

Communities and Economy Performance Report Quarter Three 2019/20



Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service is to support, protect and develop communities in Midlothian through demonstrable improvements in their economic, physical and social environments and the report below highlights successes and achievements for Q3 2019/20.

Economic Development

Town centre Capital Fund: A total of seven applications are now underway; ranging from community facilities to enhancing links to town centres. Projects total £910,000 and will be fully spent by March 2020 and will complete by September 2020.

MBTAG (Midlothian & Borders Tourism Action Group): Scotland Starts Here Website launched to raise the area's profile as a year-round tourism destination as well as encouraging more visitors to the area. Supported by a digital marketing campaign, mobile app, podcasts, eBooks, videos, blogs and social media advertising.

Economic Development Strategy: The Council's Strategy for Growth 2020-25 was formally endorsed by members in December 2019 and its progress will be monitored through annual review through the Community Planning Partnerships Sustainable Growth theme.

Tyne Esk LEADER: Last project passed: Rosewell Nursery & Additional Needs Service for LASC Childcare Services Ltd. £95,115.99 granted, which completes the funding package for the project. As the programming period reaches completion, all Tyne Esk LEADER monies are now fully allocated.

Environmental Health

100% of the permanent residential caravan sites have been issued with their new 5 year licences.

Having been reported to the Procurator Fiscal by the Food and Safety team the operator of a food takeaway pled guilty to six offences relating to lack of hygiene and not complying with legal notices. The court levied a fine of £1K even though this is the second occasion on which the proprietor had been prosecuted.

Midlothian Rural Crime Partnership was set up in October 2019 to bring partner agencies, including police, Scottish water and SEPA together to tackle rural crime, with official launch date for the Midlothian Partnership against Rural Crime taking place on 25 February 2020.

A review of the air quality monitoring locations within Midlothian is complete. This was following an undertaken given by Midlothian Council in the 2019 Air Quality Report which was supported by Scottish Government and SEPA. The new locations will include monitoring levels of NO2 (main source is traffic pollution) close to schools near busy roads and in the wider Shawfair area and incorporated suggestions by members of the CAFS Working Group.

Following intervention by Environmental Health, a private water supply serving a private rented property with elevated lead levels and high bacterial contamination, including E Coli has been satisfactorily improved. Major works were carried out by the owner and supported by a grant via Scottish Government.

A long standing problem with hoarding and infestation of vermin has been successfully improved through joint agency working, a combination of providing support and assistance to the property owner and her family and through enforcement work. The property is now considered habitable, pest proofing works are complete and the fire safety and smoke detection has been improved following a home visit by the Fire Officer.

Building Standards

Building Standards continue to provide a high level of customer satisfaction against an increasing demand upon the service and local development. In August the Building Standards service were awarded with a CSE (Customer Service Excellence) award for **Exceeding their 90% target for Timeliness, Level of Information, Staff attitude and Satisfaction with the Service.**

Challenges and Risks

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

Environmental Health

The Environmental Health Service Review was completed in December 2019 and identified that at a conservative calculation 15.75FTE are required to meet the current demands placed on the EH Service. There are currently 11.48FTE in post with an additional unfunded 2 FTE on the establishment. As a direct result of the permanent deletions of Environmental Health enforcement posts, coupled with the impact of the 2 vacant posts and the increase in statutory Environmental Health duties the Environmental Health risk profile has significantly increased. Following reports from the Environmental Health Manager and Internal Audit the risk has been considered by the Corporate Management Team and funding for the necessary staffing has been agreed.

The Internal Audit on Environmental Health was concluded in December 2019. The report stated *"Internal Audit considers that the level of assurance we are able to give is: Substantial for guidelines, training, maintaining records and monitoring; and Limited for fulfilling all statutory duties."* This limited rating directly relates to insufficient staffing FTE.

These incidents have stretched the existing resources of the team to the point where programmed inspection work is not being carried out.

The Landlord Registration Prescribed Information checks came into force in Q3 with a direction from Scottish Government that a minimum of 10% of all applications should be checked. The quality of information being provided by many applicants, particularly relating to safety matters, means that Midlothian Council are having to check considerable more than 10% of applications. In Q2 it was estimated that the checks would absorb 0.5FTE, based on early experience it is highly likely this figure will require to be revised upwards.

A large number of landlords (in excess of 415) have not renewed their landlord registration. Whilst it is appreciated many of these may no longer be landlords, there are no resources available to verify the current status of these previously rented properties. This is following the deletion of the Housing Investigations Officers post as part of the budget savings.

Previously unidentified additional burdens that will impact on Environmental Health are under consideration

- The Regulation of short time lets (e.g., Airbnb etc)
- The Regulation of Non-Cosmetic Surgical Procedures
- A deposit return scheme for consumers to take single-use containers back and redeem a deposit from retailers selling drinks covered by the scheme.

Economic Development

The team is at present under resourced, but the review is complete and recruitment pending for a further two posts.

Tyne Esk LEADER: The 2014 -20 programme is nearing completion and a risk to this is the lack of clarity around future funding arrangements from the UK Scottish Government and over staffing contracts which are fixed term.

Building Standards

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

Planning

- Maintaining a frontline Planning Service with vacant posts, which are currently being advertised and 2 posts have been recruited to in the latest round and will be in post prior to Easter.
- Responding to changes to the Planning System which will result from the Scottish Government approving a new Planning Bill in June 2019.
- Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the Southeast of Scotland which leaves Midlothian and the other Council's in the region without an up to date strategic development plan.
- Meeting the increasing customer demand for services arising from the upturn in the housing market and the progression of the Midlothian Local Development Plan and the allocation of new development sites.

Communities and Economy



Successes and Challenges

Corporate Performance Indicators (latest)

● 5 ✓ 8 ? 0 📊 6

Corporate PIs Off Target as at 31st January 2020

PIs ● 5

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

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

% of internal/external audit actions progressing on target

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

Percentage of complaints at stage 2 complete within 20 working days

Key
PIs

- Off Target
- ✓ On Target
- 📊 Data Only Indicator
- ? Data is not yet available

Service Plan Actions (latest)

▲ 2 ✓ 23 ? 0

Service Plan Actions Off Target as at 31st January 2020

Actions ▲ 2

Protect communities by undertaking risk assessments of 'regulated' private water supplies in accordance with new legislative requirements and provide guidance and support to improve sub-standard water quality, taking action where necessary

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

Key
Actions

- ▲ Off Target
- ✓ On Target/Complete
- ? Data is not yet available

Service Plan PIs (latest)

● 1 ✓ 22 ? 0 📊 10

Service Plan PIs Off Target as at 31st January 2020

PIs ● 1

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

Key
PIs

- Off Target
- ✓ On Target
- 📊 Data Only Indicator
- ? Data is not yet available

Service Risks (latest)

▲ 7

High Risks as at 31st January 2020

Risks ▲ 0

7 Risks at Medium and 0 Risks are high

Key
Risks

- ▲ High Risk / Medium Risk
- ? Data is not yet available

Communities and Economy PI summary 2019/20

Making the Best Use of our Resources



Priorities	Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£2.573m	£2.885m	£2.908m	£1.665m	£1.573m		Q3 19/20: On Target		£1.950m		
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.92	3.59	1.15	1.55	5.32		Q3 19/20: Off Target Sickness absence continues to be a priority for the service, long and mid term absence under review.		4.50	Number of days lost	324.34
											Number of FTE in service	60.99

Corporate Health

Priorities	Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
03. Complete all service priorities	% of service priorities on target / completed, of the total number	77.55%	89.8%	92.31%	76%	92%		Q3 19/20: Data Only		90%	Number of service & corporate priority actions	25
											Number of service & corporate priority actions on tgt/completed	23
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	95%	76%	77%	81%		Q3 19/20: Off Target We have identified the services where late invoice payment has occurred and reminded all staff of their obligations. Some of the late payments were for grants and though raised earlier could only be paid upon finalisation.		95%	Number received (cumulative)	323
											Number paid within 30 days (cumulative)	261
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	73.68%	82.05%	91.67%	76.19%	95%		Q3 19/20: On Target		90%	Number on tgt/complete	19
											Total number of PI's	20
06. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	100%	100%		Q3 19/20: On Target There are no identified high risks within the service, all medium/low risks have been reviewed.		100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0













								A range of risks have been reviewed within Environmental Health service and will be present in Q4.				
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Improving for the Future

Priorities	Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
07. Implement improvement plans	% of internal/external audit actions progressing on target	66.67 %	33.33 %	71.43 %	100%	57.14 %		Q3 19/20: Off Target Actions regarding climate change require a whole council approach and are progressing.		90%	Number of internal/external audit actions on target or complete	8
											Number of internal/external audit actions in progress	14

Communities and Economy Complaints Indicator Summary

Commitment to valuing complaints

Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20			Annual Target 2019/20
	Value	Value	Value	Value	Value	Status	Note	
Number of complaints received (quarterly)	31	27	11	6	3		Q3 19/20: Data Only	
Number of complaints closed in the year	31	25	6	4	3		Q3 19/20: Data Only	
Number of complaints upheld (quarterly)	5	5	0	0	0		Q3 19/20: Data Only	
Number of complaints partially upheld (quarterly)	3	2	1	0	0		Q3 19/20: Data Only	
Number of complaints not upheld (quarterly)	20	16	4	3	3		Q3 19/20: Data Only	
Average time in working days to respond to complaints at stage 1	8	6.95	4	5.33	4		Q3 19/20: On Target	5
Average time in working days to respond to complaints at stage 2	31	31	24.5	18	21		Q3 19/20: Off Target This refers to 1 complaint that was delayed due to Holiday period.	20
Average time in working days for a full response for escalated complaints	23.75	24.33	0	0	0		Q3 19/20: No escalated responses	20
Percentage of complaints at stage 1 complete within 5 working days	61.54%	66.67%	100%	66.67%	100%		Q3 19/20: On Target	95%
Percentage of complaints at stage 2 complete within 20 working days	0%	0%	50%	100%	0%		Q3 19/20: Off Target This refers to 1 complaint that was delayed due to Holiday period.	95%
Percentage of complaints escalated and complete within 20 working days	25%	33.33%	100%	0%	100%		Q3 19/20: There were no escalated complaints.	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	2	2	1	2	0		Q3 19/20: No extensions required	

Communities and Economy Action report 2019/20



01. Delivering Excellence

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.1.1	Implement Delivering Excellence across the service	31-Mar-2020		75%	Q3 19/20: On Target Service reviews are all reaching completion, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.
CE.P.1.3	Work with partner authorities to implement a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2020		75%	Q3 19/20: On Target City Deal signed by all parties. Governance arrangements now being established including joint committee and advisory boards.


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

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.2.1	Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document.	31-Mar-2020		80%	<p>Q3 19/20: On Target Dalkeith BID project ongoing. Revised ballot date of April 2020.</p> <p>MBTAG: Scotland Starts Here campaign formally launched.</p> <p>Masterplanning projects at Newtongrange well advanced. Additional funding from Blueprint Leaders' Group awarded to National Mining Museum which is now underway, supported by Economic Development</p> <p>Tyne Esk LEADER: No new projects as the current funding programme winds down. Focus on drawing down monies.</p>


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

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.3.1	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2020		75%	Q3 19/20: On Target Final project passed (Rosewell Nursery & Additional Needs Service) and last of monies allocated.



04. Promote and implement support for businesses in Midlothian

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.4.1	Continue to promote and implement the business support provisions and implement the refreshed Economic Development strategy	31-Mar-2020		75%	Q3 19/20: On Target Continued support to business offered through the Business Gateway. Two events run locally in partnership with key stakeholders to increase capacity.


05. Easter Bush Development Board



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.5.1	Continue to liaise with the Scottish Government on transport infrastructure solutions to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2020		75%	Q3 19/20: On Target City deal programme projects completion of scheme in 2022. Funding package comprises City Deal, Council funding and developer contributions.

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



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.6.1	Deliver the Council's regulatory functions with respect to food hygiene and standards regulations	31-Mar-2020		34%	Q3 19/20: Off Target Food Plan inspection Target off by 39.5% at end Q3. Some inspections cannot be reported on at this date as they are within the allowed 28 day window. At time of reporting 86% of high risk inspections due to end Q3 had been completed. 60% of medium risk inspections are outstanding. 97% of service requests responded to but response times have slipped to 71% being within target time. Food sampling work is at 40% of planned.
CE.P.6.2	Implement the new Residential Caravan Site Licensing Regime	31-Mar-2020		100%	Q3 19/20: Completed All four residential caravan sites are now licensed under the new licensing regime, which came into force in May 2019.

07. There is a reduction in inequality in health outcomes


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.1	Ensure the Council works towards meeting the Clean Air for Scotland (CAFS) objectives	31-Mar-2020		75%	Q3 19/20: On Target A joint working group with relevant local authority services including Planning, Transportation, and Environmental Health was set up in 2019, with a view to ensuring that the Council meets the Scottish Government Cleaner Air for Scotland objectives. Meetings of the CAFS Working Group took place in February and November 2019, with progress made in several areas.





Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.2	Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2020		75%	<p>Q3 19/20: On Target The update of the peer review process, which uses consultants secured through Scotland Excel Framework is complete and the new process has been implemented.</p> <p>A document to assist developers to produce phase 1 and phase 2 reports in relation to satisfactorily assessing contaminated land issues in respect of new development is being reviewed and updated. The document was initially developed by members of the REHIS South East Local Pollution Control Group.</p>
CE.P.7.3	Deliver specific parts of the Child Poverty Action Plan	31-Mar-2020		75%	<p>Q3 19/20: On Target Midlothian Local Child Poverty Action Report for 18/19 has been completed and signed off by the CPP Board and NHS Lothian Strategic Planning Committee. The report has been submitted to Scottish Government and has been published on the Midlothian Council website.</p>

08. Building Standards




Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.1	Support and meet the demands of the over arching challenge of driving forward sustainable economic development in Midlothian. Set challenging time based performance targets for applications for building warrants which benefit economic development.	31-Mar-2020		75%	<p>Q3 19/20: On Target Building Standards continue to meet the challenge of providing a fast track building warrant application service for those application which are seen to provide economic benefit to the Midlothian area. Building Standards continue to engage through 'one to one' meetings with relevant housing developers and agents to understand the needs and challenges and assist where ever possible to make the building warrant process efficient and consistent.</p>
CE.P.8.2	Continue to deliver a high quality customer focused Building Standards service.	31-Mar-2020		75%	<p>Q3 19/20: On Target Midlothian Building Standards continues to provide a high quality standard of service to its customers, underpinned by clear and transparent communications. The service also understands its customer and stakeholder types and their differing needs. These insights and actions are taken and utilised to bring about a continuous improvement to the customer experience, which is regularly measured and assessed in the form of Customer Service Excellence audit. The service also has in place a continuous improvement plan, which form part of the nationally adopted Performance Framework which is updated quarterly and submitted to the Scottish Government on an annual basis</p>




09. Trading Standards

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.9.1	Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2020		75%	<p>Q3 19/20: On Target There have been 12 visits by Trading Standards to complainants in regards to rogue traders so far in 19/20, one jointly with the Police. There was also participation in the national 'Shut out Scammers' operation.</p>


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.9.2	Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2020		75%	Q3 19/20: On Target There have been 183 intelligence logs created so far in 2019/20. Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.
CE.P.9.3	Routine risk assessed primary inspections to traders.	31-Mar-2020		75%	Q3 19/20: On Target There have been 87 primary inspections so far this year. The bulk of inspections are due to occur in Q3+Q4. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. This will vary to some degree year on year as some businesses cease trading, whilst others begin trading.
CE.P.9.5	Resolution of consumer complaints.	31-Mar-2020		75%	Q3 19/20: On Target The completion rate continues to be maintained, with complaints being resolved for consumers in a timely manner.
CE.P.9.6	Enhanced tobacco enforcement.	31-Mar-2020		75%	Q3 19/20: On Target Routine inspection/advice visits are maintained, but no test purchasing has been organised due to resource issues. Due to the changing marketplace (a fall in tobacco sales and a rise in NVP sales), the number of registered sellers has reduced to around 142. NB. The target (set by the Scottish Government) for advice etc. visits to retailers is 20% of the local total. Midlothian's target will thus be about 30 and is likely to be met. The nationally set target for test purchase visits is 10% (therefore approx. 14 in number). This figure can only be approached if Test Purchasing is organised during the reporting year.

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



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.10.1	To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2020		75%	Q3 19/20: On Target 81% of planning applications have been determined within target.
CE.P.10.2	Draft a corporate climate change action plan.	31-Mar-2020		75%	Q3 19/20: On Target Draft Strategy and Action Plan approved by CMT at it's meeting in November 2019 for internal consultation. Internal consultation currently being undertaken.
CE.P.10.3	Investment and actions in town centre	31-Mar-2020		75%	Q3 19/20: On Target £3.13m has been secured towards the Penicuik Heritage Project. This comprises an award of £1.69m from the Heritage Lottery Fund, £0.98m from Historic Environment Scotland and a contribution from the Council of £0.46m. Environmental improvements and 5 high priority buildings, 14 medium priority buildings and 20 reserve buildings have been identified for improvement. The 5 year project has commenced with £0.4m being spend on public realm improvements. 2019/20 is year 2 of the project. The adoption of the MLDP 2017 advances planning policies to protect and enhance Midlothian's town centres.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					£0.45m has been spent on implementing the Gorebridge Connect project which delivered enhancement to the public realm in Hunter Square and developed a heritage trail through the town centre and linking Gorebridge's heritage assets.
CE.P.10.4	Manage the CO2 gas ingress to properties in Gorebridge	31-Mar-2020		75%	Q3 19/20: On Target The retrofitting of all Melville Housing properties in the Newbyres Avenue development with a system to reduce the ingress of CO2 gas is now complete. The installation was agreed by the IMT following an initial trial conducted by BRE. The outcome of the Melville Housing trial was shared with the private sector owners in a letter dated 20 September 2019, including details of the installation and all owners were invited to attend a follow-up meeting on 2 October 2019 to discuss. None of the private sector residents attended for the meeting. There have been no reports of CO2 received in Q3.
CE.P.10.5	Review and assess air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads	31-Mar-2020		75%	Q3 19/20: On Target The review of the Council's network of NO2 diffusion tubes is complete and the revised locations will be implemented from February 2020. New locations include recommendations from Scottish Governments external air quality consultants, and proposals from members of the CAFS working Group. Monitoring of air quality for the 2019 period is complete. The data will be bias adjusted when the correction factor is available for the laboratory and final data compiled for inclusion in the Council's 2020 Air Quality Report.
CE.P.10.6	Protect communities by undertaking risk assessments of 'regulated' private water supplies in accordance with new legislative requirements and provide guidance and support to improve sub-standard water quality, taking action where necessary	31-Mar-2020		54%	Q3 19/20: Off Target Changes in legislation require Environmental Health to risk assess all 'regulated' private water supplies (previously referred to as Type A supplies) by 1 January 2022 and thereafter update all risk assessments every 5 years. A programme was developed to meet this new requirement, but this has slipped due to staffing issues and other workloads. There are currently 38 Regulated supplies in Midlothian, only 9 of the risk assessments scheduled to be carry out in 2019 have commenced. The supplies missed for this year have been re-scheduled for 2020 and 2021 and Environmental Health 's Water Risk Assessment Plan updated.









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

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.1	Welfare Rights Team (WRT) will generate an additional benefit income maximization	31-Mar-2020		75%	Q3 19/20: On Target Welfare Rights have generated £954,821.55 in Q3, taking the annual total to £3,012,955

01. Delivering Excellence









PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.1.1a	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	3	3	3	3	3			Q3 19/20: On Target All reviews complete in Q2 19/20 although savings already substantially made.	3	

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



PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.2.1a	Number of new business start ups assisted in Midlothian area.	172	117	8	16	41			Q3 19/20: Data Only		
CE.P.2.1b	Number of tourism businesses assisted in Midlothian area.	76	73	6	12	12			Q3 19/20: Data Only No new data available for Q3, information will be available at Q4.		
CE.P.2.1c	Number of new businesses locating in Borders Rail Corridor (cumulative)	100	73	0	0	29			Q3 19/20: Data Only		
CE.P.2.1d	Number of inward investment / indigenous investment enquiries	139	115	111	201	276			Q3 19/20: Data Only Cumulative figure		





PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	received for sites/premises in Midlothian area.										

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



PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.3.1a	Number of LEADER projects funded (cumulative)	17	10	0	0	1			Q3 19/20: Data Only		
CE.P.3.1c	Number of new jobs created through LEADER (cumulative)	3	1	0	0	13			Q3 19/20: Data Only Newbyres Nursery 10, Midlothian Sure Start 1, Newhall Wedding Venue 1, Crowdfund coaches 0.5, MBTAG 0.5.	3	
CE.P.3.1d	Number of training opportunities created through LEADER (cumulative)	0	0	0	0	9			Q3 19/20: Data Only		
CE.P.3.1e	Amount of leader funding allocated	£852,364	£652,154	N/A	N/A	£95,116			Q3 19/20: Data Only		Total LEADER programme is c. £3.4m over period 2015-2020

04. Promote and implement support for businesses in Midlothian



PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.4.1a	Number of new Business Start Ups assisted (cumulative)	376	117	9	16	92			Q3 19/20: Data Only		



PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.4.1b	Number of account managed businesses accepted by Scottish Enterprise (cumulative)	5	1	0	3	4			Q3 19/20: Data Only		
E.P.4.1e	Continue to increase number of Modern Apprenticeships on SDS Contract, supported by LLE in particular increase Early Years and Childcare to meet 2020 National targets	46%	N/A	25%	50%	75%			Q3 19/20: On Target	100%	

05. Easter Bush Development Board







PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.5.1a	Number of Easter Bush Development Board meetings held per annum	3	1	0	0	2			Q3 19/20: Data Only	2	

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

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.6.1a	% of food businesses deemed 'broadly compliant' with the food safety legislation	82%	81%	82%	82%	84%			Q3 19/20: On Target	84%	







PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.6.2a	% of residential sites licensed	100%	100%	75%	75%	100%			Q3 19/20: Complete	100%	

07. There is a reduction in inequality in health outcomes



PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.7.3a	Consult, Develop, Draft and finalise Midlothian Child Poverty Action Plan	N/A	N/A	100%	100%	100%			Q3 19/20: Complete Midlothian Local Child Poverty Action Report for 18/19 has been completed and signed off by the CPP Board and NHS Lothian Strategic Planning Committee. The report has been submitted to Scottish Government and has been published on the Midlothian Council website.	100%	
CE.P.7.2a	Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports – particular emphasis on quality and reporting times	100%	75%	25%	75%	100%			Q3 19/20: On Target	100%	
CE.P.7.1a	Convene a joint working group with relevant Council services including Development Management, Building Standards, Transportation, Environmental Health with a view to maintaining air quality	100%	75%	25%	50%	100%			Q3 19/20: Complete	100%	







PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	thereby protecting human health										

08. Building Standards







PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.8.1a	Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days (applications with Economic Development or People living with disabilities circumstances)	86%	74%	100%	100%	100%			Q3 19/20: On Target	80%	
CE.P.8.1c	Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	75%	25%	50%	75%			Q3 19/20: On Target	100%	
CE.P.8.2a	Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	97.7	93.6	96.8	97.9	91.6			Q3 19/20: On Target	90	

09. Trading Standards

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.9.2a	Number of intelligence logs made	274	203	63	138	183			Q3 19/20: On Target Q1 - 63	200	

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									Q2 - 75 Q3 - 45		
CE.P.9.3a	Number of primary inspections conducted.	193	105	28	63	87			Q3 19/20: On Target Q1 - 28 Q2 - 35 Q3 - 24	100	
CE.P.9.5a	Percentage of consumer complaints completed within 14 days.	90.1%	98%	94.8%	95.5%	93.2%			Q3 19/20: On Target	90%	
CE.P.9.6a	Percentage of tobacco retailers visited annually.	36%	15%	5%	9.3%	12.7%			Q3 19/20: On Target Work ongoing with Scottish Government to update register of tobacco retailers within the Midlothian area. National target is set to 10%.	10%	

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


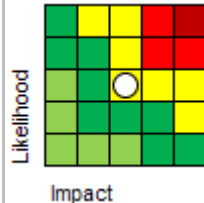

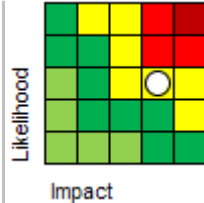

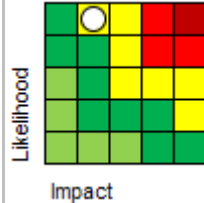
PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.10.5a	Consultation with SEPA and Scottish Government and completion of review	N/A	N/A	25%	40%	100%			Q3 19/20: Complete	100%	
CE.P.10.6a	Risk Assess 1/3 of regulated private water supplies (all regulated supplies to be risk assessed by 2022)	N/A	N/A	25%	25%	54%			Q3 19/20: Off Target It is estimated that there are currently 38 Regulated supplies in Midlothian. 5 of the risk assessments scheduled to carry out in 2019 have commenced. The supplies missed for this year will be re-scheduled for 2020 and 2021.	100%	
CE.P.10.1a	The time to determine planning applications over the stated period	82%	84%	81%	79%	81%			Q3 19/20: Data Only	80%	82% of planning applications were


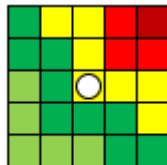

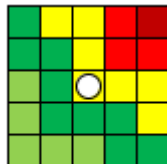
PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	is the key measure in defining customer service as set by the Scottish Government										determined within target in 2018/19.
CE.P.10.2a	Adoption of the Climate Change plan	25%	20%	25%	50%	75%			Q3 19/20: On Target	100%	
CE.P.10.3a	Implementation of the 3 year Gorebridge Connect project to enhance the public realm, develop a heritage trail and renovate the former railway station building.			25%	50%	75%			Q3 19/20: On Target	100%	
CE.P.10.4a	Implementation of the 5 year Penicuik Heritage Project following the submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding bid in March 2018.		75%	25%	50%	75%			Q3 19/20: On Target 2019/20 is year 2 of the project	100%	
CE.P.10.4b	Full attention at all times to monitoring of gas levels, with any necessary action being taken timeously	Yes	Yes	Yes	Yes	Yes			Q3 19/20: On Target	Yes	


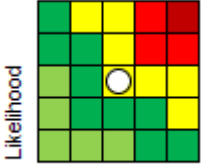

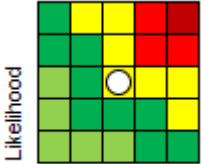
11. Poverty Levels in Midlothian overall are below the Scottish average

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.11.1a	£500k per quarter	N/A	N/A	£1,065,440.38	£992,692.58	£954,821.55			Q3 19/20: Data Only		

Communities and Economies Service Risks

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
CE.RR.01-01 GENERIC – Failing to staff services with skilled and experienced staff	Threat of lowered performance and complaints/errors should the service not have the required skills and experience	01 - Structured approach to training 02 - Identification of sufficient opportunities and Resources.		Action plans from Staff survey to inform recruitment and training	18/19: On Target Each Service within ECE has a staff survey action plan in place.		9
CE.RR.01-03 GENERIC – Health and safety of staff/members of the public	Officers across the service are regularly out of the office, working alone and can meet aggrieved / aggressive / threatening customers in commercial and residential settings. Council has a duty of care for staff.	teams use a variety of approaches - flagging of 'known' individuals / addresses on data management systems - 'buddy' roles if appropriate - whiteboards for staff movements and expected times - mobile phones & Phone contact systems - a corporate policy for dealing with 'Unacceptable Behaviour' is being developed		Staff Consultation	18/19: On Target Staff survey action plans in place for all Services.		12
CE.RR.01-09 GENERIC – Effectively linking with the Community Planning process and weak governance in the Strategic Planning Group	Threat that the connections are weak	01 - Sound and regular contact with the community planning manager. 02 - P&D service management team to review regularly. 03 - Partnership Agreement 04 - Reporting line to Community Planning Working Group 05 - Subordinate groups report to the group		Community planning board and Sub groups	18/19: Regular meetings with Community planning board and updates from each subgroup are reported.		10

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		06 - Business calendar and timetable 07 - Agendas and minutes 08- Agreed outcomes and monitoring					
CE.RR.01-12 GENERIC – Identifying, Managing and Realising Developer Contributions	Where developers develop land they must contribute to the direct consequences they are creating. For example, impacts on local schools. Threat that these aren't identified and controlled and, as a consequence result in developers not making essential contributions, with the shortfall having to be provided by the Council.	01 - Role of the developer contributions steering group. 02 - Lead Officer Planning Obligations 03 - Local Development Plan 04 - Legal Agreements with developers 05 - Supplementary Guide to Developer Contributions 06 - Software system in place to track payments against developer contribution agreements. 07 - Compliance Officer post to update system with details of developer completions and ensure that associated payment is allocated correctly against the correct infrastructure.		Review of Supplementary guide to developer contributions	Q3 18/19: Draft guide prepared in advance of consultation/approval.	 Likelihood Impact	9
				CE.RR.01-12a	18/19: All actions have been reviewed in Q4 2018/19. S75 officer continues to report to Management on developments and will report six monthly to asset management board.		
CE.RR.01-23 ECONOMIC DEVELOPMENT – Challenging Midlothian job creation targets for 2020	The Midlothian Economic Development Framework (MEDF) highlighted the target of creating 10,000 new jobs in Midlothian by 2020. This equates to 800 new jobs per annum. This figure was temporarily revised downwards to 500 new jobs per annum by the Community Planning Partnership's MBO sub group to take account of the ongoing economic downturn. The figure is measured through Annual Business Inquiry (ABI) statistics produced in late December	01 - MBO Thematic Group members keep watching brief on new job creation targets. 02 - Thematic Group meetings generally held on a quarterly basis. 03 - Review/restructure of Economic Development 04 - New Economic Development Manager recruited and taking up post in February 2019.		Brexit planning	Q3 19/20: Community planning are working with Community partners and 3rd sector to constantly monitor and plan for Brexit. Regular updates are being sent to Cabinet and Council.	 Likelihood Impact	9

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	each year.7 economic sector action plans are in place each containing a series of priority actions for the Council and other partners. In addition, the MBO sub group is currently leading on the development of a Midlothian Economic Recovery Plan. This should be available in Spring 2013 and will link closely to the Single Midlothian Plan which is also under development.						
CE.RR.01-28 PLANNING POLICY AND ENVIRONMENT - Failure to progress the sustainability agenda and Climate Change adaptation	Climate Change Act places public duties with respect to climate change adaptation and mitigation and sustainable development. Midlothian Council has signed Scotland's Climate Change Declaration.	01 - Climate Change Declaration signed by 32 Scottish Councils 02 - Senior Planning Officer leads 03 - Sustainable Development Framework in place with Action Plan to be replaced by a joint climate change and sustainability action plan agreed by CMT 04 - Divisional 'green' initiatives 06 - Biodiversity Plan and implementation of phase 1 of the Action Plan 08 - Climate Change and Sustainability Working Group		Climate Change and sustainability adaptation	18/19: A joint report was sent to Cabinet in November detailing progress towards and timeline for meeting Climate Change Declaration.		9
CE.RR.03-08 Failure to engage with people from equalities groups	Equality groups have been given high priority in the consultation process and professional expertise has been sought from equality professionals. however a risk exists that the voices of minority groups could be	01. Joint working with Equality Engagement Officer to target key groupings within Neighbourhood Planning communities 02. EQIA Approach					9

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

Local Government Benchmarking Framework - Communities and Economy



Economic Development and Planning

Code	Title	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council (LGBF)	New for 2012/13		8%	6.83%	12.33%	8.57%	16.44%	6.71%	25.47%	18/19 Rank 2 (TOP Quartile) 17/18 Rank 23 (Third Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).
ECON2	Cost of Planning and Building Standards Services per planning application	£4,028.00	£3,858.05	£4,425.68	£4,452.83	£5,075.65	£4,114.75	£5,163.77	£5,063.18	£3,859.34	18/19 Rank 12 (Second Quartile) 17/18 Rank 19 (Third Quartile). 16/17 Rank 23 (Third Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 19 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)	New for 2012/13		26.3 weeks	54.9 weeks	9.9 weeks	7.9 weeks	8.4 weeks	7.3 weeks	8.6 weeks	18/19 Rank 19 (Third Quartile) 17/18 Rank 8 (TOP Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 16 (Second Quartile).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	New for 2013/14			23.14	22.74	19.91	18.62	22.42	16.75	18/19 Rank 20 (Third Quartile) 17/18 Rank 6 (TOP Quartile). 16/17 Rank 14 (Second Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 8 (Top Quartile)
ECON6	Cost of Economic Development & Tourism per 1,000 population (LGBF)	£67,685.48	£83,841.20	£61,443.49	£42,007.08	£54,262.85	£45,268.34	£127,863.67	£43,534.24	£65,502.52	18/19 Rank 19 (Third Quartile) 17/18 Rank 6 (TOP Quartile). 16/17 Rank 26 (Bottom Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 15 (Second Quartile).
ECON7	Percentage earning less than the Living Wage (LGBF)	New for 2012/13		17.5%	17.8%	19.9%	23.3%	17.2%	13.8%	14.8%	18/19 Rank 2 (TOP Quartile) 17/18 Rank 1 (TOP Quartile). 16/17 Rank 3 (TOP Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 9 (Second Quartile).

Code	Title	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	
ECON8	Proportion of properties receiving superfast broadband (LGBF)	New for 2013/14			57%	66%	76%	85%	91.18%	91.6%	18/19 Rank 19 (Third Quartile). 17/18 Rank 19 (Third Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 19 (Third Quartile).
ECON10	Immediately available employment land	New for 2014/15				57.14%	57.14%	57.14%	55.49%	43.08%	18/19 Rank 16 (Second Quartile). 17/18 Rank 9 (Second Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 9 (Second Quartile).

Environmental Services

Code	Title	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	New for 2012/13		£4,725.00	£4,739.00	£8,761.00	£6,748.00	£5,847.00	£5,011.00	£4,817.00	18/19 Rank 13 (Second Quartile). 17/18 Rank 13 (Second Quartile). 16/17 Rank 16 (Second Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 28 (Bottom Quartile).
ENV5b	Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)	New for 2012/13		£9,591.64	£14,408.00	£9,208.00	£10,305.00	£10,559.00	£11,525.00	£8,474.00	18/19 Rank 3 (TOP Quartile). 17/18 Rank 8 (TOP Quartile). 16/17 Rank 5 (TOP Quartile). 15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).