

Midlothian Council - Your guide to our performance in 2019/20

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

The top three priorities for 2019-22 are reducing inequalities in:



**learning
outcomes**



**health
outcomes**



**economic
circumstances**

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

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

The Medium Term Financial Strategy

(MTFS) was approved by Council in June 2019. The public consultation visionary exercise supporting development of the MTFS highlighted the following key priorities for what Midlothian should be like in 2040!

- **A sense of belonging**
Pride in communities, working in partnership, transparency in decision making and accessibility in service provision.
- **A balanced infrastructure**
Manageable housing numbers, vibrant towns, protected green spaces, a clean, carbon neutral environment and improved community transport.
- **Learning and working together**
High quality education and training, jobs close to where people live, a main provider of local food production, maximising technological solutions.
- **Intergenerational opportunities**
Reimagined older people services, being able to grow old in the one community, with support and good access to health and social care.

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In addition to the visioning exercise the following key themes were explored as part of the consultation programme:

Theme 1: One Council -

Working with You, For You

- is underpinned by a commitment to deliver a one council strategy which reduces silo working within services, increases cross party working at a political level and uses holistic approaches which place individuals and communities at the heart of our work.

Theme 2: Preventative and Sustainable

- responds to Communities telling us strongly that they want to live in a clean, carbon neutral environment with protected green spaces and improved environmentally friendly community transport options.

Theme 3: Efficient and Modern

- recognises that Midlothian Council needs to adapt to change by doing things differently to get improved results and increasing financial sustainability by addressing inefficiencies.

Theme 4: Innovative and Ambitious

- recognises our ambition for Midlothian and to make sure it is a great place to grow, now and in the future.

Best Value

Key actions from the Best Value report are progressing including the Medium Term Financial Strategy and the ongoing implementation of rigorous financial discipline.

City Deal

The City Region Deal is a sound basis for regional level working between the six Councils together with key partners in the further/higher education, business, and third sectors. This is particularly relevant at a time when policies, plans and projects are being developed at national level. The expectation is that the intended Regional Growth Framework will ensure that the collectively agreed strategy to address key issues affecting the region in order to drive sustainable inclusive growth is both documented and promoted.

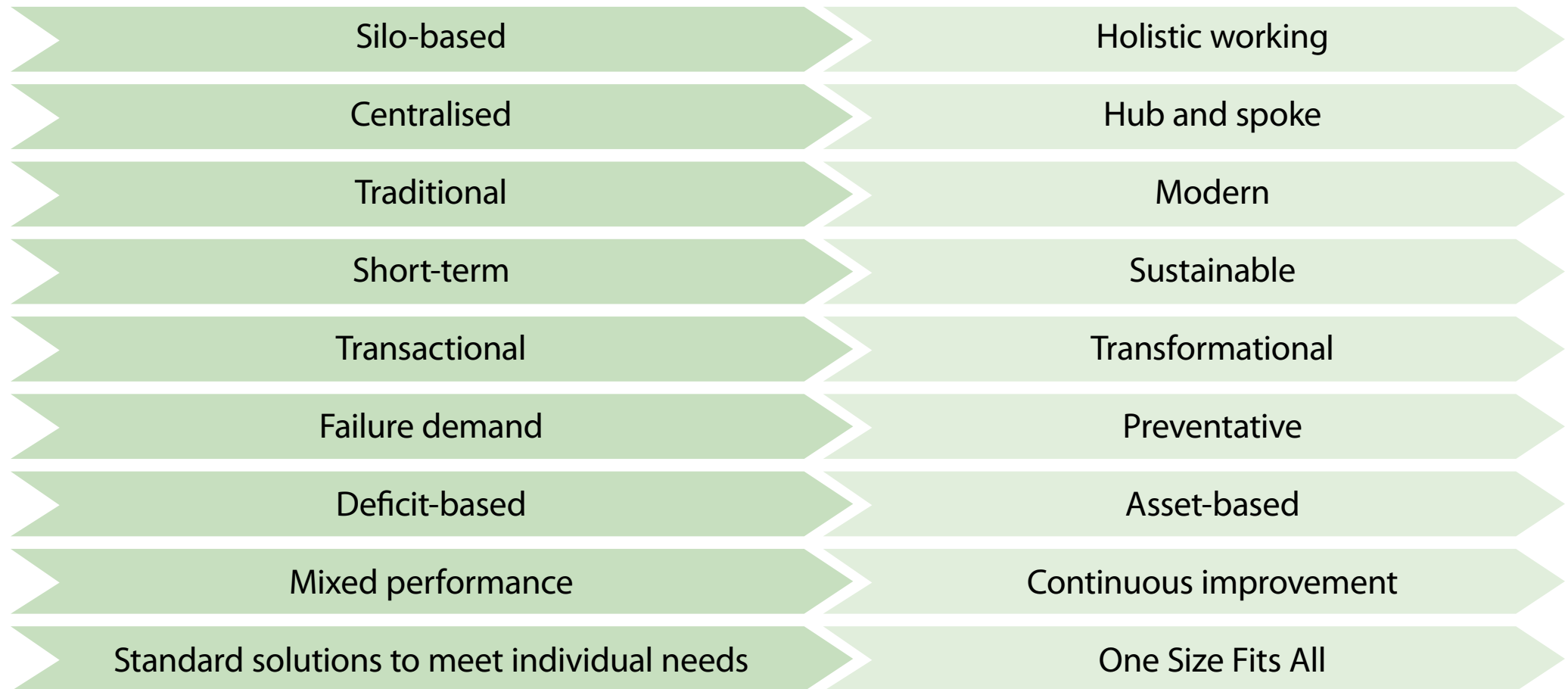
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Key Drivers for Change – ‘Making a Difference’

The key drivers for change were approved by Council on June 2019. A key focus is moving from silo-based working to holistic working which was also the basis of the rationale for the Senior Leadership Review. Also approved by Council, we are focussing on moving from mixed performance to continuous improvement and ensuring that we are data-driven and improve performance based on information gathered. There are excellent examples of improvement across the Council and we have introduced the Customer Service Excellence Standard as the core continuous improvement model for service improvement.



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Single Midlothian Plan Theme – Adult Health and Social Care

Adult Health and Social Care

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

The Midlothian Health and Social Care Partnership is responsible for services that help adults live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some acute hospital-based services. Many voluntary sector and independent providers contribute to the objectives of the Health & Social Care Partnership.

The Adult Health and Social Care service continues to undergo ambitious redesign. The Midlothian Health and Social Care Partnership 2019-22 Strategic Plan outlines a major programme of activity focused on prevention and early intervention; planned support, treatment and recovery; and unplanned treatment and support. We are achieving this by changing the emphasis of our services, placing more importance and a greater proportion of our resources on our key values.



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2923

emergency admissions for people ages 75+ increased from 2797 the previous year

972

is the average number of Individuals receiving care at home per quarter.

1151

people received services from the Wellbeing Service across all 12 GP practices

67.57%

of adults supported at home agree that their services and support had an impact in improving or maintaining their quality of life.

231

Individuals are waiting for a 'Care at Home' package of care.

93.3%

of people feel they are able to participating more in activities of their choice.

393

individuals received support from the Hospital at Home and Rapid Response Team (MERRIT)

911

individuals were offered mental health assessments at the Midlothian Access Point.

4.4%

of falls resulted in a hospital admission for clients 65+. Target – 6% decrease from 7% in 2018/19

£35.51

per hour for care at home services for people over 65

£454

is spent on each individual in our residential care services

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Single Midlothian Plan Theme – Community Safety and Justice

Community Safety is essential to the quality of life of people in Midlothian. Community Justice is about reducing offending and supporting people to stop re-offending. It is agencies working in partnership with local communities to make a positive change for people with an offending history, their families and victims of crime.

Priorities for 2019/20:

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

In March 2020 the new Community Justice Outcomes Improvement Plan 2020-2023 was completed and sent to Community Justice Scotland. This sets out an ambitious programme for the next three years with the aim of making Midlothian communities safer and helping to prevent and reduce offending.



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37

people accessed the SPRING service (active users)

7

individuals referred through the Safe and Together approach

80.5%

of street light repairs completed within 7 days. A decrease from 96.2% in 18/19. (88.5% target)

32%

of our roads were maintained this year a decrease from 34% in 2018/19

5.8km

of road network resurfaced a total of 0.85%

78%

of women offenders from Midlothian engaged in our support services (50% target).

92

hate crimes in 2019/20. Reduced from 100 the previous year

1923

crimes of dishonesty in 2019/20. Reduced this year from 2304

4

out of our 6 secondary schools deliver Violence Against Women and Girls Awareness.

62

violent crimes were recorded by Police down one from last year

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Single Midlothian Plan Theme – Getting it Right for Every Midlothian Child

'Our vision is to improve families' lives by giving them the support they need, when they need it'

Priorities for 2019/20:

- Improving mental health and wellbeing of children and young people
- Closing the educational attainment gap between children from better off and disadvantaged families
- Managing risk taking behaviours by children and young people



13

Midlothian Looked After Children and young people were placed outwith our area

68

children were living in foster care a little higher than last year of 63

70

children are living in a kinship care which is an improvement from 53 the previous year. This means children who can no longer live with their birth parents are living with family members rather than being placed in foster care with strangers.

10

of 16 Care experienced young people progressed to positive destinations upon leaving School in 2018/19.

101

exclusions in secondary schools this year – down from 210 in 2018/19

66

exclusions in Primary Schools this year, a decrease from 94 in 18/19.

24

care experienced young people going into homeless accommodation. A reduction from 27

94.04%

attendance rate at Primary Schools. Down from 94.86 in 18/19. (Target 95%)

89.34%

attendance rate at Secondary Schools. Same as last year. Target 91.5%

184

eligible 2 year olds took up their early learning and childcare entitlement – an increase from 160 in 2018/19

Attainment -

Due to the impact of Covid – information is not available at this time

£7,163

is spent on each pre-primary child, an increase from £4,888 in 2018/19 due to the expansion to 1,140 hours in some settings.

£5,482

was spent on each primary school child, decreased from £5,592 last year

£7,049

was spent on each secondary school child, decreased from £7,118 last year

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Single Midlothian Plan Theme – Improving Opportunities for Midlothian

The long term aim of the IOM Partnership is to build resilient and empowered communities, and reduce poverty and inequalities

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

Priorities for 2019/20:

- Reduce the number of children living in poverty
- Support people out of poverty and welfare dependency
- Reduce health inequalities

All 15

identified neighbourhoods have an active plan for 2019/20

9,995

calls were received regarding the Scottish Welfare Fund of which 5,524 lead to an application for the fund

95%

of claims to the Scottish Welfare Fund were dealt with within 48 hours

14.25%

of unemployed people received support from Council employability programmes and went on to access employment.

500

day care places a week provided for older people, over 200 groups per month offered through the Red Cross Calendar and Ageing Well supporting regular groups each week.

55%

of our Tonezone members were retained an increase from 53.5% in 2018/19

94.5%

of our young people entered a positive destination on leaving school, an increase of 0.7% from 93.8% 2018/19.

21,427

visits to Ageing Well, our target was 20,000

42.9%

of people achieved SVQ level 4, an increase of 1% since 2018/19.

79

Early Learning and Childcare Modern Apprentices recruited increased from 57 in 2018/19

9786

people attended Midlothian Active Choices (MAC) activity groups, our target was 10,000

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Single Midlothian Plan Theme – Sustainable Growth

Three complementary dimensions of ‘promoting economic growth’; ‘ensuring a sustainable environment’; and ‘developing housing to meet communities’ needs’ have been brought together as one heading. These three components are the underpinning principles of planning legislation in Scotland. It was the view of the CPP that by aligning the structure of the CPP in this way there would be opportunities for improved links between the Community Planning and local development planning processes. Progress has been made in linking the outputs of neighbourhood planning to the development planning process.

Priorities for 2019/20:

- Support regeneration of Town Centres
- Deliver further affordable housing
- Increase use of Renewable Energy
- Increase sustainable travel
- Work with key start-ups or groups of new businesses that are able to grow without causing displacement and that will increase economic activity in Midlothian

276

investment/home-grown enquiries were received for sites/premises in Midlothian from 139 in 2018/19

100%

of our council houses are energy efficient

11.5%

of waste was sent to landfill, an improvement from 24.6% in 2018/19.

149

new Business Start Ups were assisted, slightly decreased from 153 in 2018/19

93.9%

is our street cleanliness score from 91.3% in 2018/19

50.8%

of total household waste that is recycled by our households from 58.2% in 2018/19

93%

of households have superfast broadband. Increased from 92% in 2018/19

8.2%

of the Council fleet is ‘Green’. Our target was to reach 6%

62

affordable housing units were built this year

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Other areas of interest

£6.10

the cost of collecting council tax per dwelling reduced from £7.40 in 2018/19

169,438

customer enquiry calls to our contact centre

5421

complaints this year, an increase from 5107

87.61%

of complaints at stage 1 complete within 5 working days

60.87%

of complaints at stage 2 complete within 20 working days

1,114,278

visits to our libraries and our local survey showed that 77.3% of our customers were satisfied

44.2%

of published LGBF indicators were in the top half of Scottish Councils as at 02.03.21

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