

## Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service has been 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 Q4 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 planned to 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 undertaking 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 continue to provide a high level of customer satisfaction against an increasing demand upon the service and local development. In August 2019 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. The service continues with its customer service standards and is due to have its next audit in February 2021.

## 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.

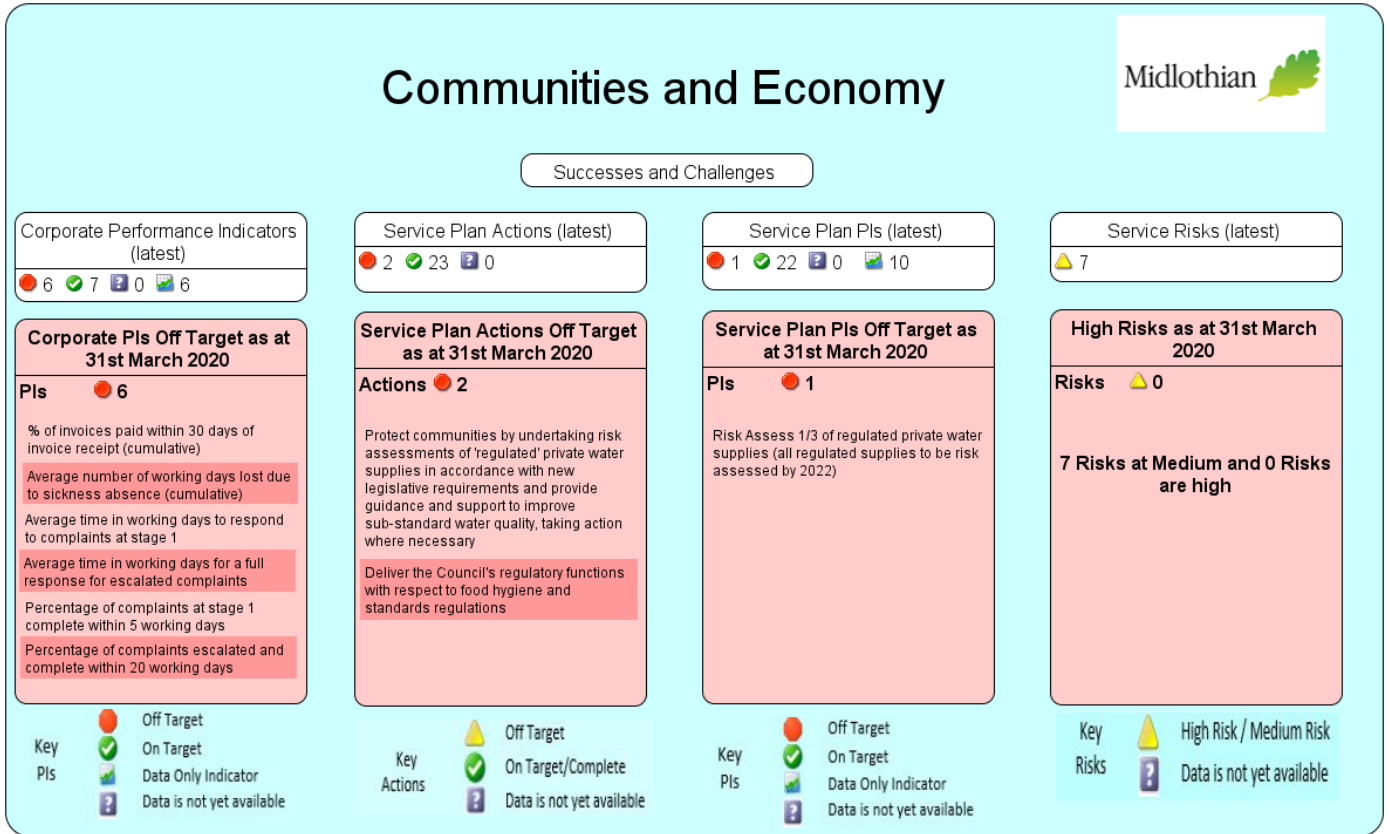
### Building Standards

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 Service Plan Dashboard



# Communities and Economy PI summary 2019/20



## 01.1 Making the Best Use of our Resources

| Priorities                    | Indicator  | 2018/19 | Q1 2019/20 | Q2 2019/20 | Q3 2019/20 | 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 | £2.908m    | £1.665m    | £1.573m    | £1.249m |        | Q4 19/20: On Target                                       |             | £1.793m               |                          |        |
| 02. Manage stress and absence | Average number of working days lost due to sickness absence (cumulative) | 4.92    | 1.15       | 1.55       | 5.32       | 5.59    |        | 19/20: Off Target Long and mid term absence under review. |             | 4.50                  | Number of days lost      | 368.71 |
|                               |  |         |            |            |            |         |        |   |             |                       | Number of FTE in service | 65.99  |

## 01.2 Corporate Health













| Priorities                          | Indicator  | 2018/19 | Q1 2019/20 | Q2 2019/20 | Q3 2019/20 | 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%  | 92.31%     | 76%        | 92%        | 100%    |        | 19/20: On Target   |             | 90%                   | Number of service & corporate priority actions    | 23  |
|                                     |  |         |            |            |            |         |        |  |             |                       |   | Number of service & corporate priority actions on tgt/completed |
| 04. Process invoices efficiently    | % of invoices paid within 30 days of invoice receipt (cumulative)                                | 93%     | 76%        | 77%        | 81%        | 86%     |        | 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)                      | 481   |
|                                     |  |         |            |            |            |         |        |  |             |                       |   | Number paid within 30 days (cumulative)                         |
| 05. Improve PI performance          | % of Service PIs that are on target/ have reached their target. (does not include Corporate PIs) | 73.68%  | 91.67%     | 76.19%     | 95%        | 95.65%  |        | 19/20: On Target   |             | 90%                   | Number on tgt/complete                            | 22  |
|                                     |  |         |            |            |            |         |        |  |             |                       |   | Total number of PI's  |
| 06. Control risk                    | % of high risks that have been reviewed in the last quarter                                      | 0%      | 0%         | 100%       | 100%       | 0%      |        | 19/20: No high risks to review this quarter, all medium risks have been reviewed.  |             | 100%                  | Number of high risks reviewed in the last quarter | 0   |
|                                     |  |         |            |            |            |         |        |  |             |                       |   | Number of high risks  |

## 01.3 Improving for the Future

| Priorities                      | Indicator  | 2018/19 | Q1 2019/20 | Q2 2019/20 | Q3 2019/20 | 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 % | 71.43 %    | 100%       | 57.14 %    | 100%    |  | <b>19/20:</b> On Target |  | 90%                   | Number of internal/external audit actions on target or complete | 3   |
|                                 |  |         |            |            |            |         |   |                         |   |                       |   | Number of internal/external audit actions in progress |

# Communities and Economy Complaints Indicator Summary

## 01.4. Commitment to valuing complaints

| Indicator   | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | Q4<br>2019/20 | 2019/20 |   |  | Annual<br>Target<br>2019/20 |
|---|---------|---------------|---------------|---------------|---------------|---------|---|--|-----------------------------|
|   | Value   | Value         | Value         | Value         | Value         | Value   | Status  | Note   |                             |
| Number of complaints received (quarterly)   | 31      | 11            | 6             | 3             | 6             | 25      |    | <b>19/20:</b> Data Only                                  |                             |
| Number of complaints closed in the year   | 31      | 6             | 4             | 3             | 4             | 19      |    | <b>19/20:</b> Data Only                                  |                             |
| Number of complaints upheld (quarterly)   | 5       | 0             | 0             | 0             | 1             | 1       |    | <b>19/20:</b> Data Only                                  |                             |
| Number of complaints partially upheld (quarterly)   | 3       | 1             | 0             | 0             | 0             | 1       |    | <b>19/20:</b> Data Only                                  |                             |
| Number of complaints not upheld (quarterly)   | 20      | 4             | 3             | 3             | 2             | 15      |    | <b>19/20:</b> Data Only                                  |                             |
| Average time in working days to respond to complaints at stage 1                                  | 8       | 4             | 5.33          | 4             | 5.67          | 4.85    |    | <b>19/20:</b> On Target                                  | 5                           |
| Average time in working days to respond to complaints at stage 2                                  | 31      | 24.5          | 18            | 21            | 0             | 22      |   | <b>19/20:</b> Off Target                                 | 20                          |
| Average time in working days for a full response for escalated complaints                         | 23.75   | 0             | 0             | 0             | 21            | 21      |  | <b>19/20:</b> Off Target                                 | 20                          |
| Percentage of complaints at stage 1 complete within 5 working days                                | 61.54%  | 100%          | 66.67%        | 100%          | 33.33%        | 69.23%  |  | <b>19/20:</b> Off Target                                 | 95%                         |
| Percentage of complaints at stage 2 complete within 20 working days                               | 0%      | 50%           | 100%          | 0%            | 100%          | 40%     |  | <b>19/20:</b> Off Target                                 | 95%                         |
| Percentage of complaints escalated and complete within 20 working days                            | 25%     | 100%          | 0%            | 100%          | 0%            | 0%      |  | <b>19/20:</b> Data Only<br>No complaints were escalated. | 95%                         |
| Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly) | 2       | 1             | 2             | 0             | 0             | 3       |  | <b>19/20:</b> Data Only                                  |                             |

# 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 |      | 100%     | <b>19/20:</b> On Target<br>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 |      | 100%     | <b>19/20:</b> On Target<br>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 |      | 100%     | <b>19/20:</b> On Target<br>Dalkeith BID project ongoing. Revised ballot tbc in 20/21.<br><br><b>MBTAG:</b> Scotland Starts Here campaign formally launched.<br><br>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<br><br><b>Tyne Esk LEADER:</b> No new projects as the current funding programme winds down. Focus on drawing down monies. |



04. Promote and implement support for businesses in Midlothian

| Code         | Action  | Due Date    | Icon  | Progress | Comment & Planned Improvement Action   |
|--------------|---|-------------|---|----------|--|
| PLACE.P.10.1 | Continue to promote and implement the business support provisions | 31-Mar-2020 |  | 100%     | <b>19/20:</b> On Target<br>Crowdfund Scotland programme ongoing, providing direct support for crowdfunding projects through Coach. 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 |  | 100%     | <b>19/20:</b> On Target<br>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%      | <b>19/20:</b> Off Target<br>Food Plan inspection Target was off by 45% at end Q4. – final figures for year. Prioritisation of high risk inspections and response work over medium risk inspections and sampling:<br>84% of high risk inspections due to end of inspection plan were completed.<br>33% of medium risk inspections due to end of the inspection plan were completed<br>98% of food related service requests responded to with 97% within target times<br>40% of planned Food sampling work was completed by end Q4. |
| CE.P.6.2 | Implement the new Residential Caravan Site Licensing Regime                                       | 31-Mar-2020 |  | 100%     | <b>19/20:</b> Completed<br>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 |  | 100%     | <b>19/20: On Target</b><br>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.   |
| CE.P.7.2 | Deliver statutory duty to identify and secure remediation of contaminated land        | 31-Mar-2020 |  | 100%     | <b>19/20: On Target</b><br>The update of the peer review process, which uses consultants secured through Scotland Excel Framework is complete and the new process has been implemented.<br><br>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. |
| CE.P.7.3 | Deliver specific parts of the Child Poverty Action Plan                               | 31-Mar-2020 |  | 100%     | <b>19/20: Complete</b><br>Midlothian Local Child Poverty Action Report 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.<br><br>A Local Child Poverty Scorecard is currently under development to monitor and feedback progress through the Board.   |


08. Building Standards






| Code         | Action  | Due Date    | Icon  | Progress | Comment & Planned Improvement Action  |
|--------------|---|-------------|---|----------|---|
| PLACE.P.17.8 | Continue to deliver a high quality customer focused Building Standards service. | 31-Mar-2020 |  | 100%     | <b>19/20: On Target</b><br>Midlothian Building Standards continues to provide a high quality standard of service to its customers, underpinned by clear and transparent communications. The service also understands its customer and stakeholder types and their differing needs. These insights and actions are taken and utilised to bring about a continuous improvement to the customer experience, which is regularly measured and assessed in the form of Customer Service Excellence audit. The service also has in place a continuous improvement plan, which form part of the nationally adopted Performance Framework which is updated quarterly and submitted to the Scottish Government on an annual basis |

## 09. Trading Standards


| Code         | Action  | Due Date    | Icon  | Progress | Comment & Planned Improvement Action   |
|--------------|---|-------------|---|----------|--|
| PLACE.P.16.1 | Identify and respond to 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 |  | 100%     | <b>19/20:</b> On Target<br>There have been 15 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.  |
| PLACE.P.16.2 | Gather information to maintain a good level of intelligence logging on the Memex sharing database.  | 31-Mar-2020 |  | 100%     | <b>19/20:</b> On Target<br>There have been 228 intelligence logs created in 2019/20. Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.  |
| PLACE.P.16.3 | Conduct routine risk assessed primary inspections to traders.   | 31-Mar-2020 |  | 100%     | <b>19/20:</b> On Target<br>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.  |
| PLACE.P.16.4 | Maintain a high resolution rate of consumer complaints.   | 31-Mar-2020 |  | 100%     | <b>19/20:</b> On Target<br>The completion rate continues to be maintained, with complaints being resolved for consumers in a timely manner.  |
| PLACE.P.16.5 | Conduct a programme of inspections and test purchasing to businesses to enhance tobacco enforcement   | 31-Mar-2020 |  | 100%     | <b>19/20:</b> On Target<br>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.10.2 | Draft a corporate climate change action plan. | 31-Mar-2020 |  | 100%     | <b>19/20:</b> On Target<br>Draft Strategy and Action Plan approved by CMT. Internal consultation currently being undertaken. |

| Code         | Action  | Due Date    | Icon  | Progress | Comment & Planned Improvement Action   |
|--------------|---|-------------|---|----------|--|
| CE.P.10.3    | Investment and actions in town centre   | 31-Mar-2020 |    | 100%     | <p><b>19/20:</b> On Target<br/> £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.</p> <p>£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.</p> |
| CE.P.10.4    | Manage the CO2 gas ingress to properties in Gorebridge  | 31-Mar-2020 |    | 100%     | <p><b>19/20:</b> On Target<br/> 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 Q4.</p>   |
| 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 |   | 100%     | <p><b>19/20:</b> On Target<br/> The review of the Council's network of NO2 diffusion tubes is complete and the revised locations 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 2019/20 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.</p>   |
| 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 |  | 90%      | <p><b>19/20:</b> Off Target<br/> 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. There are currently 38 Regulated supplies in Midlothian, assessment has commenced on 21 supplies with 90% of the 19/20 planned work programme having been completed.</p>  |
| PLACE.P.17.9 | Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).   | 31-Mar-2020 |  | 100%     | <p><b>19/20:</b> On Target<br/> 83% of Local and Major planning applications have been determined within target.</p>   |

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 |  | 100%     | <b>19/20:</b> On Target<br>Welfare Rights have generated £1,398,150.38 in Q4 taking the annual total to £4,411,105 |

# Communities and Economy PI Report 2019/20



## 01. Delivering Excellence

| PI Code   | PI  | 2018/19 | Q1 2019/20 | Q2 2019/20 | Q3 2019/20 | 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       |        |             | <b>19/20:</b> On Target<br>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 | Q1 2019/20 | Q2 2019/20 | Q3 2019/20 | 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     | 8          | 16         | 41         | 81      |        |             | <b>19/20:</b> Data Only |                       |           |

| PI Code   | PI  | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |        |                |   | Annual<br>Target<br>2019/20 | Benchmark |
|-----------|---|---------|---------------|---------------|---------------|---------|--------|----------------|---|-----------------------------|-----------|
|           |   | Value   | Value         | Value         | Value         | Value   | Status | Short<br>Trend | Note  |                             |           |
| CE.P.2.1b | Number of tourism businesses assisted in Midlothian area.               | 76      | 6             | 12            | 12            | 38      |        |                | <b>19/20:</b> Data Only<br>No new data available for Q4, information will be available at Q2 20/21. |                             |           |
| CE.P.2.1c | Number of new businesses locating in Borders Rail Corridor (cumulative) | 100     | 0             | 0             | 29            | 33      |        |                | <b>19/20:</b> Data Only   |                             |           |



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

| PI Code      | PI   | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |        |                |   | Annual<br>Target<br>2019/20 | Benchmark |
|--------------|--|---------|---------------|---------------|---------------|---------|--------|----------------|---|-----------------------------|-----------|
|              |  | Value   | Value         | Value         | Value         | Value   | Status | Short<br>Trend | Note  |                             |           |
| BS.CE.P.3.1a | Number of LEADER projects funded (cumulative)                        | 17      | 0             | 0             | 1             | 1       |        |                | <b>19/20:</b> Data Only<br>The Tyne-Esk Leader program is winding down and concentrating on releasing monies to projects.           |                             |           |
| CE.P.3.1c    | Number of new jobs created through LEADER (cumulative)               | 3       | 0             | 0             | 13            | 13      |        |                | <b>19/20:</b> Data Only<br>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             | 9             | 9       |        |                | <b>19/20:</b> Data Only   |                             |           |





04. Promote and implement support for businesses in Midlothian

| PI Code  | PI   | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |   |   |                  | Annual<br>Target<br>2019/20 | Benchmark |
|----------|--|---------|---------------|---------------|---------------|---------|---|---|------------------|-----------------------------|-----------|
|          |  | Value   | Value         | Value         | Value         | Value   | Status  | Short<br>Trend  | Note             |                             |           |
| 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%     | 25%           | 50%           | 75%           | 100%    |  |  | 19/20: On Target | 100%                        |           |





05. Easter Bush Development Board

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



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

| PI Code   | PI   | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |   |   |   | Annual<br>Target<br>2019/20 | Benchmark |
|-----------|--|---------|---------------|---------------|---------------|---------|---|---|---|-----------------------------|-----------|
|           |  | Value   | Value         | Value         | Value         | Value   | Status  | Short<br>Trend  | Note  |                             |           |
| CE.P.6.1a | % of food businesses deemed 'broadly compliant' with the food safety legislation | 82%     | 82%           | 82%           | 84%           | 84%     |  |  | <b>19/20:</b> On Target<br>This is an anomalous result given that there are now 2 risk rating schemes in operation. Broad compliance is only measuring against a subset of premises. A suitable replacement measure has not been implemented. | 84%                         |           |
| CE.P.6.2a | % of residential sites licensed  | 100%    | 75%           | 75%           | 100%          | 100%    |  |  | <b>19/20:</b> Complete  | 100%                        |           |





07. There is a reduction in inequality in health outcomes

| PI Code   | PI  | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |   |   |  | Annual<br>Target<br>2019/20 | Benchmark |
|-----------|---|---------|---------------|---------------|---------------|---------|---|---|--|-----------------------------|-----------|
|           |   | Value   | Value         | Value         | Value         | Value   | Status  | Short<br>Trend  | Note   |                             |           |
| CE.P.7.3a | Consult, Develop, Draft and finalise Midlothian Child Poverty Action Plan |         | 100%          | 100%          | 100%          | 100%    |  |  | <b>19/20:</b> Complete<br>Midlothian Local Child Poverty Action Report 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.<br>A Local Child Poverty Scorecard is currently under development to monitor and feedback progress through the Board. | 100%                        |           |
| CE.P.7.2a | Review and update contaminated land                                       | 100%    | 25%           | 75%           | 100%          | 100%    |  |  | <b>19/20:</b> Complete   | 100%                        |           |



| PI Code   | PI   | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |   |   |                 | Annual<br>Target<br>2019/20 | Benchmark |  |
|-----------|--|---------|---------------|---------------|---------------|---------|---|---|-----------------|-----------------------------|-----------|--|
|           |  | Value   | Value         | Value         | Value         | Value   | Status  | Short<br>Trend  | Note            |                             |           |  |
|           | procurement framework for the provision of peer review assessment of Environmental Reports – particular emphasis on quality and reporting times  |         |               |               |               |         |   |   |                 |                             |           |  |
| CE.P.7.1a | Convene a joint working group with relevant Council services including Development Management, Building Standards, Transportation, Environmental Health with a view to maintaining air quality thereby protecting human health | 100%    | 25%           | 50%           | 100%          | 100%    |  |  | 19/20: Complete | 100%                        |           |  |

#### 08. Building Standards





| PI Code   | PI  | 2018/19 | Q1<br>2019/20             | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |   |   |                  | Annual<br>Target<br>2019/20 | Benchmark |
|-----------|---|---------|---------------------------|---------------|---------------|---------|---|---|------------------|-----------------------------|-----------|
|           |   | Value   | Value                     | Value         | Value         | Value   | Status  | Short<br>Trend  | Note             |                             |           |
| CE.P.8.1b | Undertake annual focus group meetings with local architects | 100%    | Not measured for Quarters |               |               | 100%    |  |  | 19/20: On Target | 100%                        |           |
| CE.P.8.1c | Undertake annual one to one meetings with                   | 100%    | 25%                       | 50%           | 75%           | 100%    |  |  | 19/20: On Target | 100%                        |           |

| PI Code | PI  | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |        |                |      | Annual<br>Target<br>2019/20 | Benchmark |
|---------|---|---------|---------------|---------------|---------------|---------|--------|----------------|------|-----------------------------|-----------|
|         |   | Value   | Value         | Value         | Value         | Value   | Status | Short<br>Trend | Note |                             |           |
|         | major developers currently constructing within Midlothian |         |               |               |               |         |        |                |      |                             |           |

#### 09. Trading Standards



| PI Code           | PI  | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |        |                |                               | Annual<br>Target<br>2019/20 | Benchmark |
|-------------------|---|---------|---------------|---------------|---------------|---------|--------|----------------|-------------------------------|-----------------------------|-----------|
|                   |   | Value   | Value         | Value         | Value         | Value   | Status | Short<br>Trend | Note                          |                             |           |
| PLACE.P.16.4<br>a | Percentage of consumer complaints completed within 14 days. | 90.1%   | 94.8%         | 95.5%         | 93.2%         |         |        |                | Q4 2019/20 data not available | 90%                         |           |
| PLACE.P.16.2<br>a | Number of intelligence logs made                            | 274     | 63            | 138           | 183           |         |        |                |                               | 200                         |           |
| PLACE.P.16.3<br>a | Number of primary inspections conducted.                    | 193     | 28            | 63            | 87            |         |        |                |                               | 100                         |           |
| PLACE.P.16.5<br>a | Percentage of tobacco retailers visited annually.           | 36%     | 5%            | 9.3%          | 12.7%         |         |        |                |                               | 10%                         |           |

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


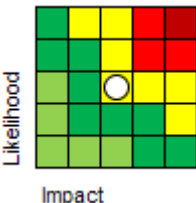

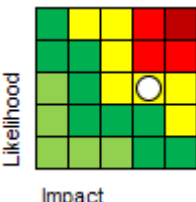
| PI Code    | PI  | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |   |   |                   | Annual<br>Target<br>2019/20 | Benchmark |
|------------|---|---------|---------------|---------------|---------------|---------|---|---|-------------------|-----------------------------|-----------|
|            |   | Value   | Value         | Value         | Value         | Value   | Status  | Short<br>Trend  | Note              |                             |           |
| CE.P.10.5a | Consultation with SEPA and Scottish Government and completion of review |         | 25%           | 40%           | 100%          | 100%    |  |  | 19/20: Complete   | 100%                        |           |
| CE.P.10.6a | Risk Assess 1/3 of regulated private water                              |         | 25%           | 25%           | 54%           | 54%     |  |  | 19/20: Off Target | 100%                        |           |


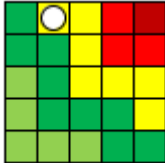

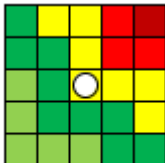
| PI Code    | PI  | 2018/19 | Q1<br>2019/20 | Q2<br>2019/20 | Q3<br>2019/20 | 2019/20 |        |                |   | Annual<br>Target<br>2019/20   | Benchmark |  |
|------------|---|---------|---------------|---------------|---------------|---------|--------|----------------|---|---|-----------|--|
|            |   | Value   | Value         | Value         | Value         | Value   | Status | Short<br>Trend | Note  |   |           |  |
|            | supplies (all regulated supplies to be risk assessed by 2022)   |         |               |               |               |         |        |                |   | It is estimated that there are currently 38 Regulated supplies in Midlothian. The supplies missed for this year will be re-scheduled for 2020/21. |           |  |
| CE.P.10.2a | Adoption of the Climate Change plan   | 25%     | 25%           | 50%           | 75%           | 100%    |        |                | 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%           | 100%    |        |                | 19/20: On Target<br>2019/20 is year 2 of the 3 year project.  | 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. |         | 25%           | 50%           | 75%           | 100%    |        |                | 19/20: On Target<br>2019/20 is year 2 of the 5 year 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     |        |                | 19/20: On Target<br>Regular updates continue to be provided to residents and to local members. Historical monitoring data is being reviewed to allow targeted gas monitoring work to be tendered. | Yes   |           |  |


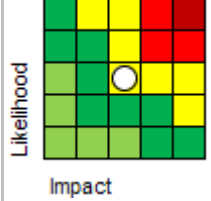
11. Poverty Levels in Midlothian overall are below the Scottish average


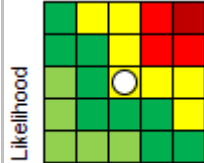

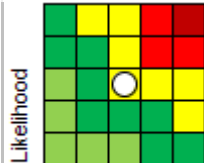
| PI Code    | PI                | 2018/19 | Q1<br>2019/20     | Q2<br>2019/20   | Q3<br>2019/20   | 2019/20           |   |   |  | Annual<br>Target<br>2019/20 | Benchmark |
|------------|-------------------|---------|-------------------|-----------------|-----------------|-------------------|---|---|--|-----------------------------|-----------|
|            |                   | Value   | Value             | Value           | Value           | Value             | Status  | Short<br>Trend  | Note   |                             |           |
| CE.P.11.1a | £500k per quarter |         | £1,065,44<br>0.38 | £992,692.<br>58 | £954,821.<br>55 | £4,411,10<br>5.00 |  |  | <b>19/20:</b> On Target<br>Welfare Rights have generated<br>£1,398,150.38 in Q4 taking the<br>annual total to £4,411,105 |                             |           |

# 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<br>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<br>02 - Identification of sufficient opportunities and Resources.  |  | Action plans from Staff survey to inform recruitment and training | <b>18/19:</b> On Target Each Service within ECE has a staff survey action plan in place. |  | 9          |
| CE.RR.01-03<br>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<br>- flagging of 'known' individuals / addresses on data management systems<br>- 'buddy' roles if appropriate<br>- whiteboards for staff movements and expected times<br>- mobile phones & Phone contact systems<br>- a corporate policy for dealing with 'Unacceptable Behaviour' is being developed |  | Staff Consultation  | <b>18/19:</b> On Target Staff survey action plans in place for all Services.             |  | 12         |

| Code & Title  | Risk Identification  | Risk Control Measure   | Risk Evaluation  | Related Action   | Related action latest note   | Current Risk Matrix   | Risk Score |
|---|--|--|--|--|--|---|------------|
| CE.RR.01-09<br>GENERIC –<br>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.<br>02 - P&D service management team to review regularly.<br>03 - Partnership Agreement<br>04 - Reporting line to Community Planning Working Group<br>05 - Subordinate groups report to the group<br>06 - Business calendar and timetable<br>07 - Agendas and minutes<br>08- Agreed outcomes and monitoring   |  | Community planning board and Sub groups                                  | <b>18/19:</b> Regular meetings with Community planning board and updates from each subgroup are reported.  |  <p>Likelihood</p> <p>Impact</p> | 10         |
| CE.RR.01-12<br>GENERIC –<br>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.<br>02 - Lead Officer Planning Obligations<br>03 - Local Development Plan<br>04 - Legal Agreements with developers<br>05 - Supplementary Guide to Developer Contributions<br>06 - Software system in place to track payments against developer contribution agreements.<br>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<br>CE.RR.01-12a | <b>Q3 18/19:</b> Draft guide prepared in advance of consultation/approval.<br><b>18/19:</b> All actions have been reviewed in Q4 2018/19. S75 officer continues to report to Management on developments and will report six monthly to asset management board. |  <p>Likelihood</p> <p>Impact</p> | 9          |

| Code & Title   | Risk Identification   | Risk Control Measure   | Risk Evaluation  | Related Action  | Related action latest note   | Current Risk Matrix   | Risk Score |
|--|---|--|--|-----------------|--|---|------------|
| CE.RR.01-23<br>ECONOMIC DEVELOPMENT – Challenging Midlothian job creation targets for 2020 | The Midlothian Economic Development Framework ( MEDF ) highlighted the target of creating 10,000 new jobs in Midlothian by 2020. This equates to 800 new jobs per annum. This figure was temporarily revised downwards to 500 new jobs per annum by the Community Planning Partnership's MBO sub group to take account of the ongoing economic downturn. The figure is measured through Annual Business Inquiry ( ABI ) statistics produced in late December each year.7 economic sector action plans are in place each containing a series of priority actions for the Council and other partners. In addition, the MBO sub group is currently leading on the development of a Midlothian Economic Recovery Plan. This should be available in Spring 2013 and will link closely to the Single Midlothian Plan which is also under development. | 01 - MBO Thematic Group members keep watching brief on new job creation targets.<br>02 - Thematic Group meetings generally held on a quarterly basis.<br>03 - Review/restructure of Economic Development<br>04 - New Economic Development Manager recruited and taking up post in February 2019. |  | Brexit planning | <b>Q3 19/20:</b> Community planning are working with Community partners and 3rd sector to constantly monitor and plan for Brexit. Regular updates are being sent to Cabinet and Council. |  | 9          |

| Code & Title  | Risk Identification  | Risk Control Measure   | Risk Evaluation  | Related Action                               | Related action latest note   | Current Risk Matrix  | Risk Score |
|---|--|--|--|--|--|--|------------|
| CE.RR.01-28<br>PLANNING POLICY AND ENVIRONMENT<br>- 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<br>02 - Senior Planning Officer leads<br>03 - Sustainable Development Framework in place with Action Plan to be replaced by a joint climate change and sustainability action plan agreed by CMT<br>04 - Divisional 'green' initiatives<br><br>06 - Biodiversity Plan and implementation of phase 1 of the Action Plan<br><br>08 - Climate Change and Sustainability Working Group |  | Climate Change and sustainability adaptation | <b>18/19:</b> A joint report was sent to Cabinet in November detailing progress towards and timeline for meeting Climate Change Declaration. | <br>Likelihood<br>Impact  | 9          |
| CE.RR.03-08 Failure to engage with people from equalities groups  | Equality groups have been given high priority in the consultation process and professional expertise has been sought from equality professionals. however a risk exists that the voices of minority groups could be missed in a neighbourhood plan consultation process. | 01. Joint working with Equality Engagement Officer to target key groupings within Neighbourhood Planning communities<br>02. EQIA Approach  |  |  |  | <br>Likelihood<br>Impact | 9          |



## Communities and Economy Balanced Scorecard Indicators



| PI Code        | Performance Indicator  | 2017/18    | 2018/19    | 2019/20    |        |             | Annual Target 2019/20 |            |
|----------------|--|------------|------------|------------|--------|-------------|-----------------------|------------|
|                |  | Value      | Value      | Value      | Status | Short Trend |                       | Note       |
| BS.CE.01       | Number of neighbourhood plans completed  | 15         | 15         | 15         | ✓      | ▬           | 19/20: On target      | 15         |
| BS.CE.10       | % premises to have access to next generation broadband Target – 98% by Dec 2017                    | 98.1%      | 98.4%      | 98.4%      | ✓      | ▬           | 19/20: On Target      | 98%        |
| BS.IOM.CE.1.1b | Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter | £3,704,161 | £3,352,380 | £4,401,850 | ✓      | ⬆           | 19/20: On Target      | £2,500,000 |

## Published Local Government Benchmarking Framework - Communities and Economy



### Economic Development and Planning

| Code  | Title  | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | External Comparison  |
|-------|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|--|
|       |  | Value   | Value   | Value   | Value   | Value   | Value   | Value   | Value   | Value   |  |
| ECON1 | Percentage of Unemployed People Assisted into work from Council (LGBF) |         |         | 8%      | 6.83%   | 12.33%  | 8.57%   | 16.44%  | 6.71%   | 25.47%  | 18/19 Rank 2 (TOP Quartile)<br>17/18 Rank 23 (Third Quartile).<br>16/17 Rank 9 (Second Quartile).<br>15/16 Rank 19 (Third Quartile).<br>14/15 Rank 15 (Second Quartile). |

| Code   | Title   | 2010/<br>11 | 2011/<br>12 | 2012/<br>13 | 2013/<br>14 | 2014/<br>15 | 2015/<br>16 | 2016/<br>17 | 2017/<br>18 | 2018/<br>19 | External Comparison   |
|--------|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---|
|        |   | Value       | Value       | Value       | Value       | Value       | Value       | Value       | Value       | Value       |   |
| 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)<br>17/18 Rank 19 (Third Quartile).<br>16/17 Rank 23 (Third Quartile).<br>15/16 Rank 9 (Second Quartile).<br>14/15 Rank 19 (Third Quartile). |
| ECON3  | Average time for Commercial planning application (LGBF)   |             |             | 26.3 weeks  | 54.9 weeks  | 9.9 weeks   | 7.9 weeks   | 8.4 weeks   | 7.3 weeks   | 8.5 weeks   | 18/19 Rank 19 (Third Quartile)<br>17/18 Rank 8 (TOP Quartile).<br>16/17 Rank 11 (Second Quartile).<br>15/16 Rank 9 (Second Quartile).<br>14/15 Rank 16 (Second 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)<br>17/18 Rank 6 (TOP Quartile).<br>16/17 Rank 26 (Bottom Quartile).<br>15/16 Rank 11 (Second Quartile).<br>14/15 Rank 15 (Second Quartile).  |
| ECON7  | Percentage earning less than the Living Wage (LGBF)   |             |             | 17.5%       | 17.8%       | 19.9%       | 23.3%       | 17.2%       | 13.8%       | 14.8%       | 18/19 Rank 2 (TOP Quartile)<br>17/18 Rank 1 (TOP Quartile).<br>16/17 Rank 3 (TOP Quartile).<br>15/16 Rank 17 (Third Quartile).<br>14/15 Rank 9 (Second Quartile).           |
| ECON8  | Proportion of properties receiving superfast broadband (LGBF)   |             |             |             | 57%         | 66%         | 76%         | 85%         | 91.18%      | 91.6%       | 18/19 Rank 19 (Third Quartile)<br>17/18 Rank 19 (Third Quartile).<br>16/17 Rank 19 (Third Quartile).<br>15/16 Rank 19 (Third Quartile).<br>14/15 Rank 19 (Third Quartile).  |
| ECON10 | Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan |             |             |             |             | 57.14%      | 57.14%      | 57.14%      | 55.49%      | 43.08%      | 18/19 Rank 16 (Second Quartile)<br>17/18 Rank 9 (Second Quartile).<br>16/17 Rank 9 (Second Quartile).<br>15/16 Rank 9 (Second Quartile).<br>14/15 Rank 9 (Second Quartile). |

## Environmental Services

| Code  | Title   | 2010/<br>11 | 2011/<br>12 | 2012/<br>13   | 2013/<br>14     | 2014/<br>15   | 2015/<br>16     | 2016/<br>17     | 2017/<br>18     | 2018/<br>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) |             |             | £4,725.<br>00 | £4,739.<br>00   | £8,761.<br>00 | £6,748.<br>00   | £5,847.<br>00   | £5,011.<br>00   | £4,817.<br>00 | 18/19 Rank 13 (Second Quartile)<br>17/18 Rank 13 (Second Quartile).<br>16/17 Rank 16 (Second Quartile).<br>15/16 Rank 17 (Third Quartile).<br>14/15 Rank 28 (Bottom Quartile). |
| ENV5b | Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)                           |             |             | £9,591.<br>64 | £14,408.<br>.00 | £9,208.<br>00 | £10,305.<br>.00 | £10,559.<br>.00 | £11,525.<br>.00 | £8,474.<br>00 | 18/19 Rank 3 (TOP Quartile) 17/18<br>Rank 8 (TOP Quartile). 16/17 Rank<br>5 (TOP Quartile). 15/16 Rank 3<br>(TOP Quartile). 14/15 Rank 3 (TOP<br>Quartile).                    |