual Target 2019/20	Benchmark
		Value	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	3	3	3			<b>Q2 19/20:</b> On Target All reviews 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	Q2 2018/19	Q1 2019/20	Q2 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.2.1a	Number of new business start ups assisted in Midlothian area.	172	81	8	16			<b>Q2 19/20:</b> Data Only Brexit related uncertainty has reduced the number of new business start up enquiries.		
CE.P.2.1b	Number of tourism businesses assisted in Midlothian area.	76	37	6	12			<b>Q2 19/20:</b> Data Only		
CE.P.2.1c	Number of new businesses locating in Borders Rail Corridor (cumulative)	100	34	0	0			<b>Q2 19/20:</b> Data Only		
CE.P.2.1d	Number of inward investment / indigenous investment enquiries received for sites/premises in Midlothian area.	139	74	111	201			<b>Q2 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	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend		
BS.CE.P.3.1a	Number of LEADER projects funded (cumulative)	17	9	0	0			Q2 19/20: Data Only	
CE.P.3.1c	Number of new jobs created through LEADER (cumulative)	3	1	0	0			Q2 19/20: Data Only	3
CE.P.3.1d	Number of training opportunities created through LEADER (cumulative)	0	0	0	0			Q2 19/20: Data Only	
CE.P.3.1e	Amount of leader funding allocated	£852,364	£592,154	N/A	N/A			Q2 19/20: 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	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend		
CE.P.4.1a	Number of new Business Start Ups assisted (cumulative)	376	81	9	16			Q2 19/20: Data Only	
CE.P.4.1b	Number of account managed businesses accepted by Scottish Enterprise (cumulative)	5	1	0	3			Q2 19/20: 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%	50%			Q2 19/20: On Target	100%

### 05. Easter Bush Development Board

PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark	
		Value	Value	Value	Value	Status	Short Trend			Note
CE.P.5.1a	Number of Easter Bush Development Board meetings held per annum	3	1	0	0			<b>Q2 19/20:</b> Off Target No meetings scheduled in Q1+2.	2	



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

PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark	
		Value	Value	Value	Value	Status	Short Trend			Note
CE.P.6.1a	% of food businesses deemed 'broadly compliant' with the food safety legislation	82%	82.3%	82%	82%			<b>Q2 19/20:</b> Off Target Broad compliance = 82% This is significant step towards reaching the challenging set target.	84%	
CE.P.6.2a	% of residential sites licensed	100%	100%	75%	75%			<b>Q2 19/20:</b> On Target 3 of 4 sites have applied for licence.	100%	







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

PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark	
		Value	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%	100%			<b>Q2 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	100%	50%	25%	75%			<b>Q2 19/20:</b> On Target	100%	



PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
	review assessment of Environmental Reports – particular emphasis on quality and reporting times									
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%	50%	25%	50%			<b>Q2 19/20: On Target</b>	100%	

### 08. Building Standards

PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20				Annual Target 2019/20	Benchmark
		Value	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%	66%	88%	100%			<b>Q2 19/20: On Target</b>	80%	
CE.P.8.1c	Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	50%	25%	50%			<b>Q2 19/20: On Target</b>	100%	
CE.P.8.2a	Measure satisfaction relating to key areas	97.7	93.3	96.8	97.9			<b>Q2 19/20: On Target</b>	90	

PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend		
	including those on delivery, timeliness, information, access and the quality of customer service								

### 09. Trading Standards



PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend		
CE.P.9.2a	Number of intelligence logs made	274	132	63	138			<b>Q2 19/20:</b> On Target Q1 - 63 Q2 - 75	200
CE.P.9.3a	Number of primary inspections conducted.	193	69	28	63			<b>Q2 19/20:</b> On Target Q1 - 28 Q2 - 35	100
CE.P.9.5a	Percentage of consumer complaints completed within 14 days.	90.1%	98%	94.8%	95.5%			<b>Q2 19/20:</b> On Target	90%
CE.P.9.6a	Percentage of tobacco retailers visited annually.	36%	6%	5%	9.3%			<b>Q2 19/20:</b> Off Target Work ongoing with Scottish Government to update register of tobacco retailers within the Midlothian area. National target is set to 10%.	10%

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


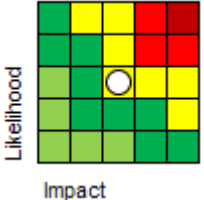

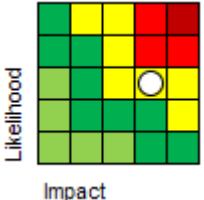

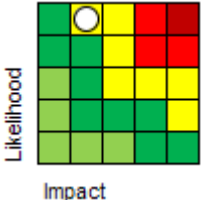
PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend		
CE.P.10.5a	Consultation with SEPA and Scottish Government and completion of review	N/A	N/A	25%	40%			<b>Q2 19/20:</b> Off Target Report for 2018/19 submitted to SEPA and Scottish Government. Environmental Health continue to monitor air quality around Primary Schools all year round.	100%


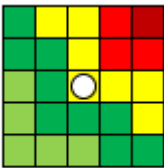

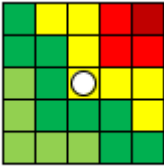
PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20			Annual Target 2019/20	Benchmark	
		Value	Value	Value	Value	Status	Short Trend			Note
CE.P.10.6a	Risk Assess 1/3 of regulated private water supplies (all regulated supplies to be risk assessed by 2022)	N/A	N/A	25%	25%			<b>Q2 19/20: Off Target</b> It is estimated that there are currently 38 Regulated supplies in Midlothian. 5 of the risk assessments scheduled to carry out in 2019 have commenced. The supplies missed for this year will be re-scheduled for 2020 and 2021.	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%	83%	81%	79%			<b>Q2 19/20: Off Target</b>	80%	82% of planning applications were determined within target in 2018/19.
CE.P.10.2a	Adoption of the Climate Change plan	25%	20%	25%	50%			<b>Q2 19/20: On Target</b>	100%	
CE.P.10.3a	Implementation of the 3 year Gorebridge Connect project to enhance the public realm, develop a heritage trail and renovate the former railway station building.	N/A	N/A	25%	50%			<b>Q2 19/20: Off Target</b> 2019/20 is year 2 of the project. However renovation of the former station has halted due to the lack of a local community group to take this project forward.	100%	
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	50%	25%	50%			<b>Q2 19/20: On Target</b> 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	Yes			<b>Q2 19/20: On Target</b>	Yes	


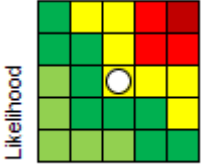

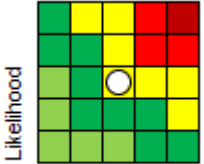
**11. Poverty Levels in Midlothian overall are below the Scottish average**

PI Code	PI	2018/19	Q2 2018/19	Q1 2019/20	Q2 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.11.1a	£500k per quarter	N/A	N/A	£1,065,440.38	£992,692.58			<b>Q2 19/20:</b> Data Only		

# Communities and Economies Service Risks

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
CE.RR.01-01 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.		9
CE.RR.01-03 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.		12
CE.RR.01-09 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		Community planning board and Sub groups	<b>18/19:</b> Regular meetings with Community planning board and updates from each subgroup are reported.		10

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		06 - Business calendar and timetable 07 - Agendas and minutes 08- Agreed outcomes and monitoring					
CE.RR.01-12 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 contributions, with the shortfall having to be provided by the Council.	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 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.		Review of Supplementary guide to developer contributions  CE.RR.01-12a	<b>Q3 18/19:</b> Draft guide prepared in advance of consultation/approval.  <b>18/19:</b> All actions have been reviewed in Q4 2018/19. S75 officer continues to report to Management on developments and will report six monthly to asset management board.	 Likelihood Impact	9
CE.RR.01-23 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	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.	 Likelihood Impact	9

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	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.						
CE.RR.01-28 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 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  08 - Climate Change and Sustainability Working Group		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.	 Likelihood Impact	9
CE.RR.03-08 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	01. Joint working with Equality Engagement Officer to target key groupings within Neighbourhood Planning communities 02. EQIA Approach				 Likelihood Impact	9



Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	missed in a neighbourhood plan consultation process.						

# 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	£37,040.74	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	2010/1	2011/1	2012/1	2013/1	2014/1	2015/1	2016/1	2017/1	External Comparison
		1	2	3	4	5	6	7	8	
		Value	Value	Value	Value	Value	Value	Value	Value	
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	2010/1	2011/1	2012/1	2013/1	2014/1	2015/1	2016/1	2017/1	External Comparison
		1	2	3	4	5	6	7	8	
		Value	Value	Value	Value	Value	Value	Value	Value	
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	New for 2012/13		£4,629.6 3	£4,639.9 1	£8,595.2 9	£6,625.4 7	£5,744.2 7	£4,917.3 0	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		£9,591.6 4	£14,120. 43	£9,036.0 7	£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).