

Midlothian



MIDLOTHIAN COUNCIL

PERFORMANCE REPORT 2018 – 2019



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Midlothian



Midlothian Council's Public Performance Report is a key part of our ongoing commitment to provide clear and consistent information to help you review how we have performed. Our report for 2018/19 aims to set out a balanced picture of the council's performance over the year - highlighting achievements but also explaining where we need to do more to improve services.

Midlothian Council faces major challenges in the years ahead, with an increasing demand for services at the same time as our finances are reduced. With the fastest growing population of any local authority area in Scotland, we are working hard to reshape our services and to make sure that our resources are targeted at meeting the key priorities set out in the Single Midlothian Plan. Our new Medium Term Financial Strategy is also aimed at strengthening our financial sustainability and allowing us to plan and implement service delivery more effectively.

The good progress made by the council and its community planning partners during 2018/19 is set out here, along with information on the actions we have taken to improve service delivery.

Despite the numerous challenges we face, Midlothian Council remains ambitious and confident about the future. Working with our community planning partners and our local communities, we aim to make a real difference to the lives of the people who live and work here, demonstrating that Midlothian really is 'a great place to grow'.



Dr Grace Vickers,
Chief Executive



Cllr Derek Milligan,
Council Leader

Community Planning Partners have previously agreed the following ambitious vision for Midlothian:

“Midlothian – a great place to grow”.

Midlothian Council delivers its priorities through the Community Planning Partnership (CPP) and the Single Midlothian Plan. The Council Change and Transformation programme and individual Service Plans outline how Midlothian Council will deliver its contribution to the Single Midlothian Plan.

The top three priorities for 2019-22 are:

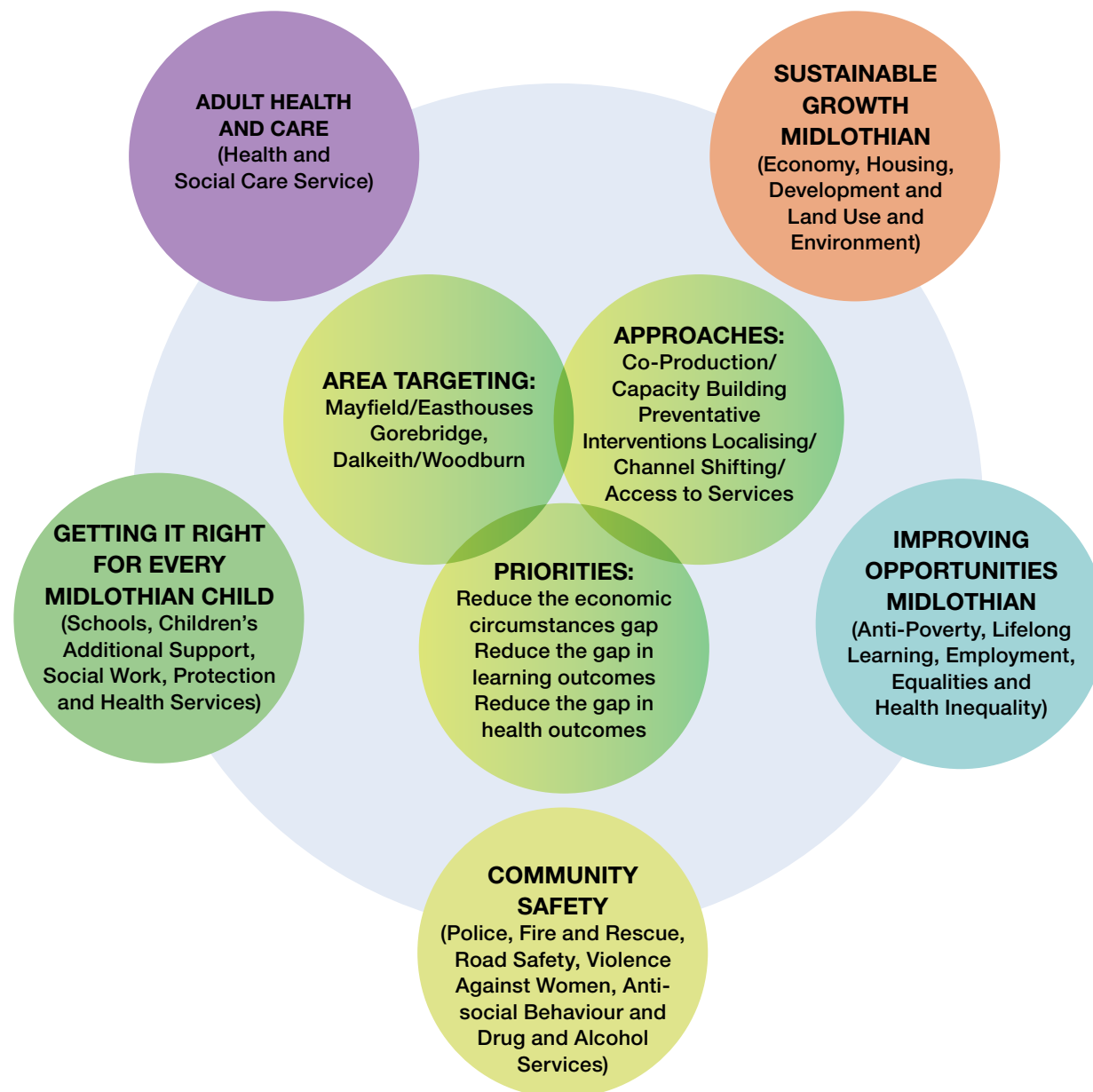
- Reducing inequalities in learning outcomes
- Reducing inequalities in health outcomes
- Reducing inequalities in economic circumstances

The Single Midlothian Plan incorporates five overarching thematic groups which support the achievement of outcomes. This thematic approach is used for quarterly reporting, the themes are as follows:

- **Adult Health and Social Care** - *Responding to growing demand for adult social care and health services*
- **Community Safety & Justice** - *Ensuring Midlothian is a safe place to live, work and grow up in*
- **Getting it Right for Every Midlothian Child** - *Improving outcomes for children, young people and their families.*
- **Improving Opportunities for Midlothian** - *Creating opportunities for all and reducing inequalities.*
- **Sustainable Growth in Midlothian** - *Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.*

In addition to the three key priorities and approaches the Council will also focus on reducing the gap between outcomes for residents living in parts of the county which for many years have shown a significant gap between their outcomes and the average outcomes for Midlothian and Scotland as a whole. The areas targeted are: Gorebridge, Mayfield/Easthouses, Woodburn and Central Dalkeith.

Map of the Community Planning Partnership and its main priorities



Area Targeting

A clear-shared target of closing the gap between the life outcomes experienced in these parts of Midlothian, and the average life outcomes experienced by residents across the County.

Work is undertaken by a variety of statutory agencies and Third Sector organisations.

Gorebridge



Key activity in Gorebridge includes:

- Gorebridge Futures continues to meet;
- Midlothian Health & Social Care Partnership (MH&SCP) has undertaken community engagement with groups involved in various health activities including Type 2 Diabetes;
- Challenge Poverty Event: facilitated conversations with community and other staff on social determinants of health and what can make a difference to health outcomes;
- Local champion engaged in Bite Size Training on T2D prevention /Getting the Balance Right with the view of working with HSCP should funding become available for local community development work;
- Facilitated Good Grief 'To Absent Friends Event' promoting Good Grief Conversations, funeral payments and local resources;



- There are ongoing discussions about the possible location of the new High School in Gorebridge and what type of community services it will also offer;
- The old Police Station has been transferred to Gorebridge Cares under a Community Asset Transfer from Police Scotland and they have been successful in being allocated £50,000 of Developer Contributions.

Mayfield and Easthouses

Key activity in Mayfield/Easthouses includes:

- The consultancy team for the In It Together Town Centre Regeneration Masterplan has been appointed and work has started. Midlothian Council's CLL, Planning, Education & Roads departments have drawn up ideas for consultation;
- Mayfield and Easthouses Development Trust (MAEDT) has secured funding to create a 'Wellbeing Hub' at the Mayfield pavilion, work is continuing on the community

garden and a programme of wellbeing-related workshops and groups is scheduled. Town Centre Regeneration Fund will enable MAEDT to undertake necessary refurbishments to the pavilion to make this a useable building for groups. They have also secured funding for a large scale community capacity building project breaking the cycle of poor physical and mental health and poverty;

- Y2K have been awarded National Lottery Community funding Young Start' for their health and wellbeing service (Guid 2 Go). The 3-year grant will provide fresh opportunities encouraging young people to remain engaged with Y2K. They have reopened their third evening drop-in (forced to close last December due to funding cuts) and will target S3+ young people, offering them a safe space to be with friends, join in activities, and have the opportunity to engage with specialist supports. In addition, the project have been successful in securing funding to support Y2K's 180 service. This early support and prevention service for young people involved in, or at risk of offending, antisocial or self-harming behaviours is the only one of its kind in Midlothian. The grant will support the service with two full-time staff over the next 3 years 2020-23



Woodburn and Central Dalkeith

Key activity in Woodburn and Central Dalkeith includes:



- The Aspiring Communities project staff started work in August/September. Two workers recruited by Dalkeith CAB will be focussing on outreach work around income maximisation and health and wellbeing activity. Volunteer Midlothian will continue to enhance volunteering activity in the area;
- Partners involved in the Aspiring Communities are Dalkeith CAB, Midlothian Third Sector Interface, Bill Russell Youth Project, Midlothian Council, and Midlothian Health and Social Care Partnership. Key activity that will involve other CPP partners in 2020 are a take-up campaign around Tax Free Childcare, and a Volunteer Recruitment Fair;
- A Regeneration Capital Grant Fund funding bid has been submitted by the Council on behalf of, and in partnership with, One Dalkeith to convert a retail unit in Dalkeith town centre into a combined micro business start-up space linked to a community cafe and meeting place. The total value of the bid is in the region of £900,000;
- The Dalkeith Ward 3 Participatory Budgeting Project has worked with a range of partners including the Community Council, One Dalkeith and Grassy Riggs on the theme of Community Wellbeing. Two ideas generations events have been held, 8 ideas have been costed and will be going forward to a public vote. There is an opportunity to tie this in with some of the actions identified in the Type 2 Diabetes Prevention Strategy;

Our top three priorities for 2019-22 are:

- **Reducing inequalities in economic circumstances**
- **Reducing inequalities in health outcomes**
- **Reducing inequalities in learning outcomes**

Reducing inequalities in economic circumstances - How are we doing?

- Welfare Rights Team generated £4,407,373 in additional benefit income maximisation
- Midlothian Citizen Advice Bureaux (CAB) generated an additional £3,352,380
- 94.35% of school leavers secured a positive destination
- 172 new business start-ups were assisted in Midlothian area.
- 17 LEADER projects were funded (EU funding to support the rural economy)
- There were 85 new build properties built this year, down from 107 in 17/18
- 2131 households accessed energy saving or fuel advice and assistance schemes from 2583 the previous year
- Midlothian Foodbank provided 4,827 people with emergency food supplies this year
- 27 care experienced young people went into homeless accommodation this year
- 57 Early Learning and Childcare Modern Apprentices were recruited
- 1,000 hot meals were given to people in food poverty, homelessness or in isolation this year
- 64 people received support from the LLE job club this year

Reducing inequalities in health outcomes - How are we doing?

- 131 Health & Social Care staff participated in face to face or on-line training in health inequalities
- 193 service users/patients were supported through the Community Health and Inequalities Team
- 287 immediate mental health assessments were carried out at the Midlothian Access Point
- 75 people attended the Recovery College leading to education, training, volunteering or employment. A decrease from 84 the previous year
- 774 young people were referred to CAMHS, an increase from 591 the previous year
- 215 people went through weight management triage, an increase from 159 in 17/18
- 21,446 people attended activity groups hosted by Ageing Well from 739 in 17/18
- 10,280 people attended activity groups hosted by Midlothian Active Choices (MAC) from 7,845 in 17/18
- 316 people were supported with Cancer from 240 in 17/18
- 360 people were supported with Mental Health needs from 253 in 17/18
- 75% of clients successfully completed the LEAP 12 week rehabilitation programme from 60% in 17/18

Reducing inequalities in learning outcomes - How are we doing?

- 184 2 year olds attended early learning and childcare
- The average primary school attendance is 94.86% from 94.47% in 2017/18
- The average secondary school attendance is 89.34% from 89.4% in 2017/18
- There were 94 primary school exclusions this year (Rate per 1,000), increased from 74 in 2017/18
- There were 210 secondary school exclusions this year (Rate per 1,000), reduced from 299 in 2017/18
- Our residents with no qualifications has increased to 7.3% from 6.4% in 2017/18
- 11% of our Looked After Children achieved 5 or more awards at Level 6 from 17% the previous year
- 421 Saltire Awards were achieved by young people (12-25) for volunteering in their community this year from 224 in 17/18
- 544 Third sector organisations accessed the training they needed to sustain and improve this year
- 179 attendees at Youth Clubs achieved accreditations
- 211 young people achieved Duke of Edinburgh Awards
- 81 young people attended transition projects

Key Approaches

Community Planning partners have previously agreed the following ambitious vision for Midlothian:

“Midlothian – a great place to grow”.

Three key approaches will continue to be the focus for how the council works with its communities – preventive intervention, co- production and capacity building and localising / channel shifting / modernising access to services

Work continues on the outcome priorities and also the strategic priorities and budgets moving forward to 2019/20.

The Single Midlothian Plan incorporates five overarching thematic groups which support the achievement of outcomes. This thematic approach is used for quarterly reporting, the themes are as follows:

- **Adult Health and Social Care -**
Responding to growing demand for adult social care and health services
- **Community Safety & Justice -**
Ensuring Midlothian is a safe place to live, work and grow up in
- **Getting it Right for Every Midlothian Child -**
Improving outcomes for children, young people and their families.
- **Improving Opportunities for Midlothian -**
Creating opportunities for all and reducing inequalities.
- **Sustainable Growth in Midlothian -**
Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.

We present our performance information in a balanced scorecard approach which aims to provide a balanced perspective of our performance over four key perspectives: **Customer/stakeholder; financial health; internal processes; and learning and growth.**

We identified a number of key measures and indicators which are monitored on a continuous basis as part of service performance monitoring which is collated to produce an overall balanced assessment of the council's performance

Adult Health and Social Care

Responding to the growing demand for adult social care and health services

“People in Midlothian will lead longer and healthier lives by getting the right advice, care, and support, in the right place, at the right time”

The Adult Health and Social Care service continues to undergo redesign as required by the Integration agenda. The 2016-19 Strategy and Delivery Plan outlined a major programme of service changes designed to promote prevention and recovery. Service priorities for the year included reducing avoidable admissions and unnecessary delays in acute hospitals; supporting people with long term conditions and dementia; reshaping substance misuse services; and promoting wellbeing and recovery. The enablers to achieve this included improved partnership working, public engagement and working with communities. The three major programmes of redesign are Learning Disability Day Services, Care at Home, and Learning Disability care packages.

“ The number of emergency admissions for people aged 75+ increased to **2,797** from 2,785 the previous year **”**

“ **50.4%** of service users over 65 with long-term care needs receive personal care at home reduced from 68% the previous year **”**

“ **7%** of falls resulted in a hospital admission for clients aged 65+ from 3.8% in 2017/18 **”**

“ **35** patients were delayed in hospital for more than 72 hours at census date an increase from 21 in 2017/18 **”**

“ **4.51%** of people needing social work support who choose how their support needs are met reduced from 4.75% in 2017/18 **”**

“ **54%** of women offenders from Midlothian engage with support services compared to 50% the previous year **”**

“ **20** patients were delayed in hospital for more than two weeks at census date, an increase from 16 the previous year **”**

“ **287** mental health assessments were offered at the Midlothian Access Point, an increase from 237 in 17/18 **”**

“ **1,595** health and social care staff have participated in face to face or online training **”**

We will provide services, support and advice to ensure that:

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

This vision and three year outcomes will be achieved through close interagency working with the Community Planning Partnership and through genuine partnership working and capacity building with local communities.

The story so far...

Older People

The council's commitment to older people services include.

Our biggest challenge around older people's services in Midlothian continues to be capacity for both Care at home and Care homes. The services have undertaken a number of initiatives with Care at home to increase capacity by commissioning additional contracts to our external providers, reorganising the in house service client runs, and working closely with the voluntary sector to see how they can provide alternatives to Care at home. The first graduates from our new Carer Academy have now graduated and are being interviewed for care positions. A recruitment campaign is also underway, in collaboration with our external partners. Care homes are presenting a different challenge. There is bed capacity across Midlothian, however, families/individuals often make choices based on those with lengthy waits, blocking a hospital bed for others that require medical intervention. The team are working on a suite of information leaflets for all Midlothian patients >65 years old, so consistent conversations can take place from admission. A new Care Home Strategy is in development and focusses on the management of stress and distress, unnecessary hospital admissions and falls within our Care homes. A comprehensive Quality assessment framework has been developed and will be routinely used across all care homes on a monthly basis, to detect any issues and support management teams to continually improve quality of care. The HSCP have agreed funding for additional clinical/ care posts to augment the current care home team, which is testament to the focus the partnership has on improving care for older people. We have been working closely with the Care Inspectorate to develop quality of care across Care Homes, as well as Highbank Intermediate care facility and Care at Home.

Mental Health

Penumbra the new service provider for the remodelled mental health community based rehabilitation service commenced. The Wayfinder model will be implemented and evaluated. Utilising Action 15 funding 3 FTE Primary Care Mental Health nurses are in post and have dual roles to support the expansion of the Access Point and test the role of primary care mental health nurses initially in 4 GP practices, with a view to expanding this role across Primary Care in Midlothian

Carers

Work during 2018/19 has focussed on ensuring duties and responsibilities under the legislation were in place for implementation and delivery of new services/ responsibilities. Agreement has been given and NCA signed for funding to support VOCAL to undertake Adult Carer Support Plans as part of sharing legislative duties. This responsibility also involves the requirement to provide Carer Census reporting to the Scottish Government which VOCAL have submitted. The Carers Strategic Planning group have reformed to take stock of progress, and consider progress against the Action Plan; an updated strategy is the next task for the group. Feedback from a Carers event/consultation in November 2018 has been used to inform the Carers Strategy and Midlothian Strategic Plan. A Short Breaks Service Statement was prepared and published online as per legislative requirements.

Learning Disabilities



Cherry Road Resource Centre which provides day services for people with learning disabilities and complex needs received top marks for quality of care and quality of management and leadership following an inspection of the Care Inspectorate this year. Key areas of work continue to be focused on day service provision within Midlothian and the ongoing programme of reviews of existing care packages. Work is progressing to develop positive behavioural support services within Midlothian.

Adults with long term conditions, disability and sensory impairment

The first Disabled Peoples' Assembly took place on the 27th March in Dalkeith. The hearing aid maintenance clinics running once a month in Dalkeith Library continue to prove extremely popular. More volunteers have been recruited and received training from Audiology. This will enable the commencement of a clinic in the Town Hall in Penicuik shortly. The LAC service continues to support the peer support side of this. The Health and Social Care Partnership are currently exploring possible funding for Audiology equipment for the Community Hospital to facilitate a local assessment provision, with a funding bid being made to the Capital Steering Group in April 2019. The Midlothian Council British Sign Language final plan is being completed on the back of the consultation information gathered.



Single Midlothian Plan – Adult Health And Social Care

The following the Council's contribution to delivering the Single Midlothian Plan. The SMP is a shared plan with community planning partners and has shared outcomes, actions, targets and indicators which are reported to the statutory Community Planning Board and publicly every year in compliance with the Community Empowerment Act

Key:

On Target  Off Target  Data Only indicator 

01. Isolation - Develop approaches to prevent or address isolation and reduce the detrimental impact on physical and mental health

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Continue to strengthen both formal and informal approaches to addressing isolation. This will involve working with voluntary organisations; local communities; and improving information about community resources	We have held workshops to promote the voluntary organisations that support and develop socialisation opportunities such as VOCAL, Alzheimer's Scotland, Red Cross and Volunteer centre. These organisations are working well together and run a number of activities and groups to reduce loneliness and isolation. Work is also underway to develop another "Grassy Riggs" type café in Mayfield supported By Midlothian Voluntary Action (MVA) in partnership with Midlothian Council. Day care centres continue to promote and develop their services providing over 500 places per week of day care for older people in Midlothian.	100%	The number of older people using local services, facilities and activities through participation in 1:1 or group sessions	825		861
			The number of older people using local services, facilities and activities through participation in community services	375		622

02. Physical Activity - Contribute to the development of a local strategy and support its implementation with older people, people with disabilities and those at greatest risk of inequalities

Action	Update	Progress	How we measure this	Indicator Target	Status	Indicator Value
Promote Weight Management Programmes to help address and prevent obesity and type 2 diabetes	Work progressing well. Community Planning Partnership (CPP) strategy being adopted and local actions for each thematic group to be identified by July 2019. Additional funding has been secured to increase capacity in our tier 2 and tier 3 weight management services. Ongoing work required to raise awareness with primary care and other colleagues.	100%	Number of people who go through weight management triage	200	✓	215
Work with Ageing Well to support older people	Total number of visits this year 21,446 with 505 members in our free Be Active scheme offering discounts to various businesses in Midlothian. 1614 people attended other events during the year. We currently have 55 volunteers donating a total of 4314 hours.	100%	Total number of people attending Activity groups hosted by Ageing Well each year	20,000	✓	21,446
Work with Midlothian Council Active Choices (MAC) to support people with longer term health needs including Mental Health	People supported with longer term health needs including mental health through activities and one to one active sessions with positive results.	100%	Number of people attending activity groups hosted by Midlothian Active Choices (MAC)	4,828	✓	10,280
			Number of people attending one to one sessions with MAC	816	✓	994

03. Workforce - Address the workforce challenges in recruitment and retention of health and social care staff

Action	Update	Progress	How we measure this	Indicator Target	Status	Indicator Value
Work with relevant education and employment agencies to develop a sustainable health and social care workforce	<p>This will always remain a risk area for us so I don't think 100% will ever be achievable. For addition we have successfully recruited into physiotherapy, pharmacy and cpn roles to support our primary care Improvement plan. Also success in running first carers academy where almost 50% graduates were supported into carer roles.</p> <p>Absence management remains a focus with improvements over last couple of months. An ageing workforce coupled with vulnerable older clients will always make this a challenging area but we know we can make improvements. Full management staffing now in place so this will provide us with much needed capacity to focus on this.</p>	80%	Reduce the spend on agency and standby staff - Social Care	£1,000,000	✓	£588,368
			Reduce the spend on bank and agency staff – NHS	£1,118,000	✗	£1,327,785


04. Financial Inclusion - Work with MFIN to maximise income of people who are vulnerable or at particular risk of inequalities

Action	Update	Progress	How we measure this	Indicator Target	Status	Indicator Value
Deliver Welfare Rights service to people with Health Care needs	Target met 4.4 million benefit income generated from Welfare Rights Team.	100%	Amount generated by Midlothian Council Welfare Rights Team (WRT)	£2,500,000	✓	£4,407,373
			Number of people supported with Cancer	250	✓	316
			Number of people supported with Mental Health needs	140	✓	360

05. Health Equalities - Develop a programme of work across agencies to reduce health inequalities in Midlothian

Action	Update	Progress	How we measure this	Indicator Target	Status	Indicator Value
Work with the Royal Infirmary to develop a stronger pathway to local services and support for young adults attending the hospital regularly	A different approach was implemented in Dec 2018. Frequent A&E attenders identified and a multi-disciplinary team convenes now every 6 weeks to consider additional or different support that could be offered. The Community Health Inequalities Team (CHIT) is part of this process. In addition A&E Navigators have been included in local house of care forum to increase appropriate referrals to local agencies. There are still plans to promote referrals straight to CHIT.	100%	Number of referrals to Community Health Inequalities Team (CHIT)	10	✗	2
Extend the Wellbeing Service to support people with long term health conditions and mental health issues to all 12 GP Practices in Midlothian	The Wellbeing Service has expanded to all 12 GP Practices in Midlothian.	100%	Number of people receiving the Wellbeing Service supporting people with long term health conditions and mental health issues.	900	✓	940

06. Information - Improve the provision of information on Health, Social Care and Community Resources

Action	Action Update	Action Progress	How we measure this	Indicator Target	Status	Indicator Value
Have a dialogue with community members around local services and approaches that support health and wellbeing	Engaged with 1,600 people around local services and approaches that support health and wellbeing for the Strategic Plan. Planning to engage with people over a change to dementia care in a crisis. Worked with planning officers to engage with community members around the move of surgery to St John's Hospital.	100%				
Widely disseminate newsletters, directories and specific service information	Four publications (3 newsletters and one public consultation survey) A new webpage and social media campaign have been launched to ensure up to date 'what's on Midlothian' information is available on line. A video highlighting the website was shown to approx 50 professionals and volunteers at a recent forum.	100%	Number of Newsletters produced	Data Only		2

What are we going to do next in order to improve?

The vision of the Midlothian Health and Social Care partnership is that people will lead longer and healthier lives by getting the right advice, care, and support, in the right place, at the right time.

Our planned activities in 2019-20 for Adult Health and Social Care include reducing avoidable admissions and unnecessary delays in acute hospitals; promoting wellbeing and recovery supporting people with long term conditions and dementia; Care homes; care at home; reshaping substance misuse services; and promoting wellbeing and recovery. The enablers to achieve include improved partnership working, public engagement and working with communities. The three major programmes of redesign are Learning Disability Day Services, Care at Home, and Care Packages

CUSTOMER PERSPECTIVE

Incorporating the five overarching thematic groups of the Single Midlothian Plan

Community Safety & Justice

Ensuring Midlothian is a safe place to live, work and grow up in

Community Safety is essential to the quality of life of people in Midlothian. The Community Safety and Justice Partnership embraces a range of issues including crime, prevention; anti-social behaviour, drug and alcohol misuse; domestic abuse; road safety; fire safety and accident prevention. It is about ensuring everyone has the right to live in safe and secure communities, feeling safe and with reduced incidence of crime.

The partnerships' key aim is to **ensure Midlothian is a safe place to live, grown up, work and visit.**

To achieve this aim we will work with our partners on the following outcomes:

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

68% of Community Payback Orders were completed up from 67%

There was **6** ASBOs in place of which 5 were breached in 18/19

100% of all street light repairs were completed within 7 days an increase from 90.6% in 17/18

An average of **34%** of our roads were considered for maintenance treatment an increase from 31% in 17/18

11.3km of road network resurfaced a total of 1.67%

Substance Misuse

MELDAP held a consultation event with service users and carers that helped inform the new Strategic Plan and identified key priorities for the partnership. MELDAP continues to lead work in developing responses to changing drug trends. A number of short, mid and long term actions are being taken forward by partners with Midlothian, East Lothian and the Lothian Health Board area. This includes developing a leaflet regarding powdered Ecstasy ["Mandy"] specifically being developed for young people and planning a Lothian Wide Workshop in relation to emerging drug trends. The "drop in" clinic to offer patients who find keeping appointments challenging continues to be a success. This is a partnership with Nurses, Peers and Social Work. The aim is to keep more chaotic population engaged and reduce unused appointments. This has ensured that currently no-one is waiting for access to the SMS Service.

Criminal Justice

A new recovery hub to bring mental health, substance misuse and criminal justice services together has been built. The recovery hub will be called Number Eleven and will allow new ways of working across services to improve outcomes and accelerate access to services for some of the most needy and complex individuals in society. The new Unpaid Work service continues to develop with staff undertaking a 36 hour training for trainers' e-learning course with the face to face training planned. This will enable Unpaid Work supervisors to offer certificated training courses to service users subject to Community Payback Orders. Spring has gone from strength to strength in the past year and the Spring Team Leader and social worker posts have been made permanent. Interest in attending has significantly increased and there is now a waiting list for the service. Safe and Together represents a culture change in how domestic abuse is viewed within a child protection

context. The Criminal Justice team are able and willing to work with fathers on a voluntary basis. Further training has recently taken place and the Public Protection Learning and Development Co-ordinator has completed Training for Trainers and can now deliver Safe and Together training. It is anticipated that referrals to the perpetrator service will increase, albeit slowly, as the approach becomes more embedded in child protection work.

Roads Services

An application for Decriminalised Parking Enforcement was approved by the Scottish Government in March 2018, the introduction of which went live in April 2018.

A formal restart to the ELBF shared services project begun in 2018 following the setting up of a new shadow joint committee comprising elected members from each authority (new members having been appointed to the committee). Further work streams will continue to be identified and allocated to each authority.

The Council utilised considerable resources to meet the challenges following the impact to road surfaces following the 2018 severe winter, and in particular, the repair of potholes. In addition a consultation was carried out with communities and other organisations to gather feedback on performance, identify where improvements can be made and seeking confirmation where they may contribute to the winter weather challenges. Following the consultations, Council approval was obtained in 2018 for the Winter Service Policy and Operational Plan. The plan includes arrangements with private sector partners whereby they will supply additional resources had the Council experienced a period of significant severe weather.

Good progress was made on the capital carriageway and footway schemes, 4.4km of footway and 11.3km of carriageway was resurfaced this year. 911 lighting columns were replaced this year, 896 by capital funding and 15 by maintenance exceeding the annual target of 700.



The following is the Council's contribution to delivering the Single Midlothian Plan. The SMP is a shared plan with community planning partners and has shared outcomes, actions, targets and indicators which are reported to the statutory Community Planning Board and publicly every year in compliance with the Community Empowerment Act

Key:

On Target ✓ Off Target ✗ Data Only indicator 

01. Substance Misuse

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Undertake a range of communication and engagement activity regarding responsible alcohol consumption	Increase year on year in communication and engagement.	100%	Reduce the number of alcohol related hospital admissions (patients per 1,000 population)	537	✗	2 541.6
			Increase the number of licensed premises participating in the Best Bar None scheme	15	✓	40
			Recovery College: number of people engaging in education, training, volunteering and employment	74	✓	75
Develop substance misuse services to reduce immediate harm, future harm and promoting recovery	The average weekly attendance at services was 75.	100%	Increase the number of clients successfully completing the LEAP 12 week rehabilitation programme	60%	✓	75%
			Increase weekly attendance at Horizons Cafe	75	✓	75

02. Gender Based Violence

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Raise awareness of violence against women and girls with services and communities and strengthen support for survivors in the "Safe and Together" model	There has been a considerable rise in the number of domestic related incidents this year compared to the corresponding period last year. The number of incidents that resulted in a crime being recorded has however decreased in the last year by 9.4%, with 35.9% of all incidents reported to the police subsequently recorded as a crime (508 crimes). Detection rate for domestic abuse is currently 76.6%	77%	% of repeat referrals to MARAC within one year	40%	✓	33%
			Number of domestic abuse incidents recorded	978	✗	1,160
			Number of secondary schools that deliver VAWG awareness	3	✓	5


03. Crimes of Dishonesty

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Raise public awareness of crime prevention through campaigns and crime prevention initiatives	Continuation of Lock Down Crime roadshows and lamp post wrap arounds now in place at Straiton advertising the campaign. Work now underway with retailers in Dalkeith Town Centre. During December Police ran a Festive operation tackling anti social behaviour, theft shoplifting, night time economy anti social behaviour and violence which included school and hot spot patrols, safety talks within local health centres, acquisitive crime patrols at retail outlets, road safety talks within schools and rural crime patrols. Crime prevention advice being offered to the many new developments throughout Midlothian, identified vulnerable premises or repeat victims.	100%	Number of Domestic housebreaking crimes recorded	83	✗	145
			Decrease the number of bogus workmen crimes recorded by the Police	4	✓	4
			Number of crimes of dishonesty (all group 3)	2,407	✓	2,304

04. Violent Crime

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Work with partner agencies to prevent violent behaviours and develop a programme of interventions to reduce levels of violent crime.	A continued drop in serious violent crime for the third successive year.	100%	The number of secondary schools that deliver Mentors in Violence Prevention or Fearless initiatives	3	✓	5
			Number of serious violent crimes (murder, culpable homicide, serious assault and robbery)	69	✓	63

05. Antisocial Behaviour

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Work in partnership to take early action to prevent young people from offending	Every fortnight all police reports involving young people who are not allocated are discussed under Whole Systems approach as part of Early and Effective Intervention (EEI) to agree on appropriate disposal for the report. The group discussing these police reports is multidisciplinary and there are a variety of diversions that can be put in place, namely divert to education, mypas, Y2K 180 project, Scottish Fire and Rescue or into Children & Families social work for further assessment and intervention if appropriate. EEI forms part of a wider meeting, the Youth Offender Management Meeting where antisocial behaviour and offending across the spectrum from low level to those young people in secure are discussed and a key focus is on prevention and diversion. The recent youth offending project via Y2K, 180, is a welcome addition to preventative working with these young people. C&F have close links with this project and have been instrumental in the setting up and selection of young people attending. Young people who are involved in offending and are allocated within C&F will always have these offences discussed with them and work will be done on diverting them into more positive and productive routes of activity.	50%	Reduce the % of initial warning cases escalating to ABC	3%	✓	2%
			Reduce % of ASBOs breached	20%	✗	42.8%
			The number of young people referred to SCRA on offence grounds	Data only		35
Work in partnership to decrease the number of victims of antisocial behaviour and hate crime in Midlothian	Police recorded incidents of antisocial behaviour have decreased. A very positive result.	100%	Number of antisocial behaviour incidents	6,340	✓	2,107
			The number of hate incidents	85	✗	100

What's next?

The following areas have been highlighted as priorities for 2019-20. All priorities are included in the Community Safety and Justice Strategy however only those marked as high priorities and the Community Justice (reducing reoffending) priority are included in the Single Midlothian Plan. The reducing re-offending priority has been included in the Single Midlothian Plan due to the need to work across the Community Planning Partnership to deliver an improved model for Community Justice. Detailed information about each of the priorities is available within the Community Safety and Justice Strategy and Community Justice Outcomes Improvement Plan.

- Reduce violent crime
- Make our communities safer and reduce re-offending (people going on to commit another crime)
- Reduce domestic abuse and protect women and girls
- Reduce serious and organised crime to make communities safer
- Reduce dishonesty crimes (including housebreaking, vehicle crime and shoplifting)

CUSTOMER PERSPECTIVE

Incorporating the five overarching thematic groups of the Single Midlothian Plan

Getting it right for every Midlothian child

Improving outcomes for children, young people and their families.

The following principles inform the approach of all Midlothian partners' services when working with children, young people and families, either individually as single agencies or when collaborating with partner agencies

- The child or young person will be placed at the centre of our thinking and action
- The capacity of families and communities will be strengthened to meet the needs of their children and young people
- We will intervene early to ensure children and young people get the help they need when they need it
- The capacity of universal services will be developed to prevent the need for intervention, meet low level need as it arise and address concerns at the earliest stage
- Children, families and communities will be helped to secure outcomes for themselves
- Our responses to each child's needs will be personalised, proportionate, appropriate, and timely
- Targeted support will be provided to those children and young people in greatest need
- Services will work together to undertake holistic assessments of children's needs and plan to meet needs in a co-ordinated way
- The ethnic, cultural, religious, and language needs of children and young people will be fully considered when we assess, plan, and deliver services for them
- Children, young people and families will be supported to help us plan the services they need and help us evaluate our effectiveness

“ **3** children were adopted this year, a reduction from 10 in 17/18 ”

“ **5** new foster carers were approved this year ”

“ **53** children are living in kinship care an improvement from 66 the previous year ”

“ **16** Looked After Children and young people were placed outwith Midlothian from 24 in 17/18 ”

“ **92%** of leavers achieved Literacy and Numeracy at Level 4 to bring in line with the national average of 89.2% ”

“ There were **94** exclusions in Primary Schools this year, an increase from 74 in 17/18 ”

“ There were **210** exclusions in Secondary Schools this year, a reduction from 299 in 17/18 ”

“ There was an **94.9%** attendance rate at Primary Schools this year, an improvement from 94.5% in 17/18 ”

“ There was an **89.3%** attendance rate at Secondary Schools this year, a decrease from 89.4% in 17/18 ”

“ **184** eligible 2 year olds are in receipt of Early Learning and Child Care, an increase from 161 in 17/18 ”

Voice of Children & Young People

500 Young people took part in the community planning partnership's annual engagement process, with 50 attending the CPP planning day influencing the priorities being set by the CPP for 2019-22.

Permanence and Care Excellence Programme (PACE)

We commenced the 12-month long programme on 1 November 2017 with a stretch aim that 75% all under 12s accommodated within the year would have a permanence decision within 7-12 months. Over the course of the year, 42 children have entered the programme and 67% of them have had a permanence decision within 7-12 months. Scottish Government and the Centre of Excellence for Looked After Children view the level of change and improvement for Midlothian's most vulnerable children as a phenomenal achievement. We have agreed to continue to be part of the PACE programme; and continue to share our learning with other Councils.

Mental Health: 100 Day Challenge

Mental Health: The Midlothian Early Action Partnership (MEAP) project commenced in January 2019, to effect system change so that children, young people and young adults get timely and appropriate mental health support. To kick-start the five-year collaboration project, three cross-system teams, each with a specific cohort focus area, were brought together to spend 100 days experimenting and testing their ideas. The challenge learning agenda was developed by the leadership group as part of the design work, and was based on their knowledge and experience, as well as responses to the Midlothian Youth Platform survey on mental health and wellbeing. 42 team members and over 19 organisations were involved in the challenges, along with 175 children, young people, parents, carers and families. Working in a truly collaborative way has

enabled us to solve challenges together and to provide greater insight into further collaborative working opportunities, to improve the mental health of children, young people and young adults.



Care Experienced Young People and Children's Services win for the MoMo App



Our care-experienced young people and Children & Families staff could have done with more pairs of hands recently to take home the astonishing seven certificates and two trophies they won for the council's *Mind of My Own (MoMo) App*. The app uses pioneering technology to encourage young people to share their thoughts and feelings confidentially and the trophies awarded were for the *Greatest Use* and *Greatest Media Activity* over the year. This service has truly demonstrated how moving from traditional to modern approaches is making a significant difference.

Child Protection: A snapshot at the end of the year reported that we had 51 children (24 families) on our child protection register which equates to 3.0 per 1000 of the population compared with the national rate of 2.9. This figure is the same as the last quarter and only slightly above the national average.

Work on the implementation of Safe and Together is ongoing with further development in relation to the Families First (non-court mandated domestic abuse perpetrator programme). The Public Protection Office now has a trained trainer in Safe and Together core principles and will be rolling out this training with a primary focus on children services throughout the coming year.

Looked after away from Home: At the end of the year there are 139 children and young people looked after away from home both in and out-with Midlothian. The current rate per 1,000 of young people looked after in Midlothian is 7.2 which remains well below the national of 14.5. Nationally there has been a 1% decrease from 2017 to 2018 in the number of children and young people looked after away from home, within Midlothian there has been a 10% decrease.

Looked after at home: There are 81 children and young people looked after at home. They have all been reviewed by the new Independent reviewing officer. The current rate per 1,000 of young people looked after at home in Midlothian is 4.2 which is higher than the national rate of 3.7. This area of work is out of kilter with the national picture where there has been a significant reduction of children looked after at home (26% reduction from 2008 - 2018) However within Midlothian this number has increased by 37% over the same period of time (2008-18). As already reported we are analysing this data to try and better understand what these statistics mean. It is not necessarily a negative thing that our figures for this area of work are high, given that we are not accommodating children and young people unless it is the only available option, the alternative to this would be offering one final attempt to support children at home via a compulsory supervision order prior to them coming into care. This could be one of the reasons for the higher than average rate of children looked after at home.

Raising Attainment and Achievement:

(National Improvement Framework: Performance Information and School Improvement):

There continues to be a focus on curriculum for excellence levels through tracking periods for all pupils but specifically for those 'unlikely' to achieve their expected level.

We have achieved our target of 2% in almost all areas. In some areas the improvement is as much as 18% in P7 English. The area where this has seen least progress is S3 in Listening and Talking and Numeracy.

This has been achieved by implementation of 3 curriculum for excellence tracking periods last session, robust monitoring and tracking and teacher training on achievement of a level and robust conversations with Managers and Headteachers.

Curriculum for Excellence Achievement of a Level Data

ALL	P1			P4			P7			S3		
	17/18	18/19	N	17/18	18/19	N	17/18	18/19	N	17/18	18/19	Nat
L&T	93%	90%	87%	85%	89%	85%	84%	84%	84%	85%	91%	91%
Numeracy	87%	83%	85%	79%	79%	76%	75%	78%	75%	88%	89%	89%
Reading	87%	82%	81%	79%	74%	77%	79%	70%	79%	85%	88%	90%
Writing	84%	84%	78%	76%	77%	72%	76%	72%	73%	82%	90%	89%

The table above shows the % of pupils achieving the appropriate level for each literacy and numeracy measure in 2017/18, 2018/19 then against the national average from last session. The cells shaded green represent matched or an increase in the percentage reaching the appropriate level for their stage P1, P4, P7 or S3. In most measures there has been an improvement. The red shaded cells represent a drop from the previous year's figure and indicate areas for further analysis. However, these are based on teacher judgments and we will be able to compare to the standardised results (SNSA) when these are finalised and published.

The national averages for each measure at P1, P4, P7 and S3 for 2018 are not yet available but the national average for each measure in 2017/18 is added in the far right hand column for comparison. To summarise:

- At P1 stage (Early Years level CfE) only Writing maintained the same level of attainment from 2017/18 to 2018/19. Attainment is above the national average in all measures. This is due to an increased focus in this area by schools at early level.
- At P4 stage attainment has risen in all measures except Reading which has decreased by 3%. Attainment is above the national average in all measures except Reading where it is 3% below.
- At P7 stage attainment has risen in Numeracy, stayed the same in Listening and Talking and has –decreased in Reading and Writing. Attainment is above the national average in Numeracy and Listening and Talking, but below in Reading and Writing.

- At S3 results were higher for all measures at SIMD bands 1-2 and 3-8 but at SIMD band 9-10 results were static with no statistically significant increase over the two year period. Attainment is above the national average in all measures except Reading where it is 2% below. S3 is a lead into SQA and therefore the work at this stage tends to move towards National level work which may account for this.

Early Years:

Planning for the early learning and childcare (ELC) expansion to 1140 hours per year is embedded within the Learning Estate Strategy to ensure a joined-up approach and enable maximum efficiency, as well as aligning short term plans with long term strategy. To support ELC providers in the private and voluntary sectors to expand their capacities in readiness for the 2020 entitlement, £1.5 million has been made available through our funded providers capital grant scheme. Preparations are ongoing for the first two council outdoor ELC settings with the first to be opened in Vogrie Country Park.

The council is now in the fourth phase of piloting expanded hours places and 561 children will be taking up an 1140 place soon (19% of the total number of places taken up in Midlothian). The Council is on track to achieve 40% of 1140 hour places being delivered in August 2019 which is in line with Scottish Government expectations. To meet the increase in the number of staff required to deliver the entitlement in 2020, 52 Modern Apprentices have begun their training this year and 32 practitioners are studying towards their HNC in childhood practice. Considerable progress has been made towards implementing the increase in hours, although much work remains to be done.






Single Midlothian Plan – Getting it right for every child

The following is the Council's contribution to delivering the Single Midlothian Plan. The SMP is a shared plan with community planning partners and has shared outcomes, actions, targets and indicators which are reported to the statutory Community Planning Board and publicly every year in compliance with the Community Empowerment Act



Key:

On Target  Off Target  Data Only indicator 


01. Undertake a 'whole system' review of mental health support across Midlothian

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Establish a framework for partnering with those who experience domestic violence and intervening with domestic violence perpetrators in order to enhance the safety and wellbeing of children	Safe and Together is currently being embedded into day to day practice. We aim to train as many children and Families workers as possible in this approach and are offering three training cohorts throughout 2019 to meet this. The Families First perpetrator programme is now in its pilot phase.	75%	Framework for partnering with those who experience domestic violence and intervening with domestic violence perpetrators established	Yes		Yes
Ensure that there are robust policies and practice in areas such as behaviour, anti-bullying and diversity, including tackling prejudice and stigma around mental health.	Schools have policies in place for areas such as behaviour, anti-bullying and diversity, including tackling prejudice and stigma around mental health. Responsibility for the quality of and adherence to these policies sit with each school.	50%	Robust policies are in place and being used to inform best practice	Data only		Yes
Develop mental health network in schools and other settings	Mental Health Network established.	100%	Mental health network established	Yes		Yes
Roll out improved mental health training for those who support young people in education setting	There remains very limited capacity to deliver the training, which continues to delay our progress. This is due to the Scottish Government's decision to end the licence agreement with the current training providers in early 2018, before an alternative has been put in place. Alternative is expected to be in place from March 2020.	20%	Number of education staff trained	Data only		19
			Number of education staff who report feeling better equipped and supported in understanding mental wellbeing	Data only		19

02. New ways of working and level of engagement

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Involve communities of place and interest in co-design and co-delivery of services for children and young people	The CPP this year engaged 530 children and young people in the process of developing the Single Midlothian plan for 2019-22, including school pupils of Primary and Secondary age, care experienced young people, young adults from College, vocational learning and employability settings, the Midlothian Youth platform and Police young volunteers programme. This included an adapted citizens panel, groups and individual meetings and @ 50 young people taking part in the annual development day.	100%	Evidence of collaboration with neighbourhood planning, parent, carer, service user, youth work, care leaver and pupil groups in development of plans and in delivery of services	Yes	✓	Yes
Work with CPP to challenge social norms and prevention/early intervention approaches to reduce smoking in women of child bearing age	NHSL Health Promotion service in partnership with West Lothian Drug and Alcohol service supports secondary schools to review how they deliver tobacco education and also to develop a school specific smoke-free policy. To date 5 out of the 6 secondary schools in Midlothian have either completed the project or are currently involved. NHSL Health Promotion service in partnership with community pharmacies introduced a new referral pathway for schools to use in order to support a pupil who smokes and wishes to quit, to access support from local pharmacies. NHSL Health Promotion service in partnership with Lothian Association of Youth Clubs has provided a grant to Y2k (Mayfield) to enable the project to deliver activities which aim to prevent uptake of smoking by local young people, and also address the issue of peer to peer supply of tobacco. Y2k is working in partnership with Newbattle CHS and feeder primary schools. NHSL Health Promotion service in partnership with Crew 2000 delivers tobacco prevention activities at the Midlothian campus of Edinburgh college in order to raise awareness about tobacco issues (and wider substance use issues) among both students and staff.	100%	Number of women smoking at maternity booking to be below the Lothian average of 14.3%	14.3%	✗	14.6%
Implement appropriate learning pathways to promote healthy lifestyles in line with Education Scotland guidance	Ongoing work in schools to ensure appropriate H&WB pathways for all. Working with SEIC to look at the possibility of rolling out Building resilience pack to all primary schools. Then potential to develop S1-S4 resource to mirror this.	50%	Reduce the rate of Child Protection referrals connected with parental alcohol or drug misuse	Data only		20%
			Percentage of repeat Child Protection referrals within a 12 month period	0%	✗	28%
			Alcohol Related Youth Calls (rate per 10,000 population aged 8-17 yrs)	Data only		273
Establish where and how children and young people are engaged in planning for their own needs	Midlothian Youth Platform led survey work on new mental health strategy leading to a successful award of £836,000. From national lottery, HIF funding from NHS and external evaluation support from NESTA. Champions group led by care experienced young people leading new action planning process. All community council now allow 16 year olds as full voting members. Pupil councils in schools are well established. All Schools will actively engage in pupil participation and pupil voice, this is one of the measures set out in HGIOS4. ASL service will look for opportunities to involve pupils in planning for supporting ASN. Year of young people champions appointed in schools, annual CP development day to focus on C&YP and preparation with children and young people underway across sectors to ensure this is meaningful.	100%	Report prepared setting out current practice with recommendations submitted and next steps agreed	Yes	✓	Yes




02. New ways of working and level of engagement (continued...)

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Work with partners to increase activity to promote Breastfeeding as an option and to adjust cultural barriers to Breast Feeding being considered in priority areas	Multi-agency meeting was held in December and January to map out breast feeding support services in Midlothian. 15 new breastfeeding peer supporters who are being funded by Loanhead Tots and linking with NHSL IFT to coordinate how referrals are made for support for women. GIRFEMC board approved change to measure for 19/20 to focus on ensuring that mothers have the right support to sustain breastfeeding (i.e. reduce the drop off)	80%	Percentage babies being exclusively breast fed at 6-8 week check	36.4%	✓	37.1%
			Percentage babies being exclusively breast fed at 1st visit	30.7%	✓	31.4%
Work with partners to increase dental registration of 0-2 yr olds and 3-5 yr olds	All partner agencies on Early Years subgroup request information on dental registration when referred to services. Child smile invited to attend subgroup meetings	100%	Percentage registered with a dentist between 0-2 and 3-5 yrs	Data only		68%
Work with partners to decrease the percentage of those found to be clinically overweight or obese at P1 entry and to reduce the percentage of those at risk	Group supporting Scottish Government with launch of the Best Start grant and Best Start Food service through engaging Midlothian families in consultation activities and focus groups. Family Learning board will make supporting healthy starts a priority for 2019	80%	Percentages in the combined overweight and obese clinical thresholds at P1 to be below Clinical Lothian average of 14.2%	14.1%	✗	14.6%

04. All care experienced children and young people are being provided with quality services

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Deliver core messages around harm reduction through Council briefing, undertaking awareness raising with Parents, staff in Children's Services, Education, Police Scotland, Health and Third sector partners	Virtual Head Teacher in place and a process to rule out Looked After Children attainment funding is in place. All actions are on target	100%				
Ensure delivery of the 2018/19 actions in the 3 year Corporate Parent Plan	Actions are on track as per the previous programme submitted to the GIRFEC Board. A key priority was to nominate someone for Health to progress the work. The nominated person has since left NHS position in Midlothian. Work stream will be overseen by Children's Services.	80%	% of Corporate Parent actions that are on target	80%	✓	100%

05. Children in their early years and their families are being supported to be healthy, to learn and to be resilient

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Develop capacity and support structures for the Early Learning and Childcare expansion to 1140 hours with an unrelenting focus on ensuring high quality provision.	Capacity has increased to 521 extended hour places being offered in local authority and partnership settings by 31st March 2019. The restructured ELC team focusses on ensuring quality provision and we have created a database to identify priorities and target support appropriately and measure impact. Number of 1140 places being offered next session will increase and this will be included as a performance indicator for 2019/20	100%	Number of Early Learning and Childcare Modern Apprentices recruited	15	✓	57
			Number of Learning Assistants studying towards HNC in Childhood Practice	25	✓	32
			Qualitative data from expansion pilots identifies positive impact of increased hours on children's development.	1	✓	1
Progress towards opening the integrated Family Learning Centres in Gorebridge and Mayfield.	Gorebridge Family Learning Centre opened in January 2019. New unit at Mayfield School operational and will further develop family learning approach together with Midlothian Sure Start.	100%	Gorebridge Family Learning Centre open	Yes	✓	Yes
			Modular unit at Mayfield Nursery School is operational	Yes	✓	Yes
Establish a family learning approach to early years services that promotes a positive attitude to lifelong learning, encourages socio-economic resilience and challenges educational disadvantages.	Family Learning board reinstated to drive forward this work. Family learning initiatives such as Peep and the big bedtime read are embedded at most ELC settings. Family Learning centres are operational at 6 sites across Midlothian with named health visitor identified for each centre. Midlothian Sure Start and Midlothian Council entered in to a partnership agreement to deliver Parents Involved in their Children's Learning training under license from Pen Green. This training will develop the Family Learning approach across private, public and third sectors.	100%	Number of families actively engaged in family learning initiatives (eg PEEP, Big Bed Time Read, Parents involved in Children's Learning)	Data only		794
Improve the attendance patterns of children in Early Learning and Childcare settings and take up of entitled 2s	Home Link supporting Mayfield Nursery School to improve attendance under service level agreement with the Council. Quarterly monitoring data reveals examples of individual children's attendance increasing and positive engagement from families. Total number of entitled 2s taking up the funding has been maintained. However, there was a decline in take up towards the end of the period. Test of change is active in Woodburn to increase take up which includes developing Parent Champions at Woodburn family learning centre. Currently consulting parents on criteria for discretionary 2 year old funding	80%	% of eligible two year olds receiving funding	60%	✓	62%
			Number of children with 90% attendance at ELC provision in Mayfield as part of test of change.	Data only		72
Improve reach of families accessing parenting programmes from priority areas.	Family Learning Centres report quarterly on the take up of parenting programmes by SIMD. Coordination of programmes has stalled as a result of reduction in funding. This will be addressed in 2019/20	80%	Number of parents accessing parenting programmes from most deprived SIMD areas	Data only		14

Getting it Right for Every Midlothian Child

NHS Lothian and Midlothian Council have a shared statutory responsibility for delivery of this annual plan, which forms part of the three year Integrated Children's Services Plan. It is important to emphasise that the voluntary sector and the community planning partners have a key role in the development of all aspects of the plan and this year's priorities have been directly informed by the views of children and young people. Our priorities 2019/20 are to work with children and young people and our community planning partners to achieve our shared endeavour to:

- 1. Manage and reduce risk**
- 2. Reduce the poverty related attainment gap**
- 3. Improve mental health and wellbeing.**

These annual priorities will further the GIRFEMC Board's three-year (2017-2020) outcomes so that:

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



CUSTOMER PERSPECTIVE

Incorporating the five overarching thematic groups of the Single Midlothian Plan

Improving Opportunities for Midlothian

The long term aim of the IOM is to build resilient communities and reduce inequalities.

Improving Opportunities supports the Community Planning Partnership to monitor and improve the outcome gaps in learning, health and economic circumstances which includes an agenda of reducing equalities.

The 3 year outcomes for 2016-2019 are:

- Poverty levels in Midlothian are lower than the Scottish average
- Midlothian residents are successful learners and young people go on to positive destinations when they leave learning
- There is a reduction in inequality in health outcomes
- Citizens are engaged with service development and delivery

All 15 areas have an active neighbourhood plan for 18/19

9,607 calls were received regarding the Scottish Welfare Fund of which 5,116 lead to an application for the fund

95% of claims to the Scottish Welfare Fund were dealt with within 48 hours increased from 92.3% in 17/18

25.5% of unemployed people were assisted into work by the Council

An assortment of **15** different activities are on offer by Ageing Well programmes to 50+ age groups

We retained **53.5%** of our Tonezone members an increase from 49.25% in 2017/18

Sport and Leisure

The Ageing Well Project celebrated its 20th Anniversary this year. The Project began 20 years ago with two volunteers organising a weekly walking group in Dalkeith. Today Ageing Well has 54 volunteers and 40 groups with nearly 600 people each week taking part in a range of different activities, from new age kurling to dance and walking netball. Over 100 people took part in a National Make Music Day event run in Kings Park, Dalkeith by the Ageing Well singing group, Can't Help Singing. Ageing Well Big fit walk in Danderhall, part of a national event with Paths for All also took place this quarter. This has resulted in interest for a weekly walking group in Danderhall. In the last quarter, 47 volunteers have dedicated over 1,324 hours to Ageing Well programme.



The Senior Olympics for care homes is the photo (left). We had 9 care homes taking part at Newbattle Campus, games included new age kurling, boccia, tossing the caber and fishing for ducks! We ran 2 events, one for care homes and one for sheltered housing and day clubs. This is our ninth year of running these events.

The winners this year were Highbank Heroes and the runners up were the Archview Athletes. The best flags went to Newbyres Flyers and runners up Thornlea Thistle. The residents really enjoy the day and have great fun taking part in the games then enjoying an afternoon tea and blether. This is a special day for the volunteers too as they see the happy faces of the participants and join in with the fun and laughs. Everyone receives a medal at the end too.

This summer active schools are offering P1-4 fun taster sessions, giving children the opportunity to try out some new exciting sports and P5-7 competition camps, allowing children to try out team sports in a fun competitive environment.

The recent Primary Festival Programme from March to June 2019 engaged 1,100 children. This initiative provided an additional 32 hours of physical activity to local primary aged children for free.

Sport and Leisure

New Ladies Walking Football started this year and in addition, the Walking Football Scottish Cup and Festival at Glasgow Green is the largest event of its kind with 72 teams taking part in three tournaments. Midlothian had an over 50's, an over 65's team and a ladies team in the festival. The ladies won the Fair Play Award in the festival which was presented to them by Craig Brown, former manager of the Scotland football team.



Three more Midlothian schools have recently been announced as being awarded the coveted 'sportscotland Gold School Sport Award' status. Bonnyrigg, Roslin and Tynewater Primary Schools join Cornbank and King's Park Primary Schools and Lasswade High School for excelling in sport across their school.

The School Sport Award is a national, Lottery funded initiative designed to encourage schools to work in partnership with Active Schools and school sports council's to continuously improve physical education (PE) and school sport opportunities. The sportscotland School Sport Award:

- Encourages schools to self-reflect and continuously improve
- Puts young people at the forefront of the decision making and planning of PE and sport in their school
- Helps schools to increase young people's opportunities and engagement in PE & school sport
- Helps schools to put PE & school sport at the heart of their planning, practice and ethos
- Recognises and celebrates successful PE & school sport models

This award highlights these schools have shown excellent practice across the core areas of the award and demonstrated an on-going commitment to increase young people's opportunities and engagement in physical education, school sport and leadership, while providing a clear pathway to life-long participation in sport.



Lifelong learning and Employability – Aim High

597 LLE projects have been provided across 12 different towns and villages in Midlothian.

- 492 participants from ethnic minorities took part in our opportunities, 3% more than last year.
- 869 participants from areas of deprivation participated in our programmes 21 % more than last year.
- 466 local people participated in dedicated equality projects raising awareness and influencing attitudes, 10% more than last year.
- 5170 young people have attended our positive destination projects focussing on young people, 743 more than last year.

1810 qualifications have been achieved by adults and young people, a 20% increase on last year.

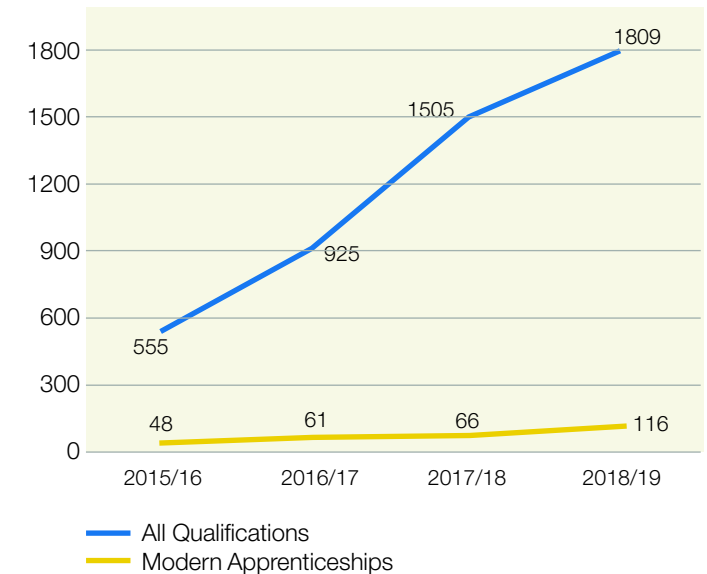
- 212 young people have started Duke of Edinburgh (D of E) (32% less than last year) 163 awards have been gained (43 less than last year).
- 16 young people participated in Programme for Vocational Education (PAVE)
- 132 adults with disabilities or barriers received employability 1:1 support (5 more than last year, an increase of 4%)

- 134 day and evening courses were provided (21 more than last year) including 18 accredited courses
- 330 people attended ESOL, Literacy or Numeracy opportunities
- 1246 adults and families attended our community non fee paying programme, (10% more than last year)
- 440 adults and children attended LLE Family Learning (77 more than last year)

116 people were supported by LLE with their Modern Apprenticeship (50 more than last year)

- 1513 adults attended our paid Adult Learning courses including in Beeslack, Lasswade and Penicuik. (316 more than last year recorded, increase of 26%).
- 68 learners have accessed new Individual Training Accounts funding worth £13,566 enabling them to undertake accredited training provided by LLE. (36 more than last year, an increase of 113%).
- 92.9% of 16-19 year olds in Midlothian were in education, employment or training or personal development according to the 2018 Annual Participation Measure report. Nationally, 91.6% of young adults are in a positive destination with this year's figure putting Midlothian 1.3% above the national average and 10th out of all 32 local authorities in Scotland.

More people gaining qualifications through LLE



LLE Accreditation – Improvements over time



Developing Midlothian's Young Workforce 2018/19

The Partnership with Developing the Young Workforce Regional Employer led group supports our local young people to be more informed, inspired and hired by better connecting education with industry. Over 1000 pupils and teachers have accessed new programmes of activity, workshops, industry visits and events.

The Guarantee free recruitment service is on offer to our local businesses. An additional 200 young people have signed up to receive jobs alerts through the Guarantee and Jobs Roadshow connected 73 recruiting employers with over 800 live vacancies to over 200 young people from the local high schools.



Single Midlothian Plan – Improving Opportunities for People in Midlothian






The following is the Council's contribution to delivering the Single Midlothian Plan. The SMP is a shared plan with community planning partners and has shared outcomes, actions, targets and indicators which are reported to the statutory Community Planning Board and publicly every year in compliance with the Community Empowerment Act

Key:
On Target ✓
Off Target ✗
Data Only indicator 

01. Poverty levels in Midlothian overall are below the Scottish average

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Provide high quality and localised welfare advice and support, targeted at the areas with the highest levels of poverty	The Council's Welfare Rights Team continues to be busy providing high quality and localised welfare advice and support. We work alongside our partners in MFIN and across all departments within the council to target the areas with the highest levels of poverty. The increased demands of UC/PIP (Universal Credit/Personal Independence Payment) transfer has put pressures on all local advice services and requires us to continue to develop close working relationships with our partners. Working with MFIN to source additional funding to address the health inequalities and social inclusion within the Midlothian area. The priority of the teams work with vulnerable groups is more intense due to the complexity of working with legacy benefits and UC and the complexity of their interaction. The Scottish Social Security Bill has introduced Scottish variations on the devolved benefits and will continue to be rolled out in the coming months and years. The welfare rights Team benefit gains for 2018/19 were 4 .4 million with referral for the year in excess of 750 and representation at 215 social security appeals	100%	Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter	£2,500,000	✓	£3,352,380
			Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £500 per quarter	£1,000,000.00	✓	£4,407,373.09
			Midlothian CABs will provide benefit advice sessions in the 3 targeted areas	125	✓	153
Reduce barriers to learning by poverty proofing the school day with the Child Poverty Action Group in 11 primary schools in the priority areas. Extend this offer to all primary schools.	Work is ongoing with Primary Schools to develop new model. 2639 people have participated in Cost of the School Day Work with 62 projects receiving funding.	100%	Number of schools that receive additional funding to poverty proof the school day	11	✓	11
Research in-school child poverty measures and interventions.	Research completed on update of free school meals at St David's Primary School and included in poverty plan. Other research placement on going about Care Experienced young people.	100%	Undertake 2 primary research projects with Edinburgh University to identify ways of increasing uptake of free school meals and maximising Pupil Equity Funding	2	✓	2



01. Poverty levels in Midlothian overall are below the Scottish average (continued...)

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Deliver the actions in the child poverty plan.	Child poverty levels remain at 22.5% and are projected to increase.	100%	Relative to Scotland, Midlothian can demonstrate a 1% reduction in child poverty. Currently the Scottish Average is 22% and Midlothian is 22.5%	22%	✗	22.5%
Provide short term support to people experiencing significant hardship. This will include practical interventions including access to food banks; travel vouchers and trial energy vouchers for households experiencing fuel poverty.	Travel vouchers are provided by CAB. Midlothian Foodbank have been unable to provide energy vouchers	50%	Midlothian Foodbank will provide people with emergency food supplies	1,100	✓	2,027
			500 hot meals to people in food poverty, homeless or in isolation.	500	✓	1,000
Provide training to front line workers on the Welfare Reform Act so they can provide high quality support to people experiencing poverty	Formal training has reduced due to commitment to funded ESF additional recording and monitoring of ESF clients. The WRT continue to provide support through telephone advice /e-mail advice/ referrals from internal departments and outside advice agencies in Midlothian.	100%	MC Welfare Rights Team will train advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act	100	✓	100
Increase the interventions and support to unemployed adults.	Provider event in Job Centre, 2 recruitment campaigns, increased training opportunities offered, disability confident event held for employers resulting in 16 employers signing up. 2 catering for life courses offered. 186 adults engaged with the Focus one to one employability support service for adults with multiple barriers, 94 moved onto positive destinations, 62 still engaged.	100%	Reduce the number of unemployed adults in Midlothian by 5%	Data only		3.6%
Increase the interventions and support to workless households	Positive futures programme now underway, funded by Robertson Trust supporting a partnership between Surestart and the Council	100%	Reduce the workless households in Midlothian by 5%	Data only		12.4%
ESF Midlothian Pipeline Project will engage and support clients through its operation to remove the barriers they face to employment and vocational training.	ESF caselink clients funding will cease in May 2019, over the year 91 clients have been registered and received support.	100%	Number of unemployed and inactive participants with multiple barriers entering vocational training	Data only		1
			Number of unemployed and inactive participants with multiple barriers to employment	Data only		96
Increase the number of people receiving support from the LLE job club.	64 people attended job clubs in 2018-2019, however one job club in Croft Street was closed down in February due to staff resources	100%	Number of people receiving support from the LLE job club	Data only		64







02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Volunteer Midlothian, LLE and Third Sector partners will develop new volunteering roles and recruit new volunteers in line with the Volunteer Charter	Measured through Performance Indicators		Number of Saltire Awards achieved by young people (12-25) for volunteering in their community	392	✓	421
			Based on Midlothian Citizens Panel, the number of volunteers will increase by at least 1% a year	30%	✓	31%
Provide one-to-one or group ICT tuition to 95 older people and vulnerable adults over the age of 50 as part of the Connect Online Programme.	Measured through Performance Indicators		Older people and vulnerable adults will receive one-to-one IT tuition at home	40	✗	27
			Older people and vulnerable adults will receive group IT tuition to improve their digital literacy	120	✓	136
Provide training and support to Third Sector organisations to improve the quality of their volunteer placements and volunteer management	Measured through Performance Indicators		Third Sector organisations who have access to support and training report that they are better able to recruit, manage and retain volunteers as a result of receiving training and support	100%	✓	100%
Deliver an annual Third Sector Interface training programme, of 10 training events	Measured through Performance Indicators		Third sector organisations can access the training they need to sustain and improve	120	✗	54
Agree actions with Community Planning Partnership (CPP) Partners to improve digital access across Midlothian as part of the Technology Steering Group	Measured through Performance Indicators		All actions identified in 2018/19 action plan delivered	100%	✓	100%
Deliver the actions and targets in Developing Scotland's Young Workforce (DSYW) Plan	We are delighted to report that we have a continued pattern of improvement, and that 94.3% of our young adults have now secured a positive destination, this is up 0.7% on last year. Participation Measure is now 2.5% higher than the national average with Midlothian Council ranking 8th place when comparing the 32 local authorities in Scotland	100%	% of 16-19 years olds secure a positive destination annually the 'participation measure'. DSYW plan details the actions required to achieve this % of 16-19 years olds secure a positive destination annually the 'participation measure'. DSYW plan details the actions required to achieve this	95%	✗	94.35%
Increase the level of achievement in mainstream youth work.	179 young people achieved 191 accreditations in 2018-19, consisting of Dynamic Youth Awards, Youth Achievement Awards and the new Hi5 Awards.	100%	Number of attendees at Youth Clubs achieving accreditations	28	✓	179
			Number of young people achieving Duke of Edinburgh Award	164	✓	211


02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning (continued...)

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Ensure there is a youth work officer in each geographical cluster for all young people P6 to S6	Youth Work offer in all clusters and consultation in Lasswade and Penicuik areas regarding further development of Feel Good Friday offer.	100%	Number of young people attending Youth Clubs in Dalkeith cluster	231	✗	165
			Number of young people attending Youth Clubs in Lasswade cluster	211	✓	581
			Number of young people attending Youth Clubs in Newbattle cluster	388	✓	638
			Number of young people attending Youth Clubs in Penicuik cluster	149	✓	159
Target approach to increase engagement with care experienced young people.	There is no comprehensive data set for this indicator at present. A new system to record participation rates is in development	0%	Number of care experienced young people engaged in mainstream youth work.	Data only		15
Ensure that transitional support is offered to young people from P7 to S1 and then for S4, 5, 6 who are at risk of leaving school without a destination	All School clusters are currently transitioning P7 pupils to S1, particular attention being paid to all pupils with additional needs.	100%	Number of young people attending transition projects.	Data only		81
Deliver the actions identified in Employability and Learning Midlothian (previously Midlothian Adult Learning Partnership) so that qualification levels are improved at all levels (SVQ1-4)	Progress made in increasing attainment for adults through co-ordinated approach. Colleges ensuring that 10% of students come from SIMD areas. Level 5 qualifications increasing & number of adults with no qualifications decreasing. Lack of ELM Group meetings & performance reporting has contributed to this being slightly off target and action is being taken to address this.	80%	Increase % of NVQ4 and above qualification levels of Midlothian residents	40.9%	✓	41.8%
			Increase % of NVQ3 and above qualification levels of Midlothian residents	60.5%	✓	62.3%
			Increase % of NVQ2 and above qualification levels of Midlothian residents	76.5%	✓	77.8%
			Increase % of SVQ1 and above qualification levels of Midlothian residents	87.3%	✓	87.6%
			Midlothian residents with no qualifications have reduced	7%	✗	7.3%

03. There is a reduction in inequality in health outcomes

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Deliver programmes that will impact positively on physical activity	The most recent data available is from Winter 17/18 Citizens Panel where respondents self-report how often per week they are physically active for at least 30 minutes.	100%	Increase the % of people reporting that they are physically active for a minimum of 30 minutes, at least 5 days a week	5%	✓	45%
Deliver programmes that will impact positively on healthy eating	The most recent data available is from Winter 17/18 Citizens Panel where respondents self-reported they ate 5 or more portions of fruit and vegetables.	100%	Increase the number of days per week people eat their five portions of fruit and vegetables	85%	✗	29%
Professionals that work with children and young people reporting an increase in knowledge, skills or confidence in order to provide preventative support for children with mental wellbeing issues	Intervention: Screening and discussion of “Resilience” Findings are based on self-reported increase in knowledge of ACE’s and childhood trauma. Baseline data being gather in relation to confidence responding to trauma and feeling skilled recognising and responding to trauma.	100%	Increase the % of professionals who report this increase in knowledge and skills.	Data only		81%
Support people to attract additional income with the AIM HI project	43 clients have engaged with advice surgeries in Sure Start Family Learning centres and other agencies across Midlothian. 7 people attend workshops aimed at addressing food and fuel poverty issues	100%	Total number of people assisted by AIM HI project.	Data only		43
			Total increase in household income (£) for families engaged with AIM HI Project	Data only		£3,085.00
Establish 13 core indicators for measuring learning, health and economic outcomes so trend data can be monitored over time.	All indicators have now been agreed and are beginning to be used to track change over time.	100%	Gap indicators monitored and shared with Community Planning Partnership (CPP) partners during CPP meetings	Data only		1
Develop a Type 2 Diabetes/Obesity Prevention Strategy that involves the breadth of the Community Planning Partnership.	Various events to shape a strategy have occurred and CPP leadership secured.	100%	Produce a strategy in partnership with the breadth of community planning partners and captures their contribution to reducing type 2 diabetes and obesity	Data only		Yes
Provide support and direction to programmes and partnerships to ensure they undertake work to tackle health inequalities	A number of service, practitioners, planning and delivery groups have received advice, support and information around health inequalities	100%	Number of organisations or services benefit from advice and information related to health inequalities	Data only		15

04. Citizens are engaged with service development and delivery

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Complete Neighbourhood Plans in all of the 16 Community Council areas. Agree a schedule of Neighbourhood Plan reviews	15 Neighbourhood Plans Completed covering all 16 Community Council areas. Reviews ongoing, there is challenge to ensure the plans meet the requirements of Locality Planning in the priority communities. There is also a need to continually improve the process and move beyond meetings. Communities' team have a role to coordinate local activity.	100%	Each of the Neighbourhood Plans can demonstrate 2 tangible improvements as result of the process	45	✓	49
Provide support to Third Sector and community groups to increase their capacity	During 2018-19, 271 groups have been supported by the Communities Team, a total of over 900 interactions ranging from funding advice to asset transfers. The team's work focuses on the statutory requirements of the CLD Regulations and the needs of the community. The team has seen a significant increase in workload due to the requirements of the Community Empowerment Act and a reduction in staffing.	100%	Provide bespoke 1:1 support to community and voluntary groups on funding, capital projects, governance, income generation, influencing and organisational development.	80	✓	223
Undertake the Citizens Panel survey as a way of informing service development and delivery.	2 surveys completed this year, evidence that feedback is used to shape plans	100%	Complete two citizen panel surveys with a response rate of at least 60%	60%	✓	67%
Test new approaches to funding that enable more community involvement in budgeting decisions.	Agreement from elected members to use their environmental funds for a ward based Participatory Budget. £90k has been allocated to the Dalkeith Ward, work underway with elected members. Commitment to roll it out across the six wards.	100%	Attract external funding to test at least 1 new approach that enables public engagement in the decision making processes	2	✓	2
Manage clear processes for community groups to improve access to the CPP decision making as part of the Community Empowerment Act, including Participation Requests	Complete Exceeding target for Participation More work needed to ensure community groups can directly inform CPP decision making.	100%	No more than one formal Participation Requests per quarter, early high quality engagement will prevent the need for formal Participation Requests	Data only		3
Manage a clear process for Asset Transfers	Asset Transfer Framework and changes to standing orders approved by Council. Community Management Assessment Group established. One formal community asset transfer completed, 25 expressions of interest and two formal/completed requests pending a decision by council on 30 April 2019.	100%	15 organisations are supported through an expression of interest and all organisations that apply for a formal transfer are responded to within the statutory timescales	15	✓	25
Provide bespoke and online training via a new Learn Pro module on the Community Empowerment Act.	3500 staff been offered training and 35 staff completed learn pro 23%	100%	Training offered to 3500 staff and volunteers with a take up of at least 150	3,500	✓	3,500

04. Citizens are engaged with service development and delivery (continued...)

Action	Update	Progress	How we measure this	Indicator Target	Status	Result
Support Community Organisations with applications to the Armed Forces Covenant Fund.	16 Organisations supported	100%	EProvide bespoke 1-1 support to develop applications to the Armed Forces Covenant Fund.	7	✓	16
Develop and provide a new online training module via Learn Pro to raise awareness of the Armed Forces Covenant	LearnPro module has been developed and is available to all Council Staff	100%	Training module to be offered to all Midlothian Council staff.	Yes	✓	Yes
			Training module to be made available to community organisations.	Yes	✗	No

What's next?

The IOM partnership has responsibility for monitoring and supporting implementation of a number of plans, including:

- The learning and development in our communities plan 2018-21 (a statutory plan under the Education Act) The full plan can be found here: www.midlothian.gov.uk/learning-dev-plan
- The action plan of Midlothian Financial Inclusion Network (MFIN)
- The child poverty strategy
- The employability and learning Midlothian action plan
- The action plan of Social Enterprise Action Midlothian (SEAM)

CUSTOMER PERSPECTIVE

Incorporating the five overarching thematic groups of the Single Midlothian Plan

Sustainable Growth

Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment

‘Promoting economic growth’, ‘Ensuring a sustainable environment’ and ‘Developing housing to meet communities’ needs’

are the three complementary dimensions which underpin the principles of planning legislation in Scotland. We aim to provide optimal social, economic and physical environments for our communities by growing the Midlothian economy through supporting new and expanding businesses, attracting inward investment and promoting key employment sectors and increasing the supply of affordable housing and the prevention of homelessness.

The 3 year outcomes for 2016-2019

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

Our performance so far

139 investment/indigenous investment enquiries were received for sites/premises in Midlothian from 34 in 2017/18

- 98.4% premises have access to next generation broadband an increase from 98.1% in 17/18
- 76 tourism businesses assisted in the Midlothian area
- 153 new Business Start Ups were assisted from 202 in 2017/18
- 160 young people received support through the Youth Homelessness Service an increase from 150 in 17/18
- 413 homeless households were accommodated in Midlothian temporary accommodation from 418 in 2017/18

- 96.1% of the Councils housing stock met the Scottish Housing Quality Standard criteria, the same as 2017/18
- 309 void properties were relet from 280 in 2017/18
- We were awarded 2 environmental awards e.g. Green Flags this year from 5 in 2017/18

2,431 individuals were involved in Community Schemes from various groups of conservation charities and volunteers, from 1,771 previous year

- 5.34% of the Council fleet is ‘Green’ from 5.41% previous year

24.6% of waste was sent to landfill from 40.9% in 2017/18

- Our Street Cleanliness Score is 91.3% from 96% in 2017/18
- 58.2% of total household waste that is recycled by our households from 51.6% in 2017/18
- 34% of roads were considered for maintenance treatment, an increase from 31% in 17/18
- 100% of housing adaptations were requested and completed

UK and Scottish Government investment

Midlothian's economy is set to benefit from a £1.3bn investment package. The Deal is an agreement between the UK Government, Scottish Government and Midlothian, Edinburgh, East Lothian, Fife, Scottish Borders and West Lothian Councils, along with the region's universities and colleges. There are also regional partners from the private and third sectors. The Deal was formally signed by Prime Minister Theresa May and Scottish First Minister Nicola Sturgeon. The UK and Scottish governments will invest £300m each over the next 15 years with the other partners, including Midlothian Council, committing to an additional £700m. The investment is expected to generate a £5bn boost for the area's economy over the same period



Providing for optimal social, economic and physical environments for our communities by growing the Midlothian economy through supporting new and expanding businesses, attracting inward investment and promoting key employment sectors by:

The Planning Service is responsible for the delivery of services in accordance with Town and Country Planning Regulations and the delivery of strategic and local development plans. The service also has the responsibility for the handling and determination of planning applications, planning appeals, the enforcement of planning controls and the conservation/enhancement of Midlothian's natural and heritage resources. The successes in 2018/19 include

- In 2018/19 the Planning Service determined 82% of planning applications within target, exceeding the nationally set target of 80%.
- Planning permission has been granted for over 1,000 new dwellings, new business developments and new infrastructure projects and as a consequence over £16m in developer contributions has been secured towards infrastructure and facilities across Midlothian.
- The Planning Service has worked in partnership with external agencies and interested bodies to develop a Local Biodiversity Action Plan (LBAP) which promotes biodiversity in Midlothian. The LBAP was adopted by the Council at its meeting of the Planning Committee in February 2019.
- £3.13m has been secured towards the Penicuik Heritage Project which includes environmental improvements and works to priority buildings in the town centre. The 5 year project has commenced with public realm improvements.

Building Standards is a regulatory function which provides services in relation to enforcement of building standards regulation including responsibilities concerning dangerous buildings/structures and the licencing of premises or events. Successes for 2018/19 include; Building Standards undertook their annual audit for 'Customer Service Excellence' accreditation.



This is the highest number of compliance plus awards for any Scottish building standards service which has CSE accreditation.

- Building Standards also undertook their 'Investors in People' audit and successfully retained their accreditation for Investors In People for a further 3 years.
- The Building Standards service continue to receive a high level of positive feedback from their local and national customers. **Exceeding their 90% target for Timeliness, Level of Information, Staff attitude and Satisfaction with the Service.**
- The Scottish Government's, National Customer Survey results have been circulated and Midlothian Building Standards have exceeded the national average in 85% of the set criteria. **The service continues to meet the challenges of a strong performer as set out in the nationally adopted Performance Framework and retain the sole verification role wholly within the authority of Midlothian Council.**

The Economic Development service is responsible for promoting economic development across Midlothian though the implementation of Council's Economic Development Plan. The Economic Development Service is currently made up of 3 discrete services; **the Leader Programme/Business Gateway** (both of whom are funded by Scottish Government and or European

The service secured a further 4 compliance plus awards (behaviours or practices which exceed the requirements of the standard and are viewed as exceptional or as exemplar to others, either within the applicant's organisation or the wider customer service arena) taking their total from 22 to 26.

Funding) and a small **Economic Development staff** team. Due to a gap in the management of this service, staff have worked hard to ensure that we are delivering on the aim of improving outcomes for our communities. A new manager was appointed in February this year with the remit of ensuring a proactive service which capitalises on the opportunities afforded by Borders Rail/City Region Deal and the Science zone.

Successes in 2018/19 include:

- Formal sign off in City Region Deal
- Formal collaboration and 5 year investment plan agreed by council and key stakeholders operating within Midlothian Science Zone. (MSZ)
- £300k secured for tourism related activities – a digital marketing project and business support to create new products /experiences and drive international visits. Funding from LEADER Programme and Borders Railway Blueprint.
- Tourism Ideas Fund launched. 26 applications received and 12 projects awarded up to £5k to develop new tourism products/ideas or events to be delivered during 2019.
- Working with colleagues in Planning Policy contributing to the finalisation of the Employment Land Audit 2018
- A very successful Farmers Meeting was held on 5 February 2019 at the Stair Arms Hotel, Pathhead. There was over 50 people in attendance at this meeting – the highest attendance yet

As of January 2019 Midlothian has achieved the highest level of take up of Superfast Broadband 59.02% (5,019 premises of 8,504 premises in the intervention area) as compared to Scotland overall at 51.12



Housing

The **Tenants Newsletter** (midlothian.gov.uk/downloads/download/268/tenants_today) was published twice this year for a rent consultation edition and also the annual performance information about the housing services Midlothian Council provide. The Survey data forms part of the submission requirements for the Annual Return of the Charter, which is provided to the Scottish Housing Regulator and made available for all tenants.

The **Tenant and resident** groups are set up to allow local tenants to help improve housing services.

Affordable Housing

Midlothian Council's Strategic Housing Investment Plan sets out strategic investment priorities for affordable housing over a 5-year period. It is a key document for identifying strategic housing projects that contribute towards meeting the local and Government's affordable housing target. A Local Lettings Initiative (LLI) has been developed to support the allocation of housing at the

Miller Homes Development at Newton Church Road, Danderhall, later in 2019. In the ESES City Deal Housing Workstream, the Housing Terms of Reference and governance arrangements are being finalised for future opportunities for collaboration.

Homelessness

The Rapid Rehousing Transition Plan being implemented in Midlothian includes an Action Plan for the next five years to support this vision. With key actions including increasing the supply of new build affordable housing in Midlothian, reviewing Midlothian Council's Allocation Policy to ensure homeless households are housed more quickly, actions relating to the acquisition of models of temporary accommodation to reduce the need for bed and breakfast accommodation, supporting homeless households to access a tenancy in the private rented sector and development of a 'Housing First' model. This Action Plan will be implemented in partnership with tenants, stakeholders, RSLs, other agencies and the Midlothian Health and Social Care Partnership.

In response to increasing levels of homelessness in the 16-25 year old age group, the Youth Homelessness Team have developed and delivered a SQA Pre-Tenancy Award for life skills and tenancy sustainment outcomes. The first group of students graduated in December 2018.

Waste

The construction of the joint Edinburgh/Midlothian Energy from Waste (EfW) plant at Millerhill was completed in 2018. The plant which will allow the Council to meet its landfill obligations is now processing residual waste.

Our Waste Management Strategy will inform the future direction of waste services. The key drivers of the Waste Strategy are:

- *Scotland's Zero Waste Plan which sets out the following key targets - Recycle 60% of household waste by 2020, a ban on biodegradable waste to landfill by 31 December 2020, recycle 70% of all waste by 2025, reduce the waste disposed of to landfill to a maximum of 5% by 2025 and restrictions on the material input to all Energy from Waste (EfW) facilities with mandatory extraction of dense plastics and metals prior to treatment.*
- *Charter for Household recycling and Code of Practice, the charter identifies a number of collection strategies which are considered to best meet the overall objectives of improving recycling performance and developing a consistent national system, whilst enabling scope for Councils to design the specific services around local context and requirements.*
- *End Markets - The biggest challenge facing Midlothian Council's recycling collection services is the availability of end markets for the materials collected. Along with increasing the recycling tonnages collected, improving the quality of materials collected is critical to ensuring the Council has a market to send them to.*
- *Deposit and Return Scheme (DRS)*









Single Midlothian Plan – Sustainable Growth

The following is the Council's contribution to delivering the Single Midlothian Plan. The SMP is a shared plan with community planning partners and has shared outcomes, actions, targets and indicators which are reported to the statutory Community Planning Board and publicly every year in compliance with the Community Empowerment Act


Key:

On Target  Off Target  Data Only indicator 

01. Support the local economy to grow and become more productive and Inclusive

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Result
Continue to work with the top 50 economically important businesses (Scottish Enterprise account managed, Business gateway pipeline with growth potential)	List prepared and available on request	100%	List of growth potential businesses created, up to date and in use	Yes		Yes
Work with key groups of business start-ups to increase economic activity	155 start-ups this year	100%	Number of business start-ups assisted	83		155
Work with key start-ups or groups of businesses that are able to grow without causing displacement and that will increase economic activity in Midlothian	4 client accounts managed this year exceeding the target of 2 for the year.	100%	Increase number of businesses progressing into Growth Pipeline (GP) and Account Management (AM)	2		4
Increase economic impact from use of Midlothian tourism assets	Tourism figures are produced a year in retrospect.	100%	Increase level of Income generated in Midlothian by Tourism assets	£80m		£110.09m
Review public services procurement arrangements to identify a baseline of local procurement from Midlothian businesses	Reported annually in June. Council procures 18% from local small businesses.	100%	Public sector partners on the board reporting their local procurement figures	Yes		Yes
Prepare a Revised Economic Development Strategy and Action Programme	Preparation of the new Economic Development Strategy is in progress (20%), and will be completed once the current review of the Economic Development service has been implemented (Revised Approx. completion date of Sept 2019).	20%	Formal statement of genuine engagement with community planning partners and representative business organisations in the preparation of Strategy and Action Programme	100%		20%

02. Maximise the socio-economic benefits of the Borders Railway

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Indicator Value
Increase take up of economic land supply along the Borders Rail corridor which comprises Shawfair, Dalkeith, Bonnyrigg, Rosewell, Newtongrange and Mayfield/ Easthouses, Gorebridge, Pathhead	During first part of the year local haulage firm take up of vacant land at Mayfield Industrial Estate. 1.2Ha. = 1.4%. No new uptake during the second half of the year, however see performance indicator for detail.	100%	% of Hectarage of available land in the corridor taken up. Reviewed through the LDP process and annual land audit. Annual Report on promotion of economic land as part of Borders Rail blueprint programme	Data only		1.4%

03. Develop Midlothian Science Zone to benefit the local economy and community

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Indicator Value
Increase connections between local business and the Midlothian Science Zone (MSZ)	Measured through Performance Indicators	100%	Number of local businesses working with Midlothian Science Zone (MSZ) partners known	8	✓	12
			Number of local business interacting with Midlothian Science Festival	4	✓	33
			Embedding the Midlothian Science Zone (MSZ) brand through the creation of website	Yes	✓	Yes
			Improve access to MSZ through signage and other activities	Yes	✓	Yes
			Engage with the Easter Bush Development Board in securing medium/long term access to the strategic road network	Yes	✓	Yes
Increase connections between local schools and the Midlothian Science Zone	Pilot complete with Easter Bush Science Outreach Centre opened and used by primary and secondary schools in Midlothian.	100%	Number of School/MSZ links increased due to creation of Science Outreach Centre – opening in Oct 2017	6	✓	6
			Business Insights work placement scheme for S3/S4 students in Midlothian Schools. (12 student placements across 6 schools)	12	✗	11
			Pilot an enhancement scheme for science students in Midlothian	Yes	✓	Yes
			Increase participation in Career Ready Scheme	Yes	✓	Yes

04. Support regeneration of Town Centres

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Indicator Value
Establish the "Gorebridge Connected" project during 2018/2020	Work commenced on a three parts of the Gorebridge Connected project. Hunter Square public realm finished, except snagging. Link project and station building restoration expected to be finished in early 2020.	50%	Begin implementation of the "Gorebridge Connected" project - including the Railway Cafe at the former Gorebridge train station; public realm works at Hunter Square and the Link Project	Yes	✓	Yes
Improve the viability, vitality and environmental quality of Penicuik Town Centre	Funding secured from HLF and HES.	100%	Commencement of 5 year, 2018-2023 Penicuik Heritage Regeneration Project (TH and CARS)	Yes	✓	Yes
Build upon the setting up of the Penicuik Business Improvement District and support the implementation of BIDS activities	BID continues to deliver projects in line with business plan. AGM held and new chair elected.	50%	Number of BIDS projects completed from BIDS action plan	5	✓	5
Develop a Dalkeith BIDs initiative	Application submitted to Scottish Government.	100%	Application made to Scottish Government Borders Railway Blueprint funding programme to provide support for a Dalkeith BIDs initiative	Yes	✓	Yes
Engage with One Dalkeith about Dalkeith Town Centre redevelopment	Ongoing project to develop BID in town centre. Project will take 18months approx This info is only related to BID development, not wider town centre redevelopment.	100%	Evidence of engagement between One Dalkeith and Council on Dalkeith town centre regeneration through minutes of meetings and consultations	Yes	✓	Yes

05. Deliver LEADER Projects (EU Funding Programme)

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Indicator Value
Encourage Tyne Esk LEADER Programme applications from Midlothian eligible areas	Tyne Esk LEADER continues to be one of the top performing LEADER areas in Scotland for money allocated and meeting targets on co-operation project spend and farm diversification/ rural enterprise project spend. We are also one of very few areas in Scotland where match funding leveraged is greater than LEADER money spent.	100%	Number of LEADER applications approved	15	✓	15
			Percentage of LEADER funds allocated	15%	✓	15.85%

06. Deliver further affordable housing

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Indicator Value
In partnership between the Council, Registered Social Landlords and Private Developers, deliver 165 new affordable homes	Lower number of council homes completed but significant number of housing association completions.	100%	Number of new homes completed	165	✓	188
Investigate accelerated development of affordable housing via use of innovative approaches and consequent economic benefit	163 homes are being planned for development which are being funded by innovative schemes which do not require Scottish Government Grant funding.	100%	Number of units currently under construction	0	✓	0
			Number of Units complete	0	✓	20
Develop affordable housing to meet specialist needs	Planning permission granted for two amenity housing sites as part of 239 specialist provision units that are planned.	100%	Number of other specialist provision housing units complete	1	✓	3
Increase the support to young people through the Youth Homelessness Prevention Service	All young people threatened with, or at risk of homelessness, provided with appropriate advice and assistance.	100%	% of young people approaching the homelessness service who engage with Youth Homelessness Prevention Service	95%	✗	100%
Deliver online housing options and advice to improve availability of tailored information and advice	Homeless team works with households to discuss wider housing options including use of online toolkit.	50%	Number of households using (YHP) service per annum	300	✓	184
Reduce bed and breakfast accommodation use by 50% by 2019	The development of offices at Jarnac Court for temporary accommodation and further acquisitions continues to support a reduction in bed and breakfast use.	80%	Number of households at any time living in bed and breakfast accommodation	40	✗	42
Deliver "Leaving Home" education programme in Schools	Homeless staff team successfully delivered a pilot SQA accredited pre-tenancy course. This will be rolled out to care experienced young people and homeless households resident in supported services during Q2 and Q3 2019/20.	100%	Number of secondary schools delivering "Leaving Home" education programme	6	✓	6
Raise awareness of energy saving or fuel poverty advice and assistance schemes	There was low engagement over first half of the year (523) with higher engagement during the last part of the year.	100%	Increase the number of households accessing energy saving or fuel poverty advice and assistance schemes	3,000	✗	2,131

07. Increase sustainable travel (includes Borders Railway and Active Travel - Walking, Cycling and Green Networks) and support biodiversity

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Indicator Value
Development of pedestrian and cycle path from north of Loanhead, in Edinburgh, to south of Danderhall	Path now completed and open.	100%	Consult on and publish Midlothian Council's Active Travel Strategy (2018-2021)	Yes	✓	Yes
Undertake active travel promotional work	Work was undertaken as resources permitted and participation allowed.	100%	Provide new housing developments with sustainable travel packs	Yes	✓	Yes
			Roll out IBike programme in Midlothian to primary and secondary schools to promote getting to school by walking, cycling, scooting and public transport	Yes	✓	Yes
			Produce Work Place Active Travel Plans through engagement with major Midlothian employers	Yes	✓	Yes
Develop and deliver Midlothian Green Network	Work being secured through relevant Council services, including Land Resources and Planning Services.	100%	Publish the Midlothian Green Network	Yes	✓	Yes
			Secure and deliver components of the green network through new development, Council work programmes, and where relevant from accessing external funding sources	Yes	✓	Yes
Produce a new Midlothian Local Biodiversity Action Plan (LBAP) and restart the Midlothian Biodiversity Partnership	Midlothian Local Biodiversity Plan (LBAP) produced.	100%	The LBAP is produced, its actions are being implemented and the Midlothian Biodiversity Partnership is restarted	Yes	✓	Yes

08. Increase use of Renewable Energy

Action	Action Update	Action Progress	Indicator	Indicator Target	Status	Indicator Value
Midlothian Council to explore installation of ground and roof mounted solar panels on Council owned land and property	Company commissioned to provide energy efficiency measures for identified non-residential Council owned buildings.	100%	Feasibility study complete	Yes	✓	Yes

What's next?

City Deal housing

City Region partners have a strong track record of developing and delivering major housing projects. The combined Strategic Housing Investment Programmes (SHIPs) across the six councils highlights the scale of regional affordable housing delivery with over 15,000 affordable homes over the next 5 years and would result in 2,858 jobs and £3.7bn to the wider economy.

The City Deal housing partners want to build on the Heads of Terms and the Resource Planning Assumptions for 2018/19-2020/21 and, in partnership with Government, develop a 10-year affordable housing programme. Each of the local authority partners makes significant financial investment into building new housing and maintaining existing housing stock through Housing Revenue Account budgets. This investment totals millions of committed investments from regional partners to creating and sustaining future communities.

Priorities for 2019/20 are:

- Support for business; maximising the socio-economic benefits of projects including the Borders Railway and infrastructure developments and spin offs from the City Region Deal.
- Driving forward inclusive economic growth by working in partnership with stakeholders, and ensuring business community benefits in the supply chain to maximise opportunities for local people.
- Maximise opportunities for digital connectivity to exploit Midlothian's sustainable tourist offer and harness inward investment potential.

Libraries and Customer Services

We are transforming our service and delivering many service developments which are helping to contribute to an improved customer experience.

We have:

- Opened our new Newbattle Centre which offers a single hub service for our customers integrating a combined public and school library, high school, leisure centre and café.
- Trained and cross-skilled staff in our Contact Centre enabling them to share expertise leading to an improved customer experience and staff development.
- Established flexibility through service re-design enabling increased capacity for our Registrars services.
- Provided an assisted online service through our libraries to residents who wished to sign up for the new garden waste charged service.
- Introduced a drop-in hearing aid repair clinic to Dalkeith Library bringing services directly to people within the community.
- Open Access across libraries continued to increase opening hours with no budget impact.



Carried out a range of projects and activities to extend services to our wide range of different user groups including:

- Reallocated existing budget and made a modest investment to expand our eServices platforms now offering eBooks, eAudiobooks, eNewspapers, eMagazines and eComics leading to a rise of 54.1% in issues of electronic stock.
- Continued to play a leading role as one of the main partners in the Midlothian Science Festival, an annual programme of events that takes place over a fortnight every October. The festival promotes STEM subjects and encourages local people to look at the scientific sector as a prospective area of employment.
- Introduced Boardmaker software to 5 different libraries, in partnership with Edinburgh & Lothians Health Foundation. Boardmaker is package that allows people with autism, dementia, or facing other communication or memory challenges to create graphic aids that help them manage tasks in their day to day lives.
- Our Bibliotherapy service has continued to deliver sessions across Midlothian, using words, text and conversation as a means of reducing social isolation and supporting those with mild to moderate mental health problems.
- Updated some of the stops made by our Mobile Library, proving flexible to changing demand and adapting routes to visit some schools and nurseries without access to a local fixed library service point.
- Maintained our library cinema groups with new licenses and delivered a series of one off screenings, including a dementia friendly screening and a film night focussing on local history.

We have 9 libraries in Midlothian and a mobile library, including a new centre in Newbattle

We handled 182,530 customer phone calls, emails and webforms.

909 Births, 416 Marriages

Our customers borrowed 303,428 items, including eBooks and magazines

Our library customers value our free public access computers, clocking up 39,123 hours of use this year in 55,723 sessions

We served 706,448 customers and had 934,749 visits online

We held 6,069 events and activities with 2,669 adults and 3,400 children taking part

80 staff work across our services, making sure customer enquiries are dealt with at the first point of contact

Our services cost £2.1m year to deliver. This includes libraries, our contact centre and registrations services.

Partnership working – Newbattle Digital Centre of Excellence

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Newbattle digital centre of excellence/partnership working, a pioneering partnership set to deliver world-class learning in the digital age.



The campus is the result of a partnership between Midlothian Council and Edinburgh University. The Campus has a secondary school of around 850 pupils, a public library, a gym, sports facilities, a swimming pool and community meeting spaces. It also provides workspaces for self-employed businesses and

provides access to and training in the latest technology. The partnership has links to the Data Driven Innovation Programme and the City Deal. The aim is to provide high-quality, industry-led skills for learners, including digital skills. There are not yet performance measures to quantify the improvements that this facility has made to outcomes for pupils, and performance measures will likely be longer-term in nature by assessing school-leaver destinations. However, school attendance has already improved from 85.3 per cent to 86.6 per cent, and exclusions have reduced from 56 to nine. Staff believe this to be the result of the better facilities offered by the Digital Centre of Excellence, as well as increased pupil engagement in learning.

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Our Financial Performance

We spent **£5,459.54** on each primary school pupil from £5,217.47

We spent **£4,771.48** on each nursery school pupil from £4,377.05

We spent **£6,948.76** on each secondary school pupil from £7,073.16

- We paid 91.1% of invoices within 30 days from 93.1% in 17/18
- We spent £86.41 per premise to dispose of waste from £86.62 in 17/18
- We spent £68.24 per premise to collect waste from £75.76 in 17/18
- £411.13 spent on providing residential care for older people (per person per week) from £422.93 in 17/18
- 50.4% of over 65s with long-term care needs receive personal care at home.

It costs us **£7.22** to collect council tax per dwelling from £9.25 in 17/18

- £7,815.06 is the cost to maintain our roads per kilometre from £8,376.11 in 17/18
- It cost us £12,042.92 for street cleaning per 1,000 population from £12,032.41 in 17/18
- £8,474.00 is what we spend on environmental health per 1,000 population from £11,525.00 in 17/18
- £4,817.00 is what we spend on Trading standards per 1,000 population from £5,011.00 in 17/18

Learning and Growth

- 6.31% of our employees are performing as 'Outstanding' in their individual performance framework from 6.7%
- 26.79% of our employees are performing as 'High' in their individual performance framework from 25.55%
- 47.68% of our employees are performing as 'Good Overall' in their individual performance framework from 39.9%
- 0.85% of our employees who are performing as 'Below Standard' in their individual performance framework with appropriate improvement plans in place from 0.59%
- We had a 10.4% staff turnover (including teachers) from 10.3% in 17/18

49.2% of council employees in top 5% of earners are women from 49% in 2017/18

3.94% is the gender pay gap between average hourly rate of pay for male and female from 2.32% in 2017/18

8.6 days is the average Sickness Absence Days per Employee (All Employees) from 7.5 days in 2017/18

949 work experience placements were undertaken in Midlothian Council including external qualifications, an increase from 939 in 17/18

- There were 85 apprenticeships and trainee positions this year
- 91.21% of our employees agreed they enjoy the work that they do
- 81.15% of our employees agreed that they're proud they work for Midlothian Council
- 75.39% of our employees can see how their objectives link to Midlothian Council's objectives and priorities

Our Workforce Strategy

Our workforce strategy ensures Midlothian Council has a workforce that delivers positive outcomes for the people of Midlothian. It sets out our approach to reshaping, supporting and developing our workforce now and in the future and is underpinned by the Council's values and vision.

Midlothian is the fastest growing council area in Scotland, we are a transforming area and we must lead this change with our partners and communities.

This strategy will ensure we have the right people at the right time and who have the right skills, knowledge and attitude to provide services confidently and competently. Specifically it will:

- Provide the foundation for the organisational culture we need to sustain
- Give clarity to our people and future employees of our commitment to them and our expectations of them
- Ensure our workforce plan is aligned with the policy direction, the Council plan and our Delivering Excellence programme
- Support leaders and managers to give clear direction to our employees and contribute to the success of the business of the Council



Our People Deliver High Performing Services	We Build an Entrepreneurial Council for the Future	We Demonstrate Strong and Consistent Leadership	We Promote Equality, Diversity and Fairness
<ul style="list-style-type: none">• Terms & conditions• Performance• Recruitment & Retention	<ul style="list-style-type: none">• Reshaping the workforce• Health & Social Care Integration• Early Years Expansion	<ul style="list-style-type: none">• Building leadership capability• Digital leadership• Delivering Excellence	<ul style="list-style-type: none">• Employee Relations• Equalities Monitoring• Managing an aging workforce

Action	Update	Progress
Contribute in terms of equality issues & initiatives to the Midlothian Equality Plan 2017-21	Equality and Diversity Report published.	100%
Address LGBT prejudiced based bullying/discrimination/ inappropriate behaviour in our schools and colleges	Newbattle and Lasswade are signed up to do the LGBT+ Youth Charter Mark - Lasswade have requested a Talking Books (formerly Human library) event in Feb for LGBT History Month. Beeslack and Penicuik have established LGBT groups and Dalkeith High group is now up and running. Currently working with MYPAS LGBT+ Youth Group and schools groups to look at how we can improve links.	71%
Create equality resources and networks to support neighbourhood planning	The Equalities Engagement Officer is meeting with ELREC's Diversity in Public Life project to see if we can work more closely with regards to increasing diversity of community councils. She is also supporting MPEG with a funding proposal to create 3 "Equalities in a Box" training resources (one for primary; one for secondary and one for community groups/ councils) which would be held centrally and also ideally be made accessible digitally (The plan is that the communities one would be made accessible through Midlothian Libraries service).	100%
Find opportunities for equalities characteristics groups to maximise influence by working together	The Equalities Engagement Officer has supported Midlothian People's Equalities Group to hold Equali-teas Story Cafe; event on 20th June 2018 (in celebration of 90 years since the Representation of the People Act 1928, which gave all men and women over 21 the equal right to vote). Community Faith Partnership - Funeral Poverty event/ video – Sept 2018 Talking Books event (Formerly Human library) to be held at Mauricewood Primary in November 2018 Secured funding for Midlothian Mela 2019 and started work on Equal Midlothian Week 2019	100%

Internal Processes

- We received 5,107 complaints this year compared to 5,216 in 17/18
- 87.72% complaints at stage 1 complete within 5 working days
- 73.33% complaints at stage 2 complete within 20 working days

84.67% adults satisfied with our parks and open spaces from 78.67% in 17/18

- 70.87% adults are satisfied with our leisure facilities from 74.33% in 17/18
- 87.1% adults are satisfied with our refuse collection service from 89.67% in 17/18
- 67.97% adults are satisfied with our street cleaning from 71.33% in 17/18
- 74.63% adults are satisfied with our schools from 78.67% in 17/18
- 69.07% adults are satisfied with our libraries from 66% in 17/18

Complaints and Satisfaction

The Council has a Complaint Handling Procedure (CHP) in place that reflects its commitment to valuing feedback from customers. The CHP enables customers to be engaged with directly, and the feedback provided is used in a positive way to drive service plans. Accordingly, value in the lessons that are learned as a result of complaints facilitates the endeavour to make informed decisions when services review policies and/or procedures, which helps to ensure ongoing development within services. The key performance indicators that are used to report complaints performance are standardised across the 32 Scottish Local Authorities. Midlothian Council's Annual Complaint Handling Report provides more information about these, and all other complaints information including the CHP can be found on our website.

The satisfaction data presented is gathered as part of the Scottish Household Survey. This information is standardised throughout Scottish Local Authorities and is included in the Local Government Benchmark Framework.

Procurement

The strategic themes and key objectives of our procurement strategy for 2018 to 2023 is to support and stimulate the local economy, deliver social value through contracts and achieve best value through commercial efficiencies and contract & supplier management.

Performance Management

Our performance management framework is set up to monitor and report on service performance quarterly by presentation to committees for scrutiny. Performance reports show our quarterly progress towards the outcomes of the Single Midlothian Plan and individual service priorities. More detailed information on our Performance management can be found on the performance pages of our website.

Local Government Benchmarking Framework

All councils in Scotland collect and publish results for a suite of performance measures covering all the main services provided. This is known as the Local Government Benchmarking Framework. We work with other Scottish councils and the Improvement Service to develop and improve the LGBF. Data is provided for performance indicators by all 32 Scottish councils. This allows us to compare how we are doing against other council's performance. The results for previous years can be viewed on our website and the results for all Scottish councils can be viewed using a simple online tool – follow the link to mylocalcouncil. (scotland.myllocalcouncil.info)

An overview of our ranking position by quartiles in previous years is outlined in the table below.

Quartile	2018/19	2017/18	2016/17	2015/16
Top quartile %	14	24	15	15
Second Quartile %	25	31	35	31
Third Quartile %	37	21	22	31
Fourth Quartile %	25	24	28	17

Your feedback counts

Whether you want to know more about our performance, have something to say about this report, or want to suggest an alternative way of receiving this kind of information in the future.

Please contact the Continuous Improvement Team: 0131 270 8926 or Continuous.Improvement@midlothian.gov.uk

Visit: www.midlothian.gov.uk

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COMMUNICATING CLEARLY

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如有需要我們樂意提供翻譯本，和其他版本的資訊與刊物，包括盲人點字、錄音帶或大字體。

Zapewnimy tłumaczenie na żądanie oraz dostarczymy informacje i publikacje w innych formatach, w tym Braillem, na kasecie magnetofonowej lub dużym drukiem.

ਅਸੀਂ ਮੰਗ ਕਰਨ ਤੇ ਖੁਸ਼ੀ ਨਾਲ ਅਨੁਵਾਦ ਅਤੇ ਜਾਣਕਾਰੀ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿੱਚ ਪ੍ਰਕਾਸ਼ਨ ਪ੍ਰਦਾਨ ਕਰਾਂਗੇ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਬਰੇਲ, ਟੇਪ ਜਾਂ ਵੱਡੀ ਛਪਾਈ ਸ਼ਾਮਲ ਹਨ।

Körler için kabartma yazılar, kaset ve büyük nüshalar da dahil olmak üzere, istenilen bilgileri sağlamak ve tercüme etmekten memnuniyet duyuyoruz.

اگر آپ چاہیں تو ہم خوشی سے آپ کو ترجمہ فراہم کر سکتے ہیں اور معلومات اور دستاویزات دیگر شکلوں میں مثلاً بریل (ناہیا افراد کے لیے) بھرے ہوئے حروف کی لکھائی) میں، ٹیپ پر یا بڑے حروف کی لکھائی میں فراہم کر سکتے ہیں۔

Contact 0131 270 7500 or email: enquiries@midlothian.gov.uk