

01. Progress in delivery of strategic outcomes and emerging challenges

The key drivers of change in delivery of sustainable and transformational services and regeneration of our communities must be treated holistically. The positive relationships established by Midlothian Council with our partners, private house builders, voluntary sector and the other partnerships are essential in developing a shared will to deliver on these outcomes.

Midlothian are taking a very positive and flexible approach to build momentum around the new supply recovery, as while there is a clear recognition that there will be a delay in starting and completing projects in the current five year programme and speculation about medium and long term impacts of the pandemic including the implications for the design of infrastructure we have progressed a quick review rather than a complete redraft to be able to progress this work through making changes to the Capital programme in Education, Housing and our strategic sites to take advantage of off the shelf opportunities or second hand purchases directed at meeting recovery objectives and supporting economic activity. This construction will directly support employment and wherever possible, new housing will be located close to good community facilities, shops and employment opportunities, with efficient and high quality public transport connections. New development shall be of high quality, balancing a desire for good contemporary design with respect for the area's heritage. The established community will benefit as much as possible from growth, through new affordable homes, enhanced employment prospects, improved education facilities and the development of green networks with opportunities for leisure and recreation.

Midlothian Council approved a new Economic Renewal Strategy, setting out its ambitious approach to managing the transition from lockdown and planning for the longer term challenges the local economy will face. The key aims are to protect jobs, preserve business and mitigate the adverse economic impact of COVID-19. Taking a partnership approach, the strategy will encourage entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery

Locality Place Service Delivery

As a consequence of the recent pandemic emergency a Locality approach to service delivery is being developed in conjunction with community planning partners for localised support, and the incorporation of enhanced ICT capabilities will bring opportunities for improved cross service working and efficiencies in the use of resources, localisation of services essential for future service delivery resilience. The rapid and reactive changes forced upon the Council as a result of the COVID pandemic has resulted in greater use of technology and a review of service requirements which in the medium to longer term will see a more rapid move towards improved performance and enhanced outcomes than was envisaged prior to the pandemic. The opportunity to review and redesign services that the pandemic has provided will result in a more strategic review of operational sites within local communities in order to better meet both service delivery requirements and efficiencies and local community and resilience planning needs over and above pre – pandemic.

Population growth over the next 10 to 15 years will see Midlothian remain the fastest growing Council in Scotland. A 0-15 population increase is projected at 20% and 75+ population increase is projected at 100% between 2014 and 2039. The impact of this means increased capacity within the school estate to cope with the projected increase in pupil numbers. General population increase placing additional demand on infrastructure and therefore increased pressure on services e.g. waste collection and growth of road network as new development roads are adopted.

As part of work to address the issue of significant population growth and demographic changes within Midlothian, it is Council's view that the key drivers of change in delivery of sustainable and transformational services and regeneration of our communities must be treated holistically. We have endorsed the Place Principle because we are committed to strengthening the co-ordination and integration of all place based activity. This means we will:

- consider the benefits of planning, investment and implementation activity at the regional level of place - where that focus could drive faster rates of sustainable and inclusive economic growth.
- ensure that place based work at the local level being led by Midlothian Council and its agencies/partnerships is taken forward in a way that is integrated and complementary of all the work being taken forward in associated policy areas and plans.

- exemplify the behaviours reflecting the core of the principle, working and planning together with our partners and local communities to improve the lives of people, support inclusive growth and create more successful places

In addition the vision for the Place is supported by the following key strategies;

- Medium Term Financial Strategy (MTFS)
- The Council's Capital Strategy (Including Housing Revenue account)
- The Climate Change Strategy

Outcomes

During Quarter 2, the Council approved the Climate Change Strategy at its meeting in August 2020. The Strategy incorporates an Action Plan with number of initiatives and ongoing programmes which together are helping to reduce our emissions and carbon footprint. Focus continues within the Place services to achieve future emissions targets.

There has been continued progress made towards ending the use of emergency bed and breakfast accommodation for homeless households. This is principally being achieved by expanding the shared accommodation project detailed in the Rapid Rehousing Transition Plan and utilisation of shared accommodation services. This has resulted in an increased number of properties that would normally be let as permanent tenancies being transferred to the temporary accommodation letting stock. This has partly been offset by flipping over temporary occupancy agreements into permanent Scottish Secure Tenancy Agreements at the request of households, reducing the time households spend in temporary accommodation, in accordance with the revised Housing Allocation Policy.

New build site opportunities are currently being considered at Shawfair (2 sites) and Roslin providing an additional 100 affordable rented properties. These sites are not currently included in the Council's affordable housing programme and will be included in the revised Strategic Housing Investment Plan to be submitted to the Scottish Government in December 2020.

The Education Learning Estate Strategy programme has been developed and is subject to regular review meetings planned with Education and stakeholders to ensure effective monitoring, reporting and delivery of improvement and expansion of the Education estate including early years provision. This currently covers approximately 30 projects at various stages of development.

A full evaluation was carried out of all current and planned construction projects and resourcing reviewed, to take advantage of off the shelf opportunities or second hand purchases directed at meeting recovery objectives and supporting economic activity, and ensure appropriate resourcing remains in place to progress all construction projects effectively (comprising approximately 70 projects).

Town Centre Capital Fund: A total of seven applications were approved totalling awards of £910,000. 2 projects are complete, 3 are in the final administration phase and the Penicuik Town Hall project, the largest grant awardee has completed the installation of publicly accessible WIFI in the Town Hall. The major works will commence on site in October 2020 and will be completed prior to the September 2021 deadline.

On 21st September 2020 Midlothian Council accepted a further £331,000 from the Scottish Government's £30 Million capital contribution into regeneration in 2020/21, part of the £230 million economic recovery stimulus package. Expenditure should be complete by 31st March 2021.

The Capital roads programme for carriageway and footway renewal/improvement schemes commenced at the end of June 2020, following easing of Covid-19 lockdown restrictions. At the end of Q2, 25% of 24 individual carriageway schemes were completed equating to 1.64 km of carriageway resurfacing.

Improvement works to ensure access for all abilities to our Towns parks and play areas continue to progress with work completed for Scots Corner early learning and childcare centre in Penicuik. Ongoing works for various other sites are ongoing including a consultation phase with primary schools throughout the area. In partnership with volunteers the landscaping team remains focused on developing and maintaining walking and cycling routes, taking opportunities to publicise and promote co-production with communities.

Waste Services successfully applied for £20,000 of funding from Zero Waste Scotland to implement social distancing measures at the two Recycling Centres which will allow Penicuik Recycling Centre to re-open in quarter 3. This quarters community waste activities have focussed on supporting the reuse cabin at Stobhill recycling centre and continued support from community clear ups and litter picks.

Challenges

The challenge across Place services continues to grow, particularly when we are also faced with managing the COVID response and with a growing and ageing population and the increasing demand for services that this will bring. So far, we have reshaped council services and made changes to the way we work. These changes are evidenced in the delivery of new affordable homes, new schools, improved positive destinations for school leavers and the arrival of the Borders railway as well as new initiatives such as Energy from Waste Plant, Destination Hillend and reducing our offices and other property assets.

Quarter 2 has continued to bring challenges with the COVID pandemic and much resource has been required in many areas in response, such as Environmental Health as the test and protect system begins to identify locations associated with positive cases as well as the changes to the regulatory position and associated guidance. Similarly our Health and Safety team have been supporting the challenges of workplace risk and contingencies. Additional cleaning services have been implemented to carry out touch point cleaning throughout the day and sanitising/fogging of classrooms within schools where positive Covid cases are reported. In support of businesses, Economic Development administered the Newly Self Employed Hardship Fund and Covid Business support packages delivered between April and August 2020, with new packages coming forward for quarter 3 with £161,000 of funding being awarded in total.

Place

Successes and Challenges

Corporate Performance Indicators (latest)

● 6 ● 6 ? 0 📄 7

Service Plan Actions (latest)

▲ 3 ● 5 ? 0

Service Plan PIs (latest)

● 11 ● 12 ? 1 📄 14

Service Risks (latest)

▲ 67

Corporate PIs Off Target

PIs ● 6

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

Performance against revenue budget

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

% of internal/external audit actions progressing on target or complete this quarter.

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints escalated and complete within 20 working days

Service Plan Actions Off Target

Actions ▲ 3

Designate housing for particular needs with existing and new build stock

Complete survey and report into EESH compliance of Midlothian social housing.

Undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard.

Service Plan PIs Off Target

PIs ● 11

Percentage of consumer complaints completed within 14 days.

% of the footpath network resurfaced (cumulative)

Number of social housing completions

Number of volunteer hours in countryside sites

Number of property reviews implemented (cumulative)

Income identified for the Council by sourcing third party opportunities through land & countryside working on hard and soft landscaping

Measure satisfaction relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service

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

Percentage of housing units provided for particular needs with existing and new build stock.

Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria

Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria

High Risks

Risks ▲ 0

There are no High Risks

● Off Target
 Key ● On Target
 PIs 📄 Data Only
 ? Data Not Yet Available




▲ Off Target
 Key ▲ On Target/Complete
 Actions ● On Target/Complete
 ? Data Not Yet Available

● Off Target
 Key ● On Target
 PIs 📄 Data Only
 ? Data Not Yet Available





Key ▲ High Risk/Medium Risk
 Risks ? Data Not Yet Available


Place PI summary

1. Making the best use of our Resources


Priorities	Indicator	Q2 2019/20	Q2 2020/21				Annual Target 2020/21	Feeder Data	Value
		Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget		£31.461 m		Q2 20/21: Off Target the projected overspend will be addressed via financial monitoring and reporting.		£30.016 m		
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.26	4.16		Q2 20/21: Data only New service, baseline data will be established to determine an annual target to work towards. The average days lost up to this quarter is considerably lower. This is because COVID related sickness absence or otherwise is not included in the calculation of 'average days lost due to sickness absence' and therefore is not reflected in this figure.			Number of days lost	
								Number of FTE in service	

2. Corporate Health

Priorities	Indicator	Q2 2019/20	Q2 2020/21				Annual Target 2020/21	Feeder Data	Value
		Value	Value	Status	Note	Short Trend			
03. Complete all service priorities	% of service priorities on target / completed, of the total number		62.5%		Q2 20/21: Off Target Project for EESH compliance and upgrades to Scottish Housing Quality Standard are off target this quarter due to the delay as a result of COVID. Works have since resumed.		90%	Number of service & corporate priority actions	8
								Number of service & corporate priority actions on tgt/completed	5
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)		91%		Q2 20/21: On Target		90%	Number received (cumulative)	8,007
								Number paid within 30 days (cumulative)	7,306
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)		71.05%		Q2 20/21: Off Target Many of the performance indicators off target this quarter is a direct result of the COVID restrictions. For example, delays in construction for housing builds, delays in Scottish Housing Quality Standard (SHQS) programmes. Delays to Roads and Landscaping works and reviews of commercial rents. Plans are in place to restart programmes during quarter 3.		90%	Number of PIs on tgt/complete	27
								Total number of PIs	38













06. Control Risk	% of high risks that have been reviewed in the last quarter		100%		Q2 20/21: On Target All risks have been reviewed.		100%	Number of high risks reviewed in the last quarter	1
								Number of high risks	1

3. Improving for the Future


Priorities	Indicator	Q2 2019/20	Q2 2020/21				Annual Target 2020/21	Feeder Data	Value
		Value	Value	Status	Note	Short Trend			
07. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.		57.14%		Q2 20/21: Off Target Audits actions off target relate to commercial rents and asset register which has been delayed due to the focus placed on asset valuation for final accounts. Actions to complete commercial rents will take place during Quarter 3.		90%	Number of internal/external audit actions on target or complete	8
								Number of internal/external audit actions	14

Place Complaints Indicator Summary



Commitment to valuing Complaints

Indicator	Q2 2019/20	2019/20	Q2 2020/21			Annual Target 2020/21
	Value	Value	Value	Status	Note	
Number of complaints received (quarterly)			1,895		Q2 20/21: Data only	
Number of complaints closed in the year			1,820		Q2 20/21: Data only	
Number of complaints upheld (quarterly)			1,773		Q2 20/21: Data only	
Number of complaints partially upheld (quarterly)			13		Q2 20/21: Data only	
Number of complaints not upheld (quarterly)			18		Q2 20/21: Data only	
Average time in working days to respond to complaints at stage 1			2.26		Q2 20/21: On Target The majority of complaints against the Place service are responded to at stage one and dealt with at first point of contact.	5
Average time in working days to respond to complaints at stage 2			10		Q2 20/21: On Target	20
Average time in working days for a full response for escalated complaints			13.67		Q2 20/21: On Target	20
Percentage of complaints at stage 1 complete within 5 working days			90.47%		Q2 20/21: Off Target Performance Officer will continue to work with services to look at training requirements to extend stage 1 complaints where complex in nature and more time is required to investigate fully. Discussions taken place surrounding the recording of waste/road complaints in line with service standards. Due to COVID, work on progressing this was postponed. In general a high number of complaints are dealt with by the Place Service within 4 days.	95%
Percentage of complaints at stage 2 complete within 20 working days			100%		Q2 20/21: On Target All stage 2 complaints complete within timescale.	95%
Percentage of complaints escalated and complete within 20 working days			66.67%		Q2 20/21: Off Target 3 out of 1895 complaints escalated this quarter.	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)			0		Q2 20/21: Data only	


01. Reduce Health inequalities

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PLACE.P.1.1	Provide quality nutritional school meals	31-Mar-2021		50%	Q2 20/21: On Target Packed lunches provided for P1 to P3 school meals, a hot option will be added from November. New menus have drafted that meet the new nutritional guidelines that come into force from April 2021.



03. Deliver further affordable housing

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PLACE.P.3.1	Complete Phase 2 and progress Phases 3 and 4 of HRA social housing and new build programme	31-Mar-2021		50%	Q2 20/21: On Target 6 sites in construction at this time in Penicuik, Loanhead, Bilston, Loanhead and Gorebridge. 7 sites under preconstruction.
PLACE.P.3.2	Designate housing for particular needs with existing and new build stock	31-Mar-2021		45%	Q2 20/21: Off Target Delayed site start at Gorebridge pending outcome of peer review however will start during Quarter 3. Extra care housing sites at Dalkeith and Bonnyrigg anticipated to start during quarter 3.


04. Increase provision of accommodation for homeless households

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PLACE.P.4.1	Stop using Bed and Breakfast accommodation by end of 2020	31-Mar-2021		50%	Q2 20/21: On Target Good progress is being made to end the use of bed and breakfast accommodation and ensure compliance with the Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2020. This will be achieved during Q3 2020.


05. Housing: Engage with house builders on insulation, energy efficiency and biodiversity mitigations

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PLACE.P.5.1	Complete survey and report into EESH compliance of Midlothian social housing.	31-Mar-2021		0%	Q2 20/21: Off Target Projects delayed due to COVID. Restart organised for late October.
PLACE.P.5.2	Undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard.	31-Mar-2021		0%	Q2 20/21: Off Target Projects delayed due to COVID. Restart organised for late October.

08. Economic development: Integrate Midlothian with the regional economy and promote the region internationally






Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PLACE.SMP.8 .1	Deliver on the objectives set out in the Strategy for Growth 2020-25	31-Mar-2021		50%	<p>H1 20/21: On Target An Addendum of the Economic Renewal Strategy to The Council's Strategy for Growth 2020-25 was published in June 2020 in response to Covid 19. The Strategy aims to mitigate the adverse economic impact on the local economy from Covid-19, protecting jobs and aiding business recovery utilising a place based partnership approach that can maximise on the opportunities developing from the pandemic.</p> <p>We have strengthened our relationships with partners, actively seeking synergies between our services.</p> <p>SDI engagement has developed an external route to ROW for Midlothian opportunities – further work internally required to identify opportunities for inward investment.</p>

10. Economic Development: Increase economic participation




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-2021		50%	<p>Q2 20/21: On Target Increased promotion of the Business Gateway Service via case studies, features and social posting on Locate in Midlothian (LIM) channels. LIM hosts a jobs page which is receiving good levels of traffic, these pages are complimented by employability support services provided by the Council and Third Sector partners.</p> <p>Business Gateway service provision has returned to start and growth support albeit it at a lower level than pre pandemic. Recovery/survivability support still required and anticipated to continue for the hospitality sector.</p>

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					Progress estimated at 40%, due to the impact of Covid and as national statistics do not yet reflect the impact.



01. Reduce Health inequalities

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)			0			Q2 20/21: Data only Bacs payments made for free meal entitlement due to Covid restrictions, all other pupils have been asked to bring in packed lunches.		
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)			0			Q2 20/21: Data only Bacs payments made for free meal entitlement due to Covid restrictions, all other pupils have been asked to bring in packed lunches.		
PLACE 1.1c	Number of Free school meals provided (Primary 1-3) (quarterly)			73,370			Q2 20/21: Data only 73,370 packed lunches provided due to Covid restrictions.		



03. Deliver further affordable housing



PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
P.SG.CHS.2.1a	Number of social housing completions	59	78	0			Q2 20/21: Off Target Number of site delays due to the Covid pandemic. There will be a significant increase in activity during Q3.	100	
PLACE.P.3.2b	Percentage of housing units provided for particular needs with existing and new build stock.	0	2	0			Q2 20/21: Off Target Specialist housing included in Clerk Street, Loanhead, Kirkhill and Penicuik developments (estimated handover Q3 and Q4 2020/21).	10	

04. Increase provision of accommodation for homeless households






PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21			Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend		
BS.PLACE.P.4.2a	Re-let time permanent properties (calendar days)	52 days	54 days	21 days			45 days	14/15 SHBVN peer group average 42 days
PLACE.P.4.2b	Re-let time temporary accommodation properties	42	51	24				

05. Housing: Engage with house builders on insulation, energy efficiency and biodiversity mitigations

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21			Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend		
PLACE.P.5.2a	Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	100%	98.9%	98.9%			100%	

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.5.2c	Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	100%	99.6%	99.6%			Q2 20/21: Off Target 99.6% of Midlothian Council houses are 'Healthy, Safe & Secure. Upgrades Postponed during last quarters due to COVID. Restart organised for late October.	100%	




10. Economic Development: Increase economic participation

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.10.2a	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)	100%		100%			Q2 20/21: On Target Building Standards continue to meet the challenge of providing a fast track building warrant application service for those applications 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.	80%	
PLACE.SMP.10.1a	Number of new Business Start Ups assisted (cumulative)	16		92			Q2 20/21: Data Only We have had a significant increase in pre start enquiries for this period, it would seem that many of these were exploration due to job loss risk/uncertainty so most have not progressed to launch. During September this has shifted to higher level of starts launching.		
PLACE.SMP.10.1c	Number of inward investment / indigenous investment enquiries received for sites/premises in Midlothian area.	201		59			Q2 20/21: Data Only Enquiries include commercial planning and building control applications.		



12. Environment: Increase active travel

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.12.1a	Percentage of car journeys to school (annual measure)			N/A			Q2 20/21: Data not available This will be available next quarter.	0	

13. Environment: Implement the local biodiversity plan

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.13.1a	Number of volunteer hours in countryside sites	5,358	9,714	396			Q2 20/21: Off Target Due to Covid Volunteering has been severely restricted.	9,000	
PLACE.P.13.2a	Number of parks for which quality plans have been implemented (cumulative)	6	6	6			Q2 20/21: On Target All plans for year complete. ie. for the six potential Green Flag sites	6	

14. Accelerate growth through infrastructure upgrades







PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.21%	0.47%	0.1%			Q2 20/21: Off Target Due to late start of the programme and limited available resources – 0.67km of footway resurfaced to end of Q2.	0.56%	Internal programme of works - benchmark against target







15. Environment: Implement climate change strategy

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.15.1 a	Total savings in street lighting carbon emissions (cumulative)	443 Tonnes	1206 Tonnes	564 Tonnes			Q2 20/21: Data Only Reduction due to replacing column and LED lanterns		
PLACE.P.15.1 b	Number of lighting columns replaced (cumulative)	348	959	465			Q2 20/21: On Target	700	
PLACE.P.15.4 a	Reduce expenditure on Travel costs (staff)	£229,662	£440,250	£135,051			Q2 20/21: On Target Overall 41.19% decrease compared to Q2 19/20. Monitoring will continue.	£370,000	
PLACE.P.15.5 a	Achieve 5% reduction in transport costs (cumulative)	£1,950,000	£5,268,264	£1,572,279			Q2 20/21: On Target £259,880 for taxis across all services, £898,078 for external hire of vehicles (including contract vehicles, £100,863 on fuel and £313,458 for internal recharges.	£5,398,850	

16. Improve health and wellbeing for people living and working in Midlothian and safeguard our communities




PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.16.4 a	Percentage of consumer complaints completed within 14 days.	95.5%		75.6%			Q2 20/21: Off Target The completion rate is 75%, resolved in less than 14 days. However, this timescale is not always within service control e.g awaiting responses from complainants and traders. Of 110 "consumer complaints" received within the first half of the year and completed, 83 were completed within less than 14 days, making 75.5%. Staff have also proactively intervened in 17 Notifications received from Advice Direct Scotland. 13 of 17 were completed within 14 days, making a combined percentage of 75.6%	90%	








PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.16.10	Number of businesses where engagement required (Health Protection Team requests/COVID-19)			7			<p>Q2 20/21: Data Only NHS Lothian Health Protection Team request Environmental Health to undertake assessment of premises regards Covid-19 controls in premises of concern as identified through Test and Protect.</p> <p>These cases are given high priority and receive prompt action.</p> <p>Note this measure does not include interventions conducted by EH regards Covid compliance based on local knowledge/intelligence.</p>		
PLACE.P.16.13a	Number of out of control dog investigations conducted			33			<p>Q2 20/21: Data only 100% of those cases reported, which in terms of the Dog Control Enforcement Protocol fell under the control of the LA, were investigated</p>		
PLACE.P.16.13b	Percentage of dog control investigations requiring statutory enforcement action (DCN)			15.15%			<p>Q2 20/21: Data only Dog Control Notices were served in all incidents where sufficient evidence was available to demonstrate that a dog had been out of control.</p>		
PLACE.P.16.14a	Proportion of fly tipping incidents removed within 5 working days (quarterly)	100%	100%	100%			<p>Q2 20/21: On Target 171 incidents of Fly tipping reported during Q2. Of the 153 on Council land 100% were removed within 5 days.</p>	100%	
PLACE.P.16.15a	Percentage of all Public Health Service requests responded to			77%			<p>Q2 20/21: Data only This figure reflects those cases where response has been recorded in the DMS. The service has been impacted by the diversion of Environmental Health resources to proactively deal with the Covid-19 pandemic. It is further impacted by a number of staff vacancies and absence. A backlog in updating the DMS may have resulted in an artificially reduce figure.</p>		
PLACE.P.16.15b	Percentage of all Public health service requests			54%			<p>Q2 20/21: Data only</p>		

PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
	responded to within the required timescale							As a direct result of the diversion of Environmental Health resources to proactively deal with the Covid-19 pandemic the response times for some service requests has been impacted.	
PLACE.P.16.2 a	Number of intelligence logs made	138		63				Q2 20/21: On Target There have been 116 intelligence logs created in the first half of 20/21. Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.	200
PLACE.P.16.3 a	Number of primary inspections conducted.	63		42				Q2 20/21: On Target 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. This year most of the primary inspections have been made to farms which were not planned at the start of the year.	100
PLACE.P.16.5 a	Percentage of tobacco retailers visited annually.	9.3%		9.2%				Q2 20/21: On Target Routine inspection/advice visits are maintained, but no test purchasing has been organised due to resource issues. Due to lockdown restrictions in quarter 1 there were no visits carried out however 12 visits were made in quarter two. Due to the changing marketplace (no sales in pubs and a rise in NVP sales), the number of registered sellers has reduced to around 131 from 142 last year. 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 27 and is likely to be met. During these visits, staff will impress upon retailers the requirement to be registered to sell NVP as well as tobacco if they do so. The nationally set target for test purchase visits is 10% (therefore approx. 13 in number). This figure can only be approached if Test	10%



PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
							Purchasing is organised during the reporting year.		

17. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity


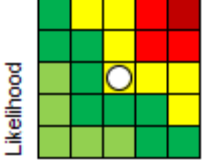

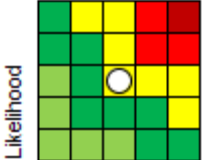

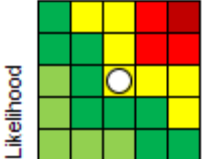

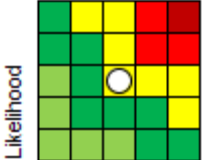
PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)			21,470			<p>Q2 20/21: Data only Enhanced cleaning taking place in all schools due to the Covid pandemic, additional staff relocated to carry out touch point cleaning throughout the day. Additional Janitorial services have also been implemented to help with the Covid pandemic. Sanitising/fogging of classrooms and schools also getting carried out when a positive case is reported. Budgeted weekly hours are 2105, currently 2825 hours used per week due to Covid measures.</p>		
PLACE 17.1b	Total hours used for cleaning in secondary schools (quarterly)			12,403.2			<p>Q2 20/21: Data only Enhanced cleaning taking place in all schools due to the Covid pandemic, additional staff relocated to carry out touch point cleaning throughout the day. Additional Janitorial services have also been implemented to help with the Covid pandemic. Sanitising/fogging of classrooms and schools also getting carried out when a positive case is reported. Budgeted weekly hours are 1392, 1632 hours used per week due to Covid measures.</p>		
PLACE 17.1c	Total hours used for Janitorial services in schools (quarterly)			10,871.8			<p>Q2 20/21: Data Only Enhanced cleaning taking place in all schools due to the Covid pandemic, additional staff relocated to carry out touch</p>		


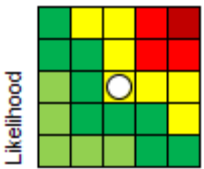

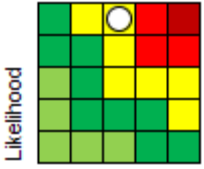
PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
							point cleaning throughout the day. Additional Janitorial services have also been implemented to help with the Covid pandemic. Sanitising/fogging of classrooms and schools also getting carried out when a positive case is reported. Budgeted weekly hours are 1140, 1430.5 hours used per week due to Covid measures.		
PLACE.P.17.2 a	Number of property reviews implemented (cumulative)	20	25	0			Q2 20/21: Off Target No reviews have been implemented due to Market uncertainty and lack of general evidence. Recent letting will assist in this regard and any further lettings will allow reviews to be acted upon.	25	
PLACE.P.17.4 a	Income identified for the Council by sourcing third party opportunities through land & countryside working on hard and soft landscaping	£67,000	£301,662	£35,000			Q2 20/21: Off Target No work possible in quarter one due to Covid restrictions. In Q2 some project work has been undertaken. Larger contracts to be undertaken in quarter 3 and 4. Recruitment of staffing of hard landscape squad an issue affecting income. Posts to be re advertised quarter 3	£500,000	
PLACE.P.17.8 a	Measure satisfaction relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service	97.9%		75%			Q2 20/21: Off Target Satisfaction rates for this quarter have dropped. The Q2 figure is based on one return feedback for this quarter. Although the rate have dropped the feedback completed was satisfactory. Building standards are looking at ways to encourage more feedback to gain a more realistic perception of the service and improve the satisfaction rate. .	90%	
PLACE.P.17.9 a	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	79%		71%			Q2 20/21: Off Target 71% of planning applications have been determined within target.	80%	82% of planning applications were determined within target in 2018/19.


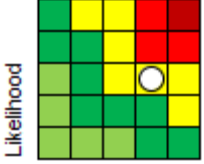
18. Local Government Benchmarking Framework


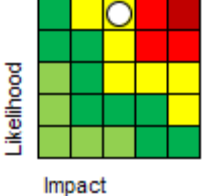

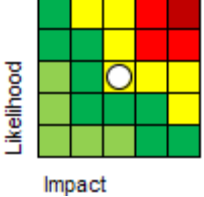

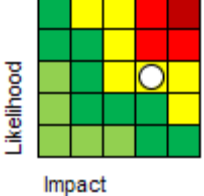
PI Code	PI	Q2 2019/20	2019/20	Q2 2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Status	Short Trend	Note		
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	100.0%	100.0%	100.0%			Q2 20/21: On Target 100% of Midlothian council houses are energy efficient.	100.0%	18/19 Rank 12 (Second Quartile) 17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).


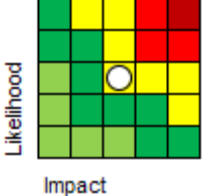

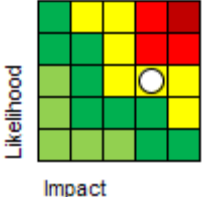
Place Service Risks


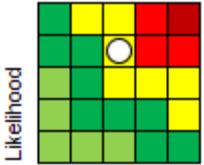

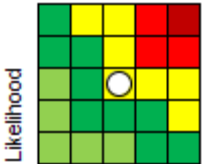

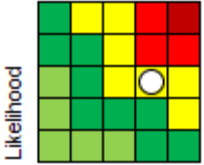
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
CE.ED.RR.01-05 Programme Audit	Documents kept for audit are not enough to satisfy Scottish Governments scrutiny	01 Ensure all documents are available on request and that all expenditure can be accounted for e.g. bankstatements, invoices, payslips and travel costs. 02 Tyne Esk LEADER have now been internally audited and received a monitoring visit from the Scottish Government and no major issues were found				 Likelihood Impact	9
CE.ED.RR.01-08 Brexit	The programme finishes early and funding ceases	Follow processes that will be given by Scottish government				 Likelihood Impact	9
CE.ED.RR.01-09 Changes to the programme	Scottish Government change the funding conditions, eligibility or monetary allocation	Follow processes that will be given by Scottish government				 Likelihood Impact	9
CE.RR.01-23 ECONOMIC DEVELOPMENT – Challenging Midlothian job	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	01 - MBO Thematic Group members keep watching brief on new job creation targets. 02 - Thematic Group meetings generally held on a quarterly basis.		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	 Likelihood Impact	9


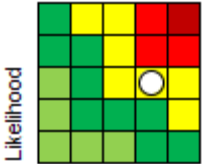

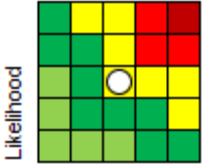
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
creation targets for 2020	revised downwards to 500 new jobs per annum by the Community Planning Partnership's MBO sub group to take account of the ongoing economic 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.	03 - Review/restructure of Economic Development 04 - New Economic Development Manager recruited and taking up post in February 2019.			being sent to Cabinet and Council.		
CE.RR.02 Maintaining the impetus of activity to complete delivery of Gorebridge Connected and Penicuik CARS/TH	Ensuring adequate resources are available to make good progress on the Gorebridge Connect Scheme and Penicuik Conservation Area Regeneration Scheme (CARS) and Townscape Heritage (TH).	1. Penicuik TH/CARS Project Team receives regular progress reports 2. Gorebridge Connect established as part of Border Rail Blue Print project					9
PL.IR.01 Ironmills Landslip	Risk Cause: Loose ground material on top of hard rock surface on steep incline and potential water ingress. Risk Event: The hillside opposite Dalkeith cemetery containing the footpath to Ironmills park has slipped repeatedly	<u>Established controls:-</u> 01 - Midlothian Council's Landscape Service have closed the area at risk to members of the public by using herras fencing.		Remedial work at Ironmills	Q4 19/20: Off Target The site continues to be monitored however due to staff reductions this will now be on a quarterly basis. There continues to be movement of the slope and subsidence adjacent to the Larch retaining wall.		15


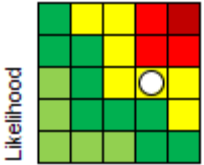

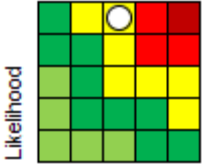

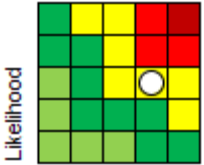
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	<p>Risk Effect: Resulting in the footpath having to be closed for public safety.</p>				<p>. When there is a 3 month period without slippage, the L&C Manager will consider opening the access but would actively seek funding to do so after a 6 month period without slippage. . There are thoughts on an alternative route involving a new bridge over the river. It would cost in the region of £175k but there is no current funding available for this project.</p>		
<p>PL.LS.O.02.01 Commercilisation</p>	<p>Risk Cause: Land Services have a range of skilled operatives and specialist equipment to support the service to deliver a range of hard and soft landscaping services. This places the service in a strong position to sell services to the private sector which the service are experienced and equipped to deliver. This creates the potential for the service to generate an income stream to offset the cost of other elements of the service. The current income target for hard landscaping work is £100k per anum.</p> <p>Risk Event: Challenges with internal monitoring systems to track income, material spend against jobs</p>	<p>1. Introducing 'Total' to manage contract work.</p>					<p>12</p>


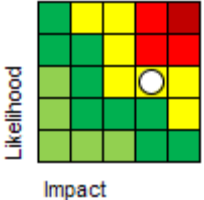

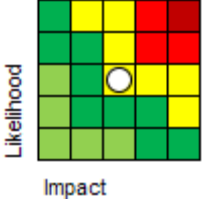

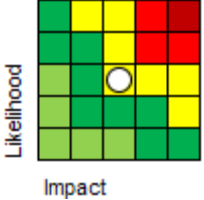
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Risk Effect: Market forces impacting ability to make a return						
PL.LS.R.02.07 Ash die back	<p>Risk Cause: Tree developing Ash die back</p> <p>Risk Event: Tree affected</p> <p>Risk Effect: Risk to people and property if tree falls, in the event of a more significant impact within Midlothian there would be a corresponding cost impact which could be substantial e.g. between £25 - £100k per annum until resolved.</p>	<p>1. Monitoring of trees where concern about Ash die back is raised.</p> <p>2. Current national mapping shows light impact on Midlothian area.</p> <p>3. Where required trees cut back/cut down.</p>					15
PL.OP.01-1 ESTATES – Investment in Commercial Properties	<p>Opportunity</p> <p>1 - Investment is likely improve the Capital Value of the property</p> <p>2 - Likely to assist in attracting better quality tenants</p> <p>3 - Investment in the fabric will extend the life span and repay the investment made over time</p>						9
PL.R.EH.01a The Environmental Health service staffing levels are creating and increasing risks	<p>The Financial Strategy 2018 required EH to make significant savings. Only possible through staff reductions -33% reduction in Food & Safety and 25% reduction in Public Health. This revised level of staffing means that the Local Authority Statutory duties which are charged to Environmental Health cannot be delivered in full. The risk to public health is increasing.</p>	<p>1. Enforcement is being targeted to the known highest risk matters but there is a significant risk that i) not all high risk matters can be inspected or investigated and ii) those matters considered to be lower risk in 2018 will become higher risk and remain unidentified and iii) that new emerging risks will remain undetected</p>					12


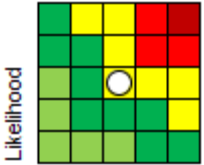

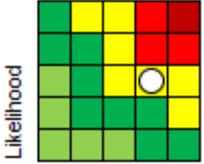
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		2. Recruitment to 2 additional EHO new roles with recruitment progressing					
PL.R.EH.01b Statutory duty to enforce the provisions of the Health & safety at Work etc Ac	33% reduction in staffing in the F&S Team means that there may be failure to meet the statutory duties of the H&SAWA. This may which can result in businesses H&S compliance levels decreasing and may contribute to ill-health / death. There is no capacity to transfer staffing from the Public Health team to address this matter given the 25% FTE reduction in that team as a direct result of the financial strategy						9
PL.R.EH.01c Duties as a Statutory Food Authority	Currently we are not meeting our statutory duties in that not all duties required in terms of the Food Standards Scotland Agreement can be delivered in that some premises which are due inspection or other intervention are not being inspected. This can result in food businesses compliance levels decreasing and may contribute to ill-health (short or long term) or in worst case scenario death. An outbreak or incident may result in loss of reputation to the LA. An audit by FSS is unlikely to achieve favourable outcomes.	1. Recruitment to 2 additional EHO new roles with recruitment progressing					12


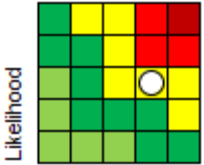

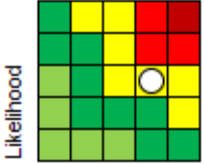

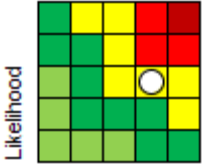
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.01d Inspection element of Houses in Multiple Occupation Licensing	HMO's require to be licensed to operate. To maintain the quality of housing standards offered in HMO accommodation in the Midlothian Council area EH had previously inspected known HMOs on a local risk assessment basis. These premises will now only be inspected at the time of licence renewal or in response to complaints. The quality of accommodation and of management in those HMOs previously listed as high risk may decline					 Likelihood Impact	12
PL.R.EH.01e Cessation to undertake certain types of service requests	Cessation to undertake certain types of service requests including noise from dog barking, untidy and overgrown gardens, landfill site gas monitoring and events. As a direct result of the reduction in EH staffing fte current resources are being devoted to inspection and intervention of those service requests classified as of greater public health significance.					 Likelihood Impact	9
PL.R.EH.01f Environmental Crime including fly tipping cases	Cessation to undertake certain types of service requests including noise from dog barking, untidy and overgrown gardens, landfill site gas monitoring and events. As a direct result of the reduction in EH staffing fte current resources are being devoted to inspection and intervention of those service requests classified as					 Likelihood Impact	12


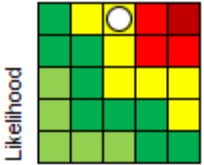

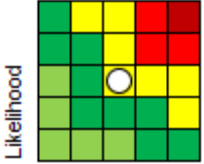

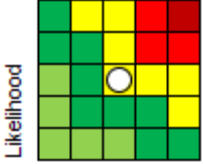
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	of greater public health significance.						
PL.R.EH.01g Unplanned incidents with human health significance	Unplanned incidents with human health significance Risk of reduced ability to respond to unplanned incidents, accidents or ill health eg in the event of any further CO2 gas incidents which are resource intensive to ensure safety of residents.					 Likelihood Impact	12
PL.R.EH.01h Economic growth of Midlothian	Economic growth of Midlothian Small and medium enterprises operating in Midlothian Council area seek interaction and guidance from the Environmental Health team in achieving compliance levels and in keeping up to date with changes to legislation etc . The reduction in staffing means that officers do not have the time available to assist businesses. This in turn is likely to mean that higher levels of enforcement action may be required which are more costly in terms of resources and will exacerbate the situation. There is no capacity to transfer staffing from the Public Health team to address this matter given the 25% FTE reduction in that team as a direct result of the financial strategy					 Likelihood Impact	9


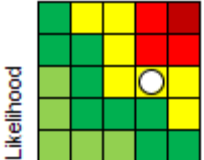

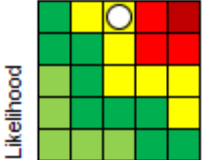

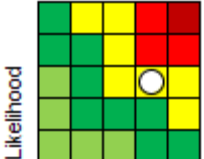
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.01i Enforcement of out of control dog legislation	Enforcement of out of control dog legislation Risk that a report of an out of control dog will escalate to a dangerous dog attack. the number of out of control dog attacks are increasing year on year with in excess of 140 in 2018/19. all reported incidents which fall to the LA enforcement responsibility require to be investigated and appropriately followed up - there is a risk that an out of control dog can become a dangerous dog with serious consequences. Reputational damage likely if a dog causes a serious attack / injury					 Likelihood Impact	12
PL.R.EH.02a Public Health – Landlord registration	Midlothian Council now required to conduct checks on 10% of prescribed declarations made by applicants. These include primary safety matters including gas and electrical safety certification for private rented properties at time of renewal. As a result of staff reduction Environmental Health have no capacity to undertake this work. Residents in private sector accommodation can include vulnerable persons.					 Likelihood Impact	15
PL.R.EH.02b Public Health – Water Regulations	Public Health Team new duties implemented under 2017 Water Regulations, requiring all larger private water supplies and commercial private water supplies to be risk assessed by 2022. Midlothian has in					 Likelihood Impact	12


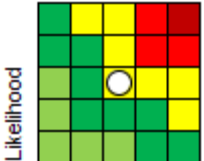

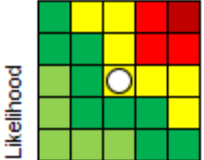

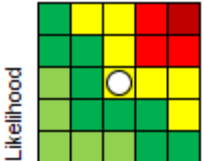
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	excess of 35 supplies that fall into this category and 94% of these supplies still require to be risk assessed in this time frame. Uncontrolled private water supplies are known to result in ill health (including E-coli)						
PL.R.EH.02c Public Health – Food Standards	Food & Safety Team - Food Standards Scotland requires that all approved premises will be inspected on an increased frequency and have laid out a detailed and prescriptive inspection programme that should be followed. It is currently estimated that in the inspection year this will result in an additional requirement of approximately 250 hours officers time. This will require to be prioritised and can only be achieved by further reductions in other work.	1. Recruitment to 2 additional EHO new roles with recruitment progressing.					12
PL.R.EH.03a Public Health Scotland	Public Health Scotland - Public Health reform The Local Government impact from the National reform of Public Health is unknown at this time.						9
PL.R.EH.03b BREXIT	The impact of Brexit on Environmental Health is unknown at this time although FSS are exerting pressures specifically in relation to export health certification (EHC) documentation - EHC has no direct impact on Midlothian						9


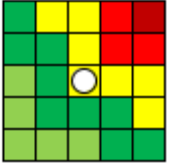
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	currently. What will require resource is the adjustment away from EU legislative matters in due course.						
PL.R.EH.04 Maintaining the Environmental Health data management system	Maintaining the Environmental Health data management system currently resources required to implement the migration of the Idox system to "the cloud" Time consuming for a period of time until implementation (before end March 2020)					 Likelihood Impact	9
PL.R.EH.05a Business operators compliance levels with food law	EH F&S team resources are being devoted to inspection and intervention of those food businesses currently classified as high risk (lower risk businesses will no longer receive routine inspection) There is a risk that i) those currently classified as lower risk will deteriorate in compliance standards ii) those currently handling low risk foods may commence higher risk food products (e.g., making and handling open food such as sandwiches) thereby increasing the risk to consumers iii) unknown businesses may commence operation without regulation. The risk to Public health is increasing	1. Recruitment to 2 additional EHO new roles with recruitment progressing.				 Likelihood Impact	12


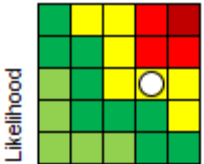

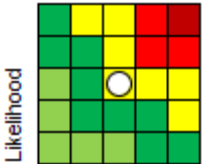
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.05b Business operators compliance levels with H&S law	EH resources are being diverted to areas classified as higher risk to human health which has resulted as a direct result of the total loss of planned H&S interventions within premises in Midlothian. There is a risk of an increase in unsafe working conditions and practices which can lead to accidents and ill-health.	1. Recruitment to 2 additional EHO new roles with recruitment progressing.				 Likelihood Impact	12
PL.R.EH.05c Private Sector Housing Landlord Registration and suitable standards in Private Sector Residential rental market	A significant reduction in inspection and intervention regards private sector rental properties may result in the quality and safety of private sector properties in Midlothian decreasing. Cessation of all proactive field investigation for those landlords who fail to comply with the requirements of landlord registration either through ignorance or deliberately. Identifying those landlords who failed to register or failed to renew their registration is now only undertaken by written or telephone contact as opposed to field inspection. Reduction in landlords registering will reduce the income received.					 Likelihood Impact	12
PL.R.EH.06 Adjustments in the wider Local Authority impacting Environmental Health	As a direct result of the Community Safety Team removal there is a demand for the services it provided in relation to residential noise in private sector premises which is being displaced to EH but cannot be readily met by the Public Health					 Likelihood Impact	12


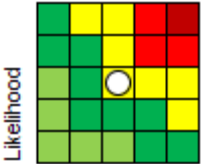
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Team. Loss of ability to conduct Landlord registration Fit & proper tests.						
PL.R.EH.07a Pest Control : Failure to meet income target.	The financial Strategy 2018 required that pest control income be increased to almost £25K / annum The staffing reductions in EH have resulted in additional work burdens being allocated to the Environmental Wardens; as a direct result there is no capacity to increase pest control in any significant way.					 Likelihood Impact	15
PL.R.EH.08a Lone working by EH staff	EH staff routinely undertake tasks including visiting previously unknown residential addresses as staffing resources have decreased by 25% across EH in total there is less resource available to operate a buddy scheme. Reliance badges have been provided.					 Likelihood Impact	9
PL.R.EH.08b Staff wellbeing	The impact on staff members in response to the reduction in FTE and the increased workload In response to The employment engagement survey 7% of EH&TS responders reported they had "enough time to do my job effectively" compared with 34.92% of Communities & Economy stating that they had enough time.					 Likelihood Impact	9


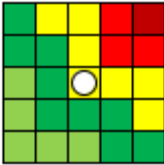
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.08c Succession planning	A number of staff are approaching age they could retire, which could negatively impact the skills base at least in the short to medium term. Nationally there is difficulty in recruiting suitably experienced and qualified EHOs.	1. Recruitment to 2 additional EHO new roles with recruitment progressing.				 Likelihood Impact	12
PL.RR.01.40 Recruitment and retention of suitably qualified staff	<p>Risk Cause: Remuneration level causing recruitment and retention challenges.</p> <p>Risk Event: Low numbers or people applying for vacant posts, people in post attracted to higher paid posts.</p> <p>Impact: Negative affecting the services ability to carry out income generating activities, thus having a negative impact on the overall budget position. Unable to complete revenue work resulting negatively on the visual amenity within Midlothian. Potential for additional costs where work has to be carried out by third party providers.</p>	1. Range of people friendly policies.		Retention solutions	Q2 18/19: Will offer a range of Contract options for temporary staff in 2019 and promote progression pathways within the Service, e.g. sessional working.	 Likelihood Impact	15
PL.RR.01-01 Capping of highways contributions for Council to deliver off site works						 Likelihood Impact	12


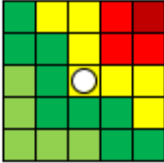

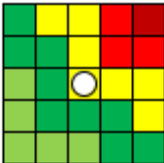
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01-01 GENERIC – Failing to staff services with skilled and experienced staff	Threat of lowered performance and complaints/errors should the service not 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.	 Likelihood Impact	9
PL.RR.01-01a Fraud – Landscape & Countryside Services	Risk Cause: Fuel is a valuable commodity and loose fuel such as petrol in cans can readily be stolen. Considerable quantities are used over the summer months and exact usage is difficult to estimate. Risk Event: Theft of loose fuel or diesel within vehicle. Risk Effect: Theft of fuel between 1k- 20k	<u>Established controls:-</u> 01 - Fuel Management System and Monitoring of Usage, linked to Vehicle Tracking system 02 - Financial Directives made available to all officers involved with finance/assets 03 - Stores Controls in terms of orders, issues and returns of stocks 04 - Management supervision of assets use 05 - Budgetary Control may spot fraud, waste and error, as may 'Financial Discipline' 06 - Control of contracts - within budget, on time, meeting objectives (performance monitoring) 07 - Code of Conduct issued to all staff 08 - Within Land and Countryside the bills are monitored monthly with loose fuel usage being closely monitored.		Consideration for future audit		 Likelihood Impact	9
PL.RR.01-01b Fraud – Waste Services	Risk Cause: Fuel is a valuable commodity and loose fuel such as petrol in cans can readily be stolen. Considerable quantities are used over the summer months and exact usage is difficult to estimate.	<u>Established controls:-</u> 01 - Fuel Management System and Monitoring of Usage, linked to Vehicle Tracking system 02 - Financial Directives made available to all officers involved with finance/assets				 Likelihood Impact	9


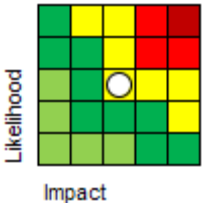
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	<p>Risk Event: Theft of loose fuel or diesel within vehicle.</p> <p>Risk Effect: Theft of fuel between 1k- 20k</p>	<p>03 - Stores Controls in terms of orders, issues and returns of stocks</p> <p>04 - Management supervision of assets use</p> <p>05 - Budgetary Control may spot fraud, waste and error, as may 'Financial Discipline'</p> <p>06 - Control of contracts - within budget, on time, meeting objectives (performance monitoring)</p> <p>07 - Code of Conduct issued to all staff</p> <p>08 - Fuel monitoring linked to tracking system.</p> <p><u>Controls recently developed:-</u></p> <p>01 - Vehicle tracking systems (which is an action under risk COO1-05)</p> <p>02 - Planned Internal Audit of fuel management systems in 2011-12 (see action). This was completed in October 2012 and reported to the CMT on 22.10.12 and Audit Committee on 30.10.12. 22 recommendations in improving control to be managed into place over the coming months.</p>					
<p>PL.RR.01-01c Fuel Fraud – Road Services</p>	<p>Risk Cause: Fuel is a valuable commodity and loose fuel such as petrol in cans can readily be stolen. Considerable quantities are used over the summer months and exact usage is difficult to estimate.</p> <p>Risk Event: Theft of loose fuel or diesel within vehicle.</p>	<p><u>Established controls:-</u></p> <p>01 - Fuel Management System and Monitoring of Usage, linked to Vehicle Tracking system</p> <p>02 - Financial Directives made available to all officers involved with finance/assets</p> <p>03 - Stores Controls in terms of orders, issues and returns of stocks</p>					<p>9</p>


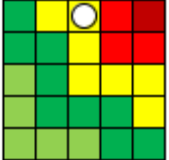
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Risk Effect: Theft of fuel between 1k- 20k	04 - Management supervision of assets use 05 - Budgetary Control may spot fraud, waste and error, as may 'Financial Discipline' 06 - Control of contracts - within budget, on time, meeting objectives (performance monitoring) 07 - Code of Conduct issued to all staff 08 - Vehicle tracking systems					
PL.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
PL.RR.01-03a Generic - Fraud, Waste & Error	The Risk Management Group has this risk included in each Services risk register. Risk Cause: Fraudulent activity. Risk Event: During a period of significant business transformation internal control systems could be weakened and fraud could be experienced Risk Effect: Loss of resources or income experienced, or prospective	01 - Observance and dissemination of Council's Fraud and Corruption Policy 02 - Code of Conduct for Employees 03 - Upkeep of authorised signatories system 04 - Managerial supervision of processes 05 - Managers been briefed in Financial Directives 06 - software provider confirm currently no facility to segregate applicants for available houses.					9


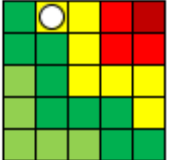

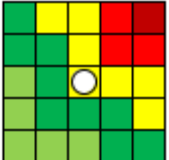
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01-03a Health & Safety - Landscaping	<p>gain resulting from fraudulent activity.</p> <p>Risk Cause: Use of machinery, vehicles, chemicals and arboriculture work particularly at height.</p> <p>Risk Event: Staff not following instruction, training or guidance provided</p> <p>Risk Effect: Accidents could cause injury or fatality</p>	<p><u>Established controls:-</u></p> <p>01 - Activities and operations risk assessed and recorded on SPHERA</p> <p>02 - Safe systems of work recorded on SPHERA</p> <p>03 - HAVs exposure monitored along with staffs physical symptoms</p> <p>04 - Health surveillance scheme in place.</p> <p>05 - Majority of staff are Banks man trained to guide reversing vehicle etc</p> <p>06 - Training and certification of staff on a range of machinery is undertaken annually</p> <p>07 - Staff handling chemicals are suitably trained.</p> <p>08 - Staff undertaking arboriculture work are suitably trained.</p> <p>09 - Accidents are investigated and discussed at works committee to ensure lessons are learned.</p> <p>10 - SPHERA system provides automatic notification to Managers of incidents.</p> <p>11 - Insurance experience monitored and acted upon.</p> <p>12 - Vehicle tracking systems applied to vehicle and help defend against claims.</p>					9


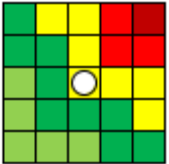

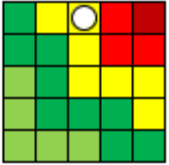

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01-03b Health & Safety – Travel and Fleet Services	<p>Risk Cause: Workplace hazards not clearly understood, staff not trained/equipment to manage workplace hazard.</p> <p>Risk Event: Employee undertaking a task beyond their competence</p> <p>Risk Effect: The risk relates to the health and safety of staff and members of the public but also driving standards. Depots tend to be potentially risky workplaces. Injury to employee or other as a result of action or inaction.</p>	<p><u>Established controls (other than those relating to driving at work):-</u></p> <p>01 - Observance of health and safety policies 02 - Risk assessment 03 - Workplace safety management 04 - Insurance claims experience monitored 05 - Divisional joint consultative group 06 - Head of Service representation on corporate risk management group 07 - Lorries are not allowed to exceed payload parameters 08 - Stobhill Depot improvements: one-way traffic system, lorries are parked further apart, tidying up 09 - Reasonable controls in place for headstones in cemeteries 10 - Reasonable precautions taken over Bings risk (we have two, so see risk CO01-41)</p> <p><u>Controls under development:-</u></p> <p>01 - EWiM project intention to extend/rationalise Stobhill depot 02 - Penicuik depot 03 - HSE inspection on Waste Services 04 - Head of PFM has assumed the chair of the Stobhill Depot Working Group 04 - Vehicle tracking systems to be applied to all</p>		Ensure use of Health and Safety procedures	<p>Q4 19/20: Continue to use Health and Safety Management System to monitor and implement safe systems as required.</p>	 <p>Likelihood</p> <p>Impact</p>	9

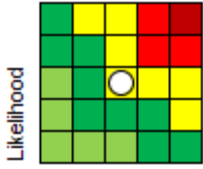

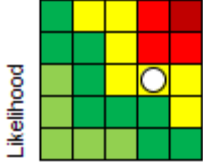

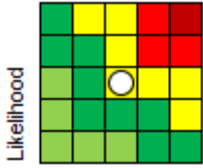
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01-03c Health & Safety – Road Services	<p>Risk Cause: Workplace hazards not clearly understood, staff not trained/equipment to manage workplace hazard.</p> <p>Risk Event: Employee undertaking a task beyond their competence</p> <p>Risk Effect: Injury to employee or other as a result of action or inaction.</p>	<p>vehicles and plant helping with defences against insurance claims and driving standards (e.g. speed control, harsh braking etc)</p> <p><u>Established controls (other than those relating to driving at work):-</u> 01 - Observance of health and safety policies 02 - Risk assessment 03 - Workplace safety systems of work 04 - Insurance claims experience monitored 05 - Divisional joint consultative group 06 - Head of Service representation on corporate risk management group 07 - Lorries are not allowed to exceed payload parameters 08 - Depot one-way traffic system, lorries are parked in marked bays, good housekeeping 09 - Staff training.</p>		Ensure use of Health and Safety procedures	Q3 19/20: Managers and Supervisors across Commercial Operations trained in the use of the new Health & Safety Management Information System. This will improve the management of actions arising from incidents and risk assessments. It will also enable greater sharing of good practice and hazard identification between teams.	 <p>Likelihood</p> <p>Impact</p>	9
PL.RR.01-03d Health & Safety – Waste Services	<p>Risk Cause: Workplace hazards not clearly understood, staff not trained/equipment to manage workplace hazard.</p> <p>Risk Event: Employee undertaking a task beyond their competence</p> <p>Risk Effect: The risk relates to the health and safety of staff and members of the public but also driving standards. Depots tend to be potentially risky workplaces.</p>	<p><u>Established controls (other than those relating to driving at work):-</u> 01 - Observance of health and safety policies 02 - Risk assessment 03 - Workplace safety management 04 - Insurance claims experience monitored 05 - Divisional joint consultative group 06 - Head of Service representation on corporate risk management group</p>		Ensure use of Health and Safety procedures	Q4 19/20: The Service Works Committee has been re-established with agreement the group will work through a systematic review of risk assessments over an annual basis. A new training matrix covering job skill and health and safety requirements for all rolls has been developed and will be used to set Individual Development Plans as part of the Making	 <p>Likelihood</p> <p>Impact</p>	9


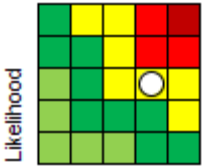

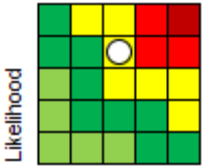
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Injury to employee or other as a result of action or inaction.	<p>07 - Lorries are not allowed to exceed payload parameters 08 - Stobhill Depot improvements: one-way traffic system, lorries are parked further apart, tidying up 09 - Reasonable controls in place for headstones in cemeteries 10 - Reasonable precautions taken over Bings risk (we have two, so see risk CO01-41)</p> <p><u>Controls under development:-</u> 01 - EWiM project intention to extend/rationalise Stobhill depot 02 - Penicuik depot 02 - HSE inspection on Waste Services 03 - Head of PFM has assumed the chair of the Stobhill Depot Working Group 04 - Vehicle tracking systems to be applied to all vehicles and plant helping with defences against insurance claims and driving standards (e.g. speed control, harsh braking etc)</p>			Performance Matter scheme.		
PL.RR.01-05 Driving Standards & Insurance Claims	<p>Risk Cause: Not maintaining driving standards</p> <p>Risk Event: road accident</p> <p>Risk Effect: injury to employees, third parties and</p>	<p><u>Established controls:-</u> 01 - Driving whilst at work health and safety policy 02 - Driver handbook and dictates within it e.g. vehicle inspections 03 - CPC HGV driver training</p>		Driving Standards	Q4 19/20: Continue to use Health and Safety Management System to monitor and implement safe systems as required.		9

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	damage to vehicles and property	04 - Under 21 driver focus and training 05 - CTX computer system 06 - Claims experience reported and evaluated 07 - Driver declarations of suitability to drive 08 - Motor Fleet and Leased Car insurance 09 - Minibus permit system 10 - Licence checks carried out annually in house. <u>Ongoing controls:-</u> 01 - Health and Safety section to arrange a feature on the intranet 'advertising' the driver handbook; also carrying out compliance audits 02 - Ensure driver handbook deposited in all vehicles					
PL.RR.01-09 Generic - Climate Change/Severe Weather	<p>Risk Cause: Cold weather, including snow fall. High winds, Flooding.</p> <p>Risk Event: Prolonged period of cold weather over winter months or prolonged or heavy snowfall.</p> <p>Risk Effect: Disruption to services arising from ice on roads and or accumulations of snow, flooding, high winds. The cost of responding to these events to keep Midlothian moving can be expensive compared to a normal winter response cost.</p> <p>The impact that Climate Change will have on the</p>	<p><u>Established controls:-</u></p> 01 - Emergency and severe weather plans 02 - Limited maintenance and repair budgets 03 - Development of message to the public that the Council can only do so much with its resources 04 - Enhanced winter maintenance budget 05 - Flood risk management group currently progressing proposals. 06 - There are also awareness controls within the Planning & Development risk register				 <p>Likelihood</p> <p>Impact</p>	15


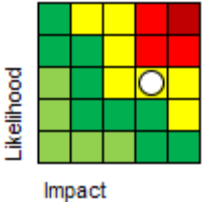

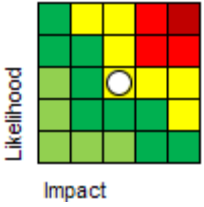

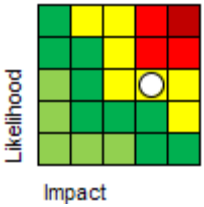
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	area increasing the risk of flooding, high winds, snow etc and the impact this will have across the service. There is also normally high public expectations that the Council can cope easily with severe weather. Recent landslides at Rosslyn Glen, Lugton Brae and Esk Bridge and the £100k insurance claim for damaged properties in high winds is a concern.	01 - Severe Weather Plan simplified and supported by a laminated aide memoir 02 - Extra buy-in secured from voluntary sector 03 - Training CMT in emergency responses 04 - Sheriffhall drainage complete; other incidents being addressed from additional resources e.g. Lugton Brae					
PL.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 06 - Business calendar and timetable 07 - Agendas and minutes 08- Agreed outcomes and monitoring		Community planning board and Sub groups	18/19: Regular meetings with Community planning board and updates from each subgroup are reported.	 Likelihood Impact	10
PL.RR.01-10 Generic - Business Continuity	Potential risk of events impacting on standard business systems, practice or work locations. Risk Cause: Disruption to workplace or service delivery. Risk Event: Unplanned events Risk Effect: Potential impact on employees and/or customers	1. Fire Plans for workplaces 2. Bomb Threat plans for workplaces 3. Business continuity plans for workplaces				 Likelihood Impact	9


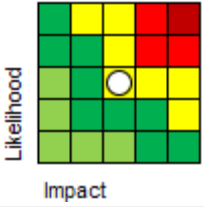

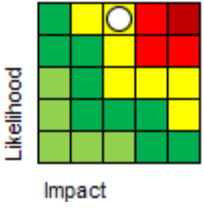

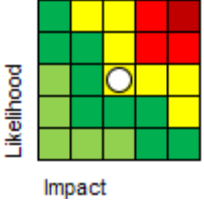
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01-10 Generic – Property location/accommodation	<p>and/or viability of service delivery.</p> <p>Risk Cause: Not having the capacity to hold resources close to the point of use.</p> <p>Risk Event: Rationalising estate reducing the opportunity to hold resources close to the point of use.</p> <p>Risk Effect: Would need to change machinery/ vehicles used and would result in additional staffing requirement and associated costs.</p>	<p><u>Established controls:-</u> 01 - 3 depots (Penicuik, Fushie and Stobhill) each providing vital services 02 - Part of Asset Mgte Planning</p> <p><u>Controls under development:-</u> 01 - Review of rationalisation of depot use 02 - Capital plan for improvements to Stobhill depot 03 - Waste Services review 04 - Super-depot concept developed in EWiM project.</p>					9
PL.RR.01-12 Fleet Replacement	<p>Risk Cause: Inadequate budget provision to meet the fleet needs of the organisation.</p> <p>Risk Event: Budget setting</p> <p>Risk Effect: Direct impact on Service delivery and service output.</p>	<p><u>Established controls:-</u> 01 - Knowledge of the age of the fleet 02 - Stabilisation funding in capital plan, but limited 03 - Waste Services Review 04 - Fleet Management Asset Management Plan developed and with Finance 5 Year plan based on current vehicle replacement program.</p> <p><u>More recent controls:-</u> 01 - Two additional mechanics employed to assist in roadworthiness of the fleet.</p>		Fleet replacement	Q4 19/20: Requirements to meet revised date of 2025 target for local authorities to have ULE Vehicles in place where practicable may create additional budget pressure.		15
PL.RR.01-12 GENERIC –	Where developers develop land they must contribute to the direct consequences	01 - Role of the developer contributions steering group.		Review of Supplementary guide to developer contributions	Q3 18/19: Draft guide prepared in advance of consultation/approval.		9


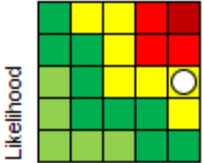
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
Identifying, Managing and Realising Developer Contributions	they are creating. For example, impacts on local schools. Threat that these aren't identified and controlled and, as a consequence result in developers not making essential contributions, with the shortfall having to be provided by the Council.	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.		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.	 Likelihood Impact	
PL.RR.01-20 Generic – Information Management and Data Protection	Control of information and data. Customer & Housing Services have constant use of personal and sensitive data. Risk Cause: Data protection breach Risk Event: Disclosure of third party information Risk Effect: Loss or damage caused to customer or third party by inadvertent or deliberate action.	01 - Part of Corporate IMG 02 - Divisional IMG 03 - Staff awareness and training 04 - Computer systems; Permission levels e.g. community safety access to the Police database 05 - Control built into competency appraisals				 Likelihood Impact	12
PL.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		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.	 Likelihood Impact	9


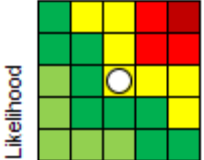

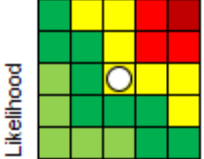
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		change and sustainability action plan agreed by CMT 04 - Divisional 'green' initiatives 06 - Biodiversity Plan and implementation of phase 1 of the Action Plan 08 - Climate Change and Sustainability Working Group					
PL.RR.01-35 Cemetrey safety (Mouments and wall stability)	<p>Risk Cause: Potentially unstable monuments and deteriorating wall condition.</p> <p>Risk Event: Deteriorating condition of monuments arising from poor installation in previous years and deteriorating sandstone walls in older cemeteries.</p> <p>Risk Effect: Unstable monuments and walls cause a risk of fatality from falling/ being pushed/pulled onto people attending cemeteries.</p>	<p><u>Established controls</u></p> <p>01 – Inspection of headstones undertaken on a 5 yearly cycle.</p> <p>02 - Test the headstones</p> <p>03 - Write to next of kin</p> <p>04 - If dangerous, sheugh-in or stake</p> <p>05 – historically significant headstones reinstated.</p> <p>06 - Property Maintenance notified of walls where there is any concern regarding stabilities.</p>		<p>Response to potentially dangerous walls</p> <p>Monument Safety Project</p>	<p>Q3 18/19: Ten locations notified to Property Services in September 2018 of walls in a potentially dangerous condition requiring formal assessment and action as appropriate.</p> <p>Q4 19/20: On Target We have inspected 2018 headstones in total. 261 in Newbattle old Cemetery, 135 in Dalkeith watchtower Cemetery and 1622 in Dalkeith new sections L-U. 14 dangerous headstones have also been sheughed in. No permanent repairs were undertaken.</p>	 <p>Likelihood</p> <p>Impact</p>	12
PL.RR.01-39 ESTATES – Deterioration in the fabric of the Commercial Property	<p>Risk Cause Inadequate investment in Commercial Properties over an extended period of time Failure to inspect the property</p> <p>Risk Event</p>	<p>01 - Undertake a full condition inspection to quantify and prioritise required investment</p> <p>02 - Regularly inspect properties to identify failings</p> <p>03 - Address any identified issues as early as possible.</p>		PFM.RA.01-39	<p>Q4 19/20: Inspection are being undertaken by Agency surveyor and property reviews are now</p>	 <p>Likelihood</p> <p>Impact</p>	12

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
Investment Properties	<p>Failure of the fabric might cause interruption to tenants business In the event of water ingress tenants insurers might refuse to meet the cost of any damage due to poor condition of fabric. Poor fabric condition is likely to deter better quality tenants Declining fabric condition is likely to result in unplanned failures</p> <p>Risk Effect Tenants businesses are put at risk with consequential possible negative impact on Economic Development. Council will be required to fund repairs and tenants will refuse to meet costs incurred as they arise from a failure to invest. Council's reputation as a landlord of Commercial property is adversely impacted. Council's aspirations to attract and provide good quality places for business and work are missed. Level of rent achievable is less than equivalent properties in good condition Repair more frequently required and costs higher as a consequence The return from the property will be reduced</p>	04 – Prepare Asset Management Plan to identify capital and revenue investment required to maintain properties and for inclusion in capital plan.					

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01-39 Gas Membranes	<p>Risk Cause: Much of Midlothian rests on old mine workings, which can release gas from time to time.</p> <p>Risk Event: Uncontrolled release of gas within residential properties</p> <p>Risk Effect: Potential ill health effect from high concentrations of. Potentially fatal.</p>	All New build projects carried out for Midlothian Council now include the use of a gas membrane as standard.		Ensure all new builds have gas membranes	Q2 20/21: Inspection are being undertaken by Agency surveyor and property reviews are now being automatically notified and implemented as appropriate		12
PL.RR.01-40 Property Investments – Rent arrears on Commercial Properties	<p>Risk Cause: Failure to collect initial periods rent on commencement of tenancy, failure to demand/collect monies due and failure to chase payments effectively.</p> <p>Risk Event: Debt is likely to rise. Debt may not be recovered. Time and money may be incurred in collecting arrears.</p> <p>Risk Effect: Council is failing to funds due to the public purse. Tenants us Council as an unofficial 'credit ' facility.</p>	<p>01 - Regular monitoring of rents collected</p> <p>02 - Close liaison between sundry debt Officers and Surveyors</p> <p>03 - Strong action to ensure funds are secured</p> <p>04 - Enter into repayment plans to assist tenants with short term cash-flow problems</p>		Put procedues in place that will reduce rent arrears	Q2 20/21: Procedure are in place however Pandemic is impacting on arrears. Procedures are allowing effective monitoring of the ongoing situation.		9
PL.RR.01-41 Danger to human beings as a result of risks at Bings	<p>Risk Cause: Burning bings within the ownership of Midlothian Council, Gorebridge Bings.</p> <p>Risk Event: below surface burning can result in hollows being created</p> <p>Risk Effect: Extreme temperatures reached in burning bings resulting in risk to life if people walk into</p>	<p>No current issues with burning bings at this time.</p> <p>Environmental Health manage the monitoring of Bings with specific allocated budget for this.</p>					12

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01-42 Street Lighting	<p>these areas and fall into burning ground.</p> <p>This is the challenge and risk of having to modernise the street lighting infrastructure in a 3 year capital programme. There are 3,000 columns to be addressed.</p>	1. 5 year programme of replacement in place.		Renew infrastructure and LED lamps	Q2 20/21: Continuing with Street Lighting Column renewal and LED lanterns.		9
PL.RR.01-42 Uncontrolled weed growth	<p>Risk Cause: Withdrawal of Glyphosate weedkiller as a means to control weed growth and spread across footways, road network, public spaces.</p> <p>Risk Event: Withdrawal of key risk control during period of the year when weed growth is most prolific.</p> <p>Risk Effect: Damage to infrastructure, risk to vulnerable individuals arising from potential trip hazard and physical obstacles, impact on aesthetics across Midlothian, potential for reputation damage arising from above.</p>	Weed control could be through additional sweeping, hoeing, hand weeding, hot water, flame treatment, these options carry additional cost through resourcing implications to directly replace previous weedkiller treatments.					15
PL.RR.01-43 Health and Safety and duty of care in the workplace	<p>Risk Cause: Workplace accident or ill health caused by an uncontrolled hazard.</p> <p>Risk Event: Accident event or exposure to hazard resulting in ill health.</p> <p>Risk Effect: In the event the Council could not demonstrate it had taken reasonable measures to safeguard employees,</p>	<p>The main internal controls are:-</p> <p>01- Corporate team of Health and Safety specialists</p> <p>02 - H&S Policy and suite of Management Arrangements</p> <p>03- H&S Management information system</p> <p>04- H&S team represented on Corporate Risk Management Group</p> <p>05 - H&S Risk Assessments</p>					9

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	<p>service users or others, the Council or individuals could be subject to Criminal and or Civil litigation. Criminal action can result in fines and imprisonment of officials for failure to adequately protect people to whom the Council owed a duty of care. Criminal fines cannot be insured against. Civil claims from employees and members of the public are made each year. The cost of these over the past 4 years are as follows:</p> <p>.</p>	<p>06 - Workplace Safety Working Systems 07 - 'Statutory Competent' person in health and safety team 08- Suite of training delivered to employees through annual training programme by Council Health and Safety Team 09 - Learn-pro e-learning programmes 10 - Particular focus on relationship between employers and public liability insurance claims and divisional health and safety practice</p>					
PL.RR.01-43 Severe winter weather	<p>Risk Cause: Cold weather, including snow fall.</p> <p>Risk Event: Prolonged period of cold weather over winter months or prolonged or heavy snowfall.</p> <p>Risk Effect: Disruption to road network arising from ice on roads and or accumulations of snow. The cost of responding to these events to keep Midlothian moving can be expensive compared to a normal winter response cost.</p> <p>Years where the Council has experienced heavy snowfall and or extended periods of cold weather have resulted in higher levels of expenditure ranging from £1.6m in 2017/18 to £2.8m</p>	<ol style="list-style-type: none"> Weather forecasting service contract with the MET Office providing detailed forecasting to allow advanced gritting ahead of cold weather. Fleet of 8 HGV's for gritting roads. Fleet of mini tractors to clear and grit footways. Team of ** roads operatives on winter weather rota Salt store at Fushiebridge with enough salt to grit the roads and footways for **. Fuel store available for vehicles at Fushiebridge depot and Stobhill Depot. Contract with private sector to provide additional resource. Other Council resources to provide enhanced response. 				 <p>15</p>	

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	in 2010/11. These have resulted in overspends in the winter maintenance budget which has been met from reserves.						
PL.RR.01-44 Increased cost to recycle dry material	<p>Risk Cause: Waste recyclers receiving this waste are suggesting the waste product does not meet the required standard agreed for recycling purposes. In addition market for the recycled product have deteriorated.</p> <p>Risk Event: Potential waste is unable to be processed by recyclers, resulting in refusal to accept waste material for recycling.</p> <p>Risk Effect: The price being charged to the Council to send dry material for recycling has increased from £20 per tonne to £110 per tonne. This may require additional budget provision.</p>	01 - New contract in place with effect from 01-01-2019 02 - Material bulked in Stobhill recycling shed, giving the opportunity to remove contamination.		Resolution to potential increasing costs	Q4 19/20: Contamination fee being applied to dry mixed recycling collected as being looked at to try and determine what measures might need to be taken in relation to promoting correct recycling to ensure more of the right material and less of the wrong material is included in kerbside blue bin collections.	 Likelihood Impact	9
PO.RR.01-18 Roads Asset Management Plan and Infrastructure	Failure to install a risk based inspection regime that follows the Asset Management Plan and reduces road safety risk and claims.	<u>Established controls:-</u> 01 - Risk based inspection programme and procedure in accordance with latest codes of practice 02 - Public Liability Insurance 03 - Public reporting facility of lighting and roads faults (Clarence) 04 - Internal reporting facility 05 - Inspection records; all defects are noted and recorded on a database and all inspection records retained.		Progress and update asset management plan	Roads Asset Management Plan for Scotland, version 4, (Produced by Scotts Group)	 Likelihood Impact	9

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		<p>06 - Work progressing through SCOTS on Asset Management 07 - Maintenance budgets follow fault reporting 08 - Inspection database updated by engineers and inspectors; history of every street-road with defects 09 - Inspection repairs are recorded through Total 10 - Capital Project evaluation group and procedures ensures right projects become part of the Capital Plan 11 - Application of the UK Code of Practice 12 - Review of insurance claims history 13 - Traffic Management and Safety 14 - Progress Safer Routes to Schools Programme 15 - Limited Capital budgets to stabilise roads and footpaths</p> <p><u>Controls under development:-</u> 01 - Presentation on progress with Network AMP 02 - Options likely to be developed 03 - Improved inventory 04 - Engagement of trainee to develop AMP</p> <p><u>More recent:-</u> 01 - Looking to capitalise £1m revenue funding, so as not to lose the money during budget restraints.</p>					

Housing 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	
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.0%	100.0%	99.8%	98.8%	98.8%	100.0%	18/19 Rank 12 (Second Quartile) 17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).