20/21 – Place and Corporate Solutions COVID insights

We've received **2,889**

Covid **Business Grant** applications paying out

£24.4m

since March 2020 to help local business

5,140

Midlothian food and key essentials fund applications processed

£866,130

Awarded through **food and key essentials** fund

£20,000 of Zero **waste funding** was used to implement **social distancing measures** at our **recycling centres** and the re-opening of Penicuik depot.

447,000 meals and packed **lunches** provided in the last year for nurseries, schools and hubs

1,000 additional **cleaning hours** per week deployed across buildings, schools and hubs to reduce the spread of the virus for our keyworkers

4,500 chromebooks deployed to education to **support remote learning**

1,203

Covid -19 checks carried out by **environmental officers** during May and June 2020

We have awarded

3349 crisis grants

518 community care grants

69 self-isolation support grants since March 2020

727 additional laptops deployed across the council to facilitate the shift to remote working

2,067 users with **direct access** for remote working

430 additional **smartphone** devices deployed to staff council wide

Place Annual Performance Report 2020/21

Place is where people, location and resources combine to create a sense of identity and purpose. The Place service ambition is to deliver joined-up, collaborative, and participative approaches to services, land and buildings, across all sectors within a place, enabling better outcomes for everyone and increased opportunities for people and communities to shape their own lives.

The last year has brought unprecedented challenges with the COVID pandemic. Scotland has been in two full lockdowns totalling over 25 weeks where a number of Place services were halted and the focus shifted to critical and essential service delivery only. During this time, our workforce demonstrated incredible strength and agility, refocussing their activity to provide a range of additional supports to our most vulnerable communities as well as continuing to deliver essential frontline services. Examples of this activity includes:

- Meeting the increased demands placed on Environmental Health as they provided a comprehensive response to adapting and changing restriction legislation, business and community engagement and intervention, test and protect, testing programme roll out, identification of locations associated with positive cases and adopted revised working practices to reflect regulatory changes
- Health and Safety managing the challenging risk and contingency landscape in our workplaces to keep staff and citizens safe
- Delivery of additional cleaning services for touch point cleaning across our learning estate throughout the day and the sanitising/fogging of classrooms within schools where positive COVID-19 cases are reported
- Economic Development's launch of an Economic Renewal Strategy and Locate in Midlothian website, the creation of a jobs board and information on partner provision of employability support and grants available to support local businesses and the administering of the Newly Self Employed Hardship Fund and COVID Business support packages
- Redeployment of Land & Countryside, Building Maintenance and Sports & Leisure staff to assist with winter maintenance programme and waste collections, ensuring essential services continue to be delivered for Midlothian's citizens
- Place services operating in close liaison with Midlothian Community Action Team to work with the public to ensure social distancing was maintained across the county, including on our busiest walkways and open spaces

Midlothian's communities have required urgent and critical support through the pandemic, and the Council has faced demands and pressures never previously experienced. Innovative ways of working have been introduced and services adapted to respond to the needs of our citizens, in particular those experiencing the greatest levels of poverty and inequality, at pace. The rapid response to this pandemic has resulted in a complete transformation of how the Council works. Place services will continue to build on this learning moving forwards, harnessing the energy, flexibility and creativity demonstrated by our workforce, to embed a culture of continuous improvement and innovation across Place.

Hub and Spoke, one of Midlothian's key drivers for change, will see a Locality approach to service delivery adopted, developed in conjunction with community planning partners. The opportunity to review and redesign services that the pandemic has provided will result in a more efficient and effective operation of sites within local communities. This will improve service delivery, and ensure better outcomes for local communities over and above pre – pandemic expectations. The continued rollout of enhanced ICT capabilities will strengthen cross service working, produce resource efficiencies and support the localisation of services.

Successes

Despite the unprecedented challenges that have been faced this year, Midlothian has continued to deliver a range of pre-pandemic commitments, as well as develop a comprehensive programme for recovery and renewal to be realised over the coming years.

Environmental

Midlothian Council was one of the first local authorities to sign Scotland's Climate Change Declaration, publicly acknowledging the challenges and opportunities that climate change brings. In December 2019, 4 months before the first lockdown, the Council passed a motion declaring a 'climate emergency', with a commitment to make the Council's activities net zero carbon by 2003. Despite the challenges that followed with the COVID-19 pandemic, in August 2020 the Council's Climate Change Strategy was approved. The ambitious strategy sets out how we will reduce our greenhouse gas emissions, encourage and work with others in our community to mitigate and adapt to changing climate. The strategy incorporates an action plan with a 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.

Waste Services was successful in their application for £20,000 of funding from Zero Waste Scotland to implement social distancing measures at Midlothian's two Recycling Centres, allowing Penicuik Recycling Centre to re-open with a one way traffic system. Community waste activities have focussed on promoting the reuse cabin at Stobhill recycling centre and continued support for community clear ups and litter picks.

We continue to achieve our ambition for access for all abilities to our parks and play areas. Work has concluded at a number of sites including Scots Corner early learning and childcare centre in Penicuik. Landscape installations were completed at three new social housing sites. Ongoing works includes a consultation 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. This year much operational focus was placed on parks and walkways heavily utilised by local residents to ensure social distancing was maintained.

Economic

Midlothian Council approved a new Economic Renewal Strategy (an addendum to the Council's Strategy for Growth 2020-25) in June 2020, in response to the pandemic. Setting out its ambitious approach to managing the transition from lockdown and planning for the longer term challenges the local economy will face, the strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster 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.

Locate in Midlothian, Midlothian's new website focussed on economic development, was launched during the pandemic, with supporting social media channels. These digital platforms were instrumental in the programme for recovery and renewal, with the creation of a jobs board which was expanded to include information on partner provision of employability support.

Regeneration

The Planning Service has received approximately £2.5m and secured £17.8m in developer contributions in 20/21 towards new schools, community facilities, sport, leisure and play provision, transport infrastructure and town centre improvement projects.

Town Centre Capital Fund - 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 be completed by 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. Teams across the Council got involved in identifying projects for consideration and four projects are now in progress.

Housing and homelessness

As well as the emergency response to the pandemic that was delivered by the Council's Housing and Homelessness Service teams, work was still ongoing to progress a number of strategic objectives and ambitions. Extensive community and stakeholder consultation and engagement was undertaken over two phases – during July and August 2020, November 2020 and January 2021. This engagement has informed the development of the next iteration of the Local Housing Strategy 2021/26, which is a significant document outlining the Council's strategic vision and priorities for housing. The strategy outlines how we will direct investment in housing and related services and the outcomes that we will achieve. This strategy is due for approval by Council in May 2021.

In December 2020, the Council achieved its goal to end the use of Bed and Breakfast accommodation. This was principally achieved by expanding the shared accommodation project detailed in the Rapid Rehousing Transition Plan and the utilisation of shared accommodation services. This resulted in an increased number of properties that would normally be let as permanent tenancies being transferred to the temporary accommodation letting stock. This was partly 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.

The council's Strategic Housing Investment Programme (SHIP) was submitted to the Scottish Government in December 2020. To address the need for affordable housing, the SHIP details potential sites for 2,602 new affordable homes to be built during 2021-26. New council housing developments were completed at Loanhead, Penicuik and Danderhall. The allocations were prioritised to local residents via Local Lettings Initiatives. 140 new affordable homes were delivered during 2019/20.

Capital programme

Midlothian are taking a very positive and flexible approach to build momentum around the new supply recovery. 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. 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). 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.

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

The Capital roads programme for carriageway and footway renewal/improvement schemes commenced at the end of June 2020, following easing of the Covid-19 first lockdown restrictions. Despite construction restrictions, 16 of 25 individual carriageway schemes completed equating to 3.71km of carriageway resurfacing, and 6 of 19 individual footway schemes completed equating to 2.7km of footway resurfacing. The embracement of new Scottish Road Works Register for coordination of all road works and Utility Works is ongoing with all street data now uploading to the One Scotland Gazetteer, managed by the Improvement Service, and adoption of new street conventions.

Challenges

The challenges for Midlothian continue to grow with the impact of COVID-19 and our recovery out of the pandemic, the growing and ageing population and the increasing demand for services that this brings. 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. This pace of growth demands additional capacity within the school estate to cope with the projected increase in pupil numbers. The general population growth forecast places additional pressure on our infrastructure, including the growth of the road network as new development roads are adopted, and increases the demand on essential services such as waste collection.

As part of work to address the issue of significant population growth and demographic changes within Midlothian, the key drivers of change in delivery of sustainable and transformational services and regeneration of our communities must be viewed 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.

The vision for the Place is supported by the following Council key strategies:

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

To date, we have demonstrated how we embrace change and innovation through 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.

Place

Successes and Challenges

Midlothian

Corporate Performance Indicators (latest)	Service Plan Actions (latest)	Service Plan PIs (latest)	Service Risks (latest)
🔴 7 ✅ 4 2️⃣ 1 📊 7	🔴 4 ✅ 4 2️⃣ 0	🔴 15 ✅ 13 2️⃣ 3 📊 16	🔺 42

Corporate PIs Off Target

PIs 🔴 7

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

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

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

Average time in working days for a full response for escalated complaints

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints at stage 2 complete within 20 working days

Percentage of complaints escalated and complete within 20 working days

Service Plan Actions Off Target

Actions 🔴 4

Continue to promote and implement the business support provisions

Complete Phase 2 and progress Phases 3 and 4 of HRA social housing and new build programme

Designate housing for particular needs with existing and new build stock

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

Service Plan PIs Off Target

PIs 🔴 15

Number of environmental awards e.g. Green flags

Re-let time permanent properties (calendar days)

Percentage of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria

Percentage of consumer complaints completed within 14 days.

% of the footpath network resurfaced (cumulative)

Number of volunteer hours in countryside sites

Number of individuals involved in Community Schemes

% of total road network resurfaced (cumulative)

Number of intelligence logs made

Number of primary inspections conducted.

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

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

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

Key PIs	Key Actions	Key PIs	Key Risks
🔴 Off Target	❌ Off Target	🔴 Off Target	🔺 High Risk/Medium Risk
✅ On Target	✅ On Target/Complete	✅ On Target	2️⃣ Data Not Yet Available
📊 Data Only	2️⃣ Data Not Yet Available	📊 Data Only	
2️⃣ Data Not Yet Available		2️⃣ Data Not Yet Available	

Place PI summary

01. Manage budget effectively

Priorities	Indicator	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	2020/21 Value	Status	Note	Short Trend	Annual Target 2020/21	Feeder Data	Value
01. Manage budget effectively	Performance against revenue budget		£31.461m	£31.043m	N/A		**20/21:** Data not available				

02. Manage stress and absence

Priorities	Indicator	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	2020/21 Value	Status	Note	Short Trend	Annual Target 2020/21	Feeder Data	Value
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	1.93	4.16	6.39	9.20	(trend icon)	**20/21:** Data only The average days lost up to this quarter appears lower compared to last year. This is because COVID related sickness absence or otherwise has been recorded as special leave and not included in the calculation of average days lost up to end of January 2021. From 1st of February 2021 covid sickness absence is now being recorded via the usual sickness procedures and therefore reflected in the last few months of Q4.			Number of days lost	7,819.2
										Number of FTE in service	849.89

03. Complete all service priorities

Priorities	Indicator	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	2020/21 Value	Status	Note	Short Trend	Annual Target 2020/21	Feeder Data	Value
03. Complete all service priorities	% of service priorities on target / completed, of the total number		62.5%		50%	(red icon)	**20/21:** Off Target Actions off target relate to the Council's social housing and new build programme and the promotion of business support provisions as a result of COVID.		90%	Number of service & corporate priority actions	8
										Number of service & corporate priority actions on tgt/completed	4

04. Process invoices efficiently

Priorities	Indicator	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	2020/21 Value	2020/21 Status	2020/21 Note	Short Trend	Annual Target 2020/21	Feeder Data	Value
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	91%	90%	88%	🔴	**20/21:** Off Target From Q1 to Q3 this year over 90% of invoices were paid within 30 days with the last quarter decreasing to 88%. Average over the year meets target of 90% paid within time.		90%	Number received (cumulative)	18,802
										Number paid within 30 days (cumulative)	16,463

05. Improve PI performance

Priorities	Indicator	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	2020/21 Value	2020/21 Status	2020/21 Note	Short Trend	Annual Target 2020/21	Feeder Data	Value
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)		71.05%		61.7%	🔴	**20/21:** Off Target Many of the performance indicators off target this quarter is a direct result of the COVID restrictions. For example, lockdown 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. Whilst plans had been put in place to restart programmes during quarter 3 some of these programmes had to be further postponed in 2nd Lockdown with a rescheduled start date of May 2021.		90%	Number on tgt/complete or Data Only	29
										Total number of PI's	47

06. Control Risk

Priorities	Indicator	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	2020/21 Value	2020/21 Status	2020/21 Note	Short Trend	Annual Target 2020/21	Feeder Data	Value
06. Control Risk	% of high risks that have been reviewed in the last quarter		100%		100%	🟢	**20/21:** No high risks identified.		100%	Number of high risks reviewed in the last quarter	0
										Number of high risks	0

07. Implement Improvement Plans

Priorities	Indicator	Q1 2020/ 21 Value	Q2 2020/ 21 Value	Q3 2020/ 21 Value	2020/21				Annual Target 2020/21	Feeder Data	Value
					Value	Status	Note	Short Trend			
07. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.		57.14 %		94.29 %	✅	**20/21**: Over the first half of the financial year much of the available resource has been diverted to responding to COVID 19. As such a number of audit actions which had been progressing well and were nearing completion were delayed. Work to progress actions has been reviewed and completion dates revised with internal audit to allow actions to be progressed.		90%	Number of internal/external audit actions on target or complete	33
										Number of internal/external audit actions	35

Place Complaints Indicator Summary

Commitment to valuing Complaints

Indicator	2019/20 Value	Q1 2020/21 Value	Q2 2020/21 Value	Q3 2020/21 Value	Q4 2020/21 Value	2020/21 Value	2020/21 Status	2020/21 Note	Short Trend	Annual Target 2020/21
Number of complaints received (quarterly)		1,742	1,895	1,408	2,148	7,152	📈	**20/21:** Data only		
Number of complaints closed in the year		1,688	1,820	1,333	2,026	6,916	📈	**20/21:** Data only		
Number of complaints upheld (quarterly)		1,601	1,773	1,197	1,854	6,518	📈	**20/21:** Data only		
Number of complaints partially upheld (quarterly)	N/A	12	13	7	16	54	📈	**20/21:** Data only		
Number of complaints not upheld (quarterly)		8	18	30	18	140	📈	**20/21:** Data only		
Average time in working days to respond to complaints at stage 1	N/A	1.66	2.26	2.21	2	2.2	✅	**20/21:** On Target		5
Average time in working days to respond to complaints at stage 2	N/A	0	10	0	0	16.5	✅	**20/21:** On Target		20
Average time in working days for a full response for escalated complaints	N/A	0	13.67	19	0	28	🛑	**20/21:** Off Target		20
Percentage of complaints at stage 1 complete within 5 working days	N/A	95.56%	90.47%	92.11%	91.5%	91.6%	🛑	**20/21:** Off Target 6331 of 6913 Stage 1 Complaints were complete within 5 working days.		95%
Percentage of complaints at stage 2 complete within 20 working days	N/A	0%	100%	100%	100%	50%	🛑	**20/21:** Off Target 1 of 2 Stage 2 Complaints were complete within 20 working days.		95%
Percentage of complaints escalated and complete within 20 working days	N/A	0%	66.67%	50%	100%	0%	🛑	**20/21:** Off Target There was 1 Escalated Complaint which was not complete within 20 working days.		95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	N/A	0	0	0	0	0	📈	**20/21:** Data only		

Place Action report

Midlothian

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	✅	100%	**20/21:** Complete Packed lunches provided for P1 to P3 school meals with a hot option, the packed lunches meet the new nutritional guidelines. New menus have also been drafted that meet the new nutritional guidelines that come into force from April 2021. Work on going to achieve bronze aware for Food for Life. 47,987 hot meals were also provided for Nurseries this quarter over 447,000 meals and packed lunches provided for nurseries, schools and hubs this year.

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	❌	89%	**20/21:** Off Target Phase 2 targeted providing a further 412 additional homes within Midlothian. With a budget of £77,121,000 funded from the Housing Revenue Capital Account enhanced with Scottish Government grant funding, current analysis now indicates an updated figure of 490 homes being delivered under the Phase 2 budget. As of 31 March 2021 a total of 369 (89% 0f 412) of these homes have already been constructed from the Phase 2 Budget Q3 20/21: On Target 9 sites in construction at this time in Penicuik, Loanhead, Bilston, Pathhead, Penicuik, Danderhall, Dalkeith, Newbattle and Roslin. 15 sites under preconstruction.
PLACE.P.3.2	Designate housing for particular needs with existing and new build stock	31-Mar-2021	❌	80%	**20/21:** Off Target Extra care housing Newmills Dakeith site start March 2021. Extra care housing Newbyres, Gorebidge anticipated site start November 2021. Bonnyrigg extra care housing design re-configured to

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					include additional accommodation. Planning application currently subject to community consultation with anticipated site start February 2022.

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	✅	100%	**20/21:** Complete Achieved in December 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	✅	100%	**20/21:** Complete A full survey of all 7036 properties in relation to EESSH has been carried out using the Scottish EPC register web site as a tool to confirm ratings.
PLACE.P.5.2	Undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard.	31-Mar-2021	❌	0%	**20/21:** Off Target Projects have been delayed due to COVID. Restart has been organised for May 2021.

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	✅	100%	**20/21:** Complete Continuous engagement with partners to develop recovery plans, particularly around Tourism as one of the hardest hit sectors. All staff have been processing Covid grants throughout the year with additional resource drafted in from the audit team, this has meant limited resource available for the progression on some of the growth strategy actions however the team has been consistently supporting the local business base throughout this period. We have worked with the procurement team to take forward actions from the local procurement strategy. We have a project team in place, ED & Procurement staff, to identify local supply chain opportunities for local business targeting.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					Forum is in development for service leads to access support to ensure net zero, local suppliers and community benefit integration. Engaging with Supplier Development Framework to tailor webinar/events to procurement opportunities and business needs. Actively marketing quick quote opportunities via LIM & BG social channels. We have strengthened our relationships with partners in SDI to cross refer and highlight opportunities, closer working with internal teams ensure we are in a strong position as the market recovers and opportunities present. Strengthened our relationships with local third sector organisations and business support partners to stimulate interest in community enterprise on the back of the pandemic as there will naturally be opportunities to monetise some of the voluntary/community activities that were valued during the pandemic.

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	❌	75%	**20/21:** Off Target This is has been an exceptionally challenging year for our local business community and the Business Gateway team have supported businesses to diversify and adapt their business models as well as supporting other business through challenging financial situations. We have seen less growth projects and our support has been mostly reactive. We have continued to promote local business via the Locate in Midlothian website which was launched in June 2020. The website became instrumental during the Pandemic as we quickly created a jobs board and expanded that to include information on partner provision of employability support. The team has been converting Covid funding enquiries into Business Gateway clients, extending our reach across Midlothian to offer long term business development support. The support we have provided to clients to access funding and the processing of grant applications has impacted on our regional Business Gateway targets as businesses have been in survivability mode however this is the same for all units across Scotland.

Place PI Report

Midlothian

01. Reduce Health inequalities

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	N/A	0	0	0	0			**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. Over 447,000 meals and packed lunches provided for nurseries, schools and hubs this year.		
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	N/A	0	0	0	0			**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. Over 447,000 meals and packed lunches provided for nurseries, schools and hubs this year.		
PLACE 1.1c	Number of Free school meals provided (Primary 1-3) (quarterly)	N/A	N/A	73,370	77,015	102,180			**20/21:** Data only 102,180 packed lunches provided due to Covid restrictions.		

03. Deliver further affordable housing

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
P.SG.CHS.2.1a	Number of social housing completions	78	N/A	0	59	140	✅	⬆	**20/21:** On Target 140 Completions.	100	
PLACE.P.3.2b	Percentage of housing units provided for particular needs with existing and new build stock.	2	0	0	13	14	✅	⬆	**20/21:** On Target	10	

04. Increase provision of accommodation for homeless households

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.P.4.2a	Re-let time permanent properties (calendar days)	54 days	N/A	21 days	32 days	46 days	🛑	⬆	**20/21:** Off Target Permanent re-let days are off target for Q4 but on target over the full year (33 days).	45 days	14/15 SHBVN peer group average 42 days
PLACE.P.4.2b	Re-let time temporary accommodation properties	51	N/A	24	24	27	✅	⬆	**20/21:** On Target	35	

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

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.P.5.2b	Percentage of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing	98.4%	98.4%	98.4%	98.4%	98.4%	🛑	▬	**20/21:** Off Target 98.4% of Midlothian Council houses have modern facilities and services. Projects delayed due to COVID. Restart organised for May.	100%	

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	Quality Standard criteria										
PLACE.P.5.2a	Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	98.9%	98.9%	98.9%	98.9%	98.9%	🔴	▬	**20/21:** Off Target 98.9% of Midlothian Council houses have modern facilities and services. Projects delayed due to COVID. Restart organised for May.	100%	
PLACE.P.5.2c	Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	99.6%	99.6%	99.6%	99.6%	99.6%	🔴	▬	**20/21:** Off Target 99.6% of Midlothian Council houses have modern facilities and services. Projects delayed due to COVID. Restart organised for May.	100%	

06. New people are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.P.6.1b	Number of major adaptations completed	95	0	0	N/A	5	📈	⬇	**20/21:** Data only Only adaptations carried out were Health and Safety issues or hospital discharges.		

10. Economic Development: Increase economic participation

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
P.SG.1.3a	Number of inward investment / indigenous investment enquiries	N/A	40	59	46	N/A	📈		**20/21:** Data only Data drawn from FAME/Co Star databases that included planning,		

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	received for sites/premises in Midlothian area.								property and building warrant enquiries. In Q3 we started to internally record the companies that we engaged with that had an interest in relocating/investing in Midlothian and that we provided direct business and property support to. Q3 & Q4 = 22 businesses.		
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)	N/A	N/A	100%	100%	88%	✅		**20/21:** On Target Building Standards received a sustained demand on its service over the lockdown period. Service provision in the form of site inspections and building warrant application processing has remained high. The loss of the agency building standards inspector has resulted in a reduction in performance.	80%	
PLACE.SMP.10.1a	Number of new Business Start Ups assisted (cumulative)	N/A	30	92	141	194	📈		**20/21:** Data only We continue to receive planning to start enquiries but are seeing less convert to start ups due to the inability to access start-up funding.		

12. Environment: Increase active travel

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.12.1a	Percentage of car journeys to school (annual measure)	N/A	N/A	N/A	18%	N/A	📈		**20/21:** Data not available This will be available next quarter.		

13. Environment: Implement the local biodiversity plan

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.01	Number of environmental awards e.g. Green flags	2	1	1	1	1	🛑	⬇	**20/21:** Off Target Roslin Glen Country Park has been awarded a Green flag. The other submission could not be judged and progressed due to Covid.	2	
PLACE.P.13.1a	Number of volunteer hours in countryside sites	9,714	N/A	396	1,224	1,272	🛑	⬇	**20/21:** Off Target Due to Covid Volunteering has been severely restricted. Some Volunteering was possible in Q3 but none in most of Q4.	9,000	
PLACE.P.13.1b	Number of individuals involved in Community Schemes	1,866	0	0	0	0	🛑	⬇	**20/21:** Off Target Due to Covid restrictions no community schemes have taken place.	1,800	
PLACE.P.13.2a	Number of parks for which quality plans have been implemented (cumulative)	6	6	6	6	6	✅	▬	**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	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.47%	0%	0.1%	0.2%	0.38%	🛑	⬇	**20/21:** Off Target Due to late start of the programme, limited available operational resources in Covid, and severe winter weather – 2.7km of footway resurfaced to end of Q4.	0.56%	Internal programme of works - benchmark against target

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.14.2e	% of total road network resurfaced (cumulative)	0.85%	0%	0.24%	0.35%	0.54%	🛑	⬇	**20/21:** Off Target Due to late start of programme, limited available operational resources in Covid,, and severe winter weather – 3.71km of carriageway resurfaced to end of Q4.	1%	

15. Environment: Implement climate change strategy

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (cumulative)	80.5%	100%	100%	90%	94%	✅	⬆	**20/21:** On Target	88.5%	Scottish Average 3.07 days
BS.PLACE.P.15.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	8.2%	8.4%	✅	⬆	**20/21:** On Target This figure remains subject to successful grant funding and budget. 3 of the 5 vehicles already on fleet.	8%	
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	11.5%	11.1%	10.7%	12.0%	N/A			**20/21:** Data not available for Q4 awaiting information from our contractors, returns into waste data flow will be available at Q1 2021/22.	35.0%	
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1206 Tonnes	309 Tonnes	564 Tonnes	723 Tonnes	1295 Tonnes	📈	⬇	**20/21:** Data only Reduction due to replacing column and LED lanterns.		
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	959	137	465	664	740	✅	⬇	**20/21:** On Target	700	
PLACE.P.15.4a	Reduce expenditure on Travel costs (staff) (cumulative)	£440,250	£72,591	£135,051	N/A	£222,799	✅	⬆	**20/21:** On Target Significant decrease on travel costs this year due to the staff working from home and COVID	£370,000	

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									restrictions. TO note figures from Q3 are not included in the overall 20/21 figure, will be available at Q1.		
PLACE.P.15.5 a	Achieve 5% reduction in transport costs (cumulative)	£5,268,264	N/A	£1,572,279	N/A	£2,157,235	✅	⬆	**20/21:** On Target Overall 20/21 figures are a combination of Q1 and Q4 stats only. Significant decrease in transport costs due to COVID restrictions and home working.	£5,398,850	

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

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.16.4 a	Percentage of consumer complaints completed within 14 days.	N/A	75.6%	75.6%	86.4%	80.6%	🛑		**20/21:** Off Target A total of 238 "consumer complaints" were received this year with 232 completed in the year. Of those, 187 were completed within 14 days, 80.6%. However, the target completion of 90% is not always within service control as reliant on responses from complainants and traders. In Q4, 49 of the 53 "consumer complaints" received were completed, 43 in less than 14 days, a completion rate for the quarter of 87.8%. In addition, we were proactive in accepting 42 Notifications from Advice Direct Scotland, 37 were completed in the year and 28 of them within 14 days.	90%	

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.16.10	Number of businesses where engagement required (Health Protection Team requests/COVID-19)	N/A	N/A	7	4	25			**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. These cases are given high priority and receive prompt action. Note this measure does not include interventions conducted by EH regards Covid compliance based on local knowledge/intelligence. Establishment of regular daily meetings with HPT and access to data about workplaces improved effectiveness of interventions.		
PLACE.P.16.13a	Number of out of control dog investigations conducted	N/A	N/A	33	25	77			**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.		
PLACE.P.16.13b	Percentage of dog control investigations requiring statutory enforcement action (DCN)	N/A	N/A	15.15%	16%	36.8%			**20/21:** Data only Dog Control Notices were served in all incidents were sufficient evidence was available to demonstrate that a dog had been out of control. A number of notices in Q4 relate to livestock worrying offences which were referred by Police Scotland		
PLACE.P.16.14a	Proportion of fly tipping incidents removed within 5 working days (quarterly)	100%	N/A	100%	100%	100%			**20/21:** On Target 119 incidents of Fly tipping reported during Q4. Of the 117 on Council land 100% were removed within 5 days.	100%	
PLACE.P.16.15a	Percentage of all Public Health Service requests responded to	N/A	N/A	81.3%	84%	74.4%			**20/21:** Data only This figure reflects those cases where response has been		

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									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 long term absence. A backlog in updating the MS may have resulted in an artificially reduce figure.		
PLACE.P.16.15b	Percentage of all Public health service requests responded to within the required timescale	N/A	N/A	74%	77%	68%			**20/21:** Data only 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 negatively impacted.		
PLACE.P.16.2a	Number of intelligence logs made	N/A	53	63	39	192			20/21: Off Target Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence. Restriction in activities undoubtedly led to fewer logs in Covid and therefore annual target not achieved for the first time. (192 rather than 200).	200	
PLACE.P.16.3a	Number of primary inspections conducted.	N/A	3	42	47	99			**20/21:** Off Target The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Some of these will have ceased so can't be inspected, whilst new businesses may be inspected. Of the 99 inspections made this year, 36 have been made to farms and the vast majority of these were not planned at the start of the year. These have compensated for the	100	

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									visits we have not done this financial year to pubs, restaurants and car sellers etc due to lockdowns and other restrictions.		
PLACE.P.16.5 a	Percentage of tobacco retailers visited annually.	N/A	0%	9.2%	16.8%	26%	✅		**20/21:** On Target 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 which was met in Q3. During these visits, we have been successful in the vast majority of cases in getting retailers to update or create new registrations on the Scottish Govt Tobacco and NVP Register. The nationally set target for test purchase visits is 10% (therefore approx. 13). This figure can only be approached if Test Purchasing is organised during the reporting year but due to resource issues and the current pandemic none was made.	20%	

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

PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	N/A	N/A	21,470	19,210	38,420	📈		**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.		
PLACE 17.1b	Total hours used for cleaning in secondary schools (quarterly)	N/A	N/A	12,403.2	11,097.6	22,195.2	📈		**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.		
PLACE 17.1c	Total hours used for Janitorial services in schools (quarterly)	N/A	N/A	10,871.8	9,727.4	19,454.8	📈		**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.		
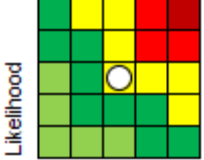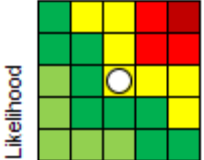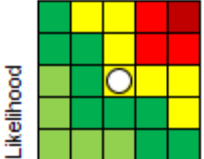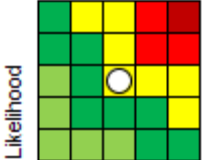
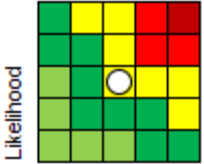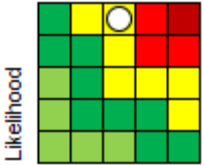| PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.17.2a	Number of property reviews implemented (cumulative)	25	0	0	0	0	🔴	⬇	**20/21:** Off Target As the pandemic progresses there is increased clarity in the market. Certain sectors are showing strong activity and a programme of limited and targeted reviews are being considered. Letting & Enquiries for industrial units are strong.	25	
PLACE.P.17.4a	Income identified for the Council by sourcing third party opportunities through land & countryside working on hard and soft landscaping	£301,662	£0	£35,000	£101,000	£221,150	🔴	⬇	**20/21:** Off Target No work possible in quarter one due to Covid restrictions. In Q2 some project work was undertaken. Larger contracts undertaken in quarter 3 and 4. Recruitment of staffing for hard landscape squad an issue affecting income. Posts advertised and filled in soft landscape squad in quarter 3 £433K of work booked for 21/22	£500,000	
PLACE.P.17.8a	Measure satisfaction relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service	N/A	N/A	75%	95.6%	100%	✅		**20/21:** On Target Although the service has been unable to meet national performance targets relative to building warrant processing times, the satisfaction levels relative to customer feedback remains positive. This is due to the teams continued positive interaction with our customers and there ability to manage customers' expectations and needs.	90%	
PLACE.P.17.9a	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	83%	82%	71%	74%	74%	🔴	⬇	**20/21**: Off Target Yearly average of 74% of planning applications have been determined within target. However, this figure increases to 86% if those applications where an 'extension of time' agreed with applicants, are excluded. Extensions of time are an established and necessary part	80%	82% of planning applications were determined within target in 2018/19.

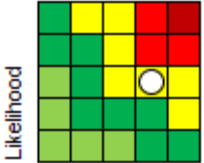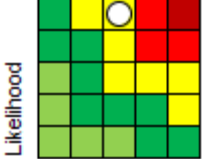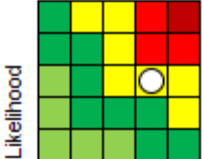| PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									of the planning application process.		

18. Local Government Benchmarking Framework
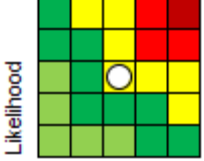
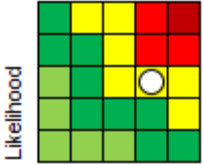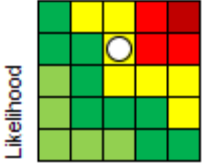| PI Code	PI	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	2020/21				Annual Target 2020/21	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
HSN5	Corporate Indicator - Percentage of council dwellings that are energy efficient (LGBF)	85.5%	100.0%	100.0%	100.0%	100.0%	✅	⬆	**20/21:** On Target 100% of Midlothian council houses are energy efficient.	100.0%	19/20 Rank 12 (Second Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 8 (TOP Quartile). 16/17 Rank 6 (TOP Quartile). 15/16 Rank 1 (TOP Quartile).

Place Service Risks
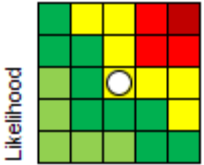
Midlothian

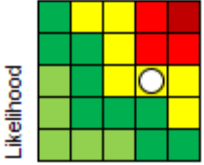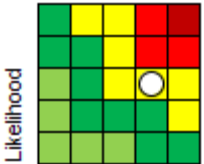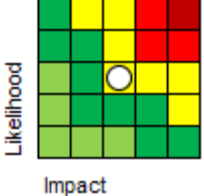| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
CE.ED.RR.01–05 Programme Audit	Documents kept for audit are not enough to satisfy Scottish Governments scrutiny	01 Ensure all documents are available on request 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	⚠️				9
CE.ED.RR.01–08 Brexit	The programme finishes early and funding ceases	Follow processes that will be given by Scottish government	⚠️				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	⚠️				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	Community planning are working with Community partners and 3rd sector to constantly monitor and plan for Brexit. Regular updates are being sent to Cabinet and Council.		9

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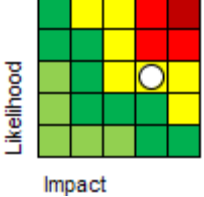| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
creation targets for 2020	revised downwards to 500 new jobs per annum by the Community Planning Partnership's MBO sub group to take account of the ongoing economic 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.					
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 ontop 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	Established controls:- 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	**20/21:** Off Target Monitoring has been limited in 2020. There continues to be movement of the slope and subsidence adjacent to the Larch retaining wall.		15
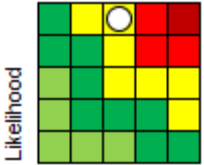
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Risk Effect: Resulting in the footpath having to be closed for public safety.				When there is a 3 month period without slippage, the L&C Manager will consider opening the access but would actively seek funding to do so after a 6 month period without slippage. Consideration of an alternative route involving a new bridge over the river would cost in the region of £175k but there is no current funding available for this project.		
PL.LS.O.02.01 Commercialisation	**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 annum. **Risk Event**: Challenges with internal monitoring systems to track income, material spend against jobs	1. Introducing 'Total' to manage contract work.	⚠️				12

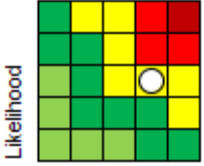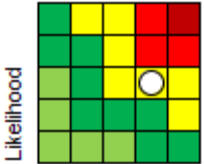| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Risk Effect: Market forces impacting ability to make a return						
PL.LS.R.02.07 Ash die back	**Risk Cause:** Tree developing Ash die back **Risk Event:** Tree affected **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.	1. Monitoring of trees where concern about Ash die back is raised. 2. Current national mapping shows light impact on Midlothian area. 3. Where required trees cut back/cut down.	⚠️				15
PL.R.EH.01a The Environmental Health service staffing levels are creating and increasing risks	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.	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 2. Recruitment to 2 additional EHO new roles with recruitment progressing	⚠️				12
PL.R.EH.01b Statutory duty to enforce the provisions of the Health & safety at Work etc Act	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		⚠️				9
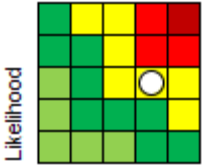
Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	to transfer staffing from the Public Health team to address this matter given the 25% FTE reduction in that team as a direct result of the financial strategy						
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
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		⚠				12

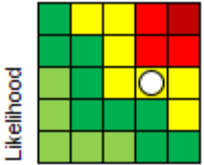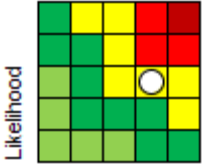| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.01e Cessation to undertake certain types of service requests	Cessation to undertake certain types of service requests including noise form dog barking, 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.		⚠️				9
PL.R.EH.01f Environmental Crime including fly tipping cases	Cessation to undertake certain types of service requests including noise form 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 classfied as of greater public health significance.		⚠️				12
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.		⚠️				12

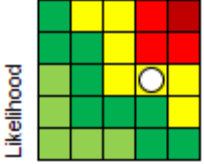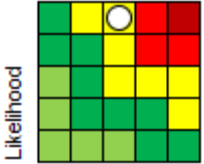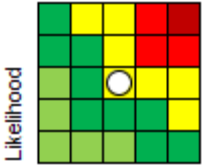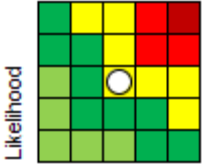| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.01h Economic growth of Midlothian	Economic growth of Midlothian Small and medium enterprises operating in Midlothian Council area seek interaction and 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		⚠				9
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		⚠				12

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	with serious consequences. Reputational damage likely if a dog causes a serious attack / injury						
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.		⚠				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 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)		⚠				12
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	1. Recruitment to 2 additional EHO new roles with recruitment progressing.	⚠				12

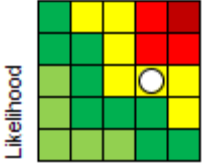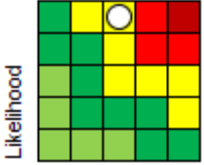| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	programme that should be followed. It is currently estimated that in the inspection year this will result in an additional requirement of approximately 250 hours officers time. This will require to be prioritised and can only be achieved by further reductions in other work.						
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 currently. What will require resource is the adjustment away from EU legislative matters in due course.		⚠				9
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)		⚠				9

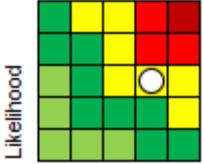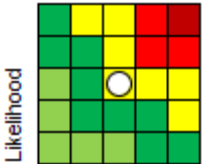| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.05a Business operators compliance levels with food law	EH F&S team resources are being devoted to inspection and intervention of those food businesses 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.	⚠️				12
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.	⚠️				12
PL.R.EH.05c Private Sector Housing Landlord Registration and suitable standards in Private Sector	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		⚠️				12

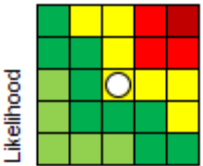| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
Residential rental market	landlords who fail to comply with the requirements of landlord registration either through ignorance or deliberately. Identifying 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.						
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 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 Team. Loss of ability to conduct Landlord registration Fit & proper tests.		⚠				12
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.		⚠				15

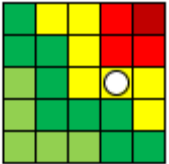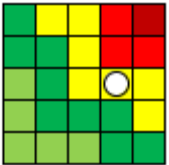| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.08a Lone working by EH staff	EH staff routinely undertake tasks including visiting previously unknown residential addresses as staffing resources have decreased by 25% across EH in total there is less resource available to operate a buddy scheme. Reliance badges have been provided.		⚠️				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.		⚠️				9
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.	⚠️				12
PL.RR.01.40 Recruitment and retention of suitably qualified staff	**Risk Cause:** Renumeration level causing recruitment and retention challenges. **Risk Event:** Low numbers or people applying for vacant posts, people in post attracted to higher paid posts.	1. Range of people friendly policies.	⚠️	Retention solutions	**Q4 20/21:** No further action at this time		15

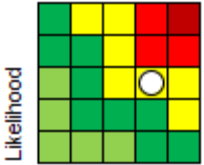| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Impact: Negative affecting the services ability to carry out income generating activities, thus having a negative impact on the overall budget position. Unable 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.						
PL.RR.01–01 Capping of highways contributions for Council to deliver off site works			⚠️				12
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	Established controls:- 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	⚠️	Consideration for future audit			9

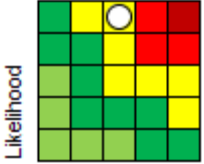| Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		08 - Within Land and Countryside the bills are monitored monthly with loose fuel usage being closely monitored.					
PL.RR.01–03a Health & Safety – Landscaping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

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		and help defend against claims.					
PL.RR.01–35 Cemetery safety (Monuments and wall stability)	**Risk Cause:** Potentially unstable monuments and deteriorating wall condition. **Risk Event:** Deteriorating condition of monuments arising form poor installation in previous years and deteriorating sandstone walls in older cemeteries. **Risk Effect**: Unstable monuments and walls cause a risk of fatality from falling/ being pushed/pulled onto people attending cemeteries.	Established controls 01 – Inspection of headstones undertaken on a 5 yearly cycle. 02 - Test the headstones 03 - Write to next of kin 04 - If dangerous, sheugh-in or stake 05 – historically significant headstones reinstated. 06 - Property Maintenance notified of walls where there is any concern regarding stabilities.	⚠️	Response to potentially dangerous walls	Complete Ten locations notified to Property Services in September 2018 of walls in a potentially dangerous condition requiring formal assessment and action as appropriate.		12
				Monument Safety Project	**20/21:** On Target We have inspected 453 headstones this quarter all in Hawthornden cemetery with 4 temp and one permanent repair undertaken Crichton cemetery. Large 20m section of Cemetery retaining wall collapsed at Roslin old Cemetery and ground has subsided 8 feet. Complaints and concerns raised concerning St Mungoes Cemetery walls and Kirkhill in Penicuik this quarter.		
PL.RR.01–39 Gas Membranes	**Risk Cause:** Much of Midlothian rests on old mine workings, which can release gas from time to time. **Risk Event:** Uncontrolled release of gas within residential properties **Risk Effect:** Potential ill health effect from high concentrations of. Potentially fatal.	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	Inspection are being undertaken by Agency surveyor and property reviews are now being automatically notified and implemented as appropriate		12

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.RR.01–41 Danger to human beings as a result of risks at Bings	**Risk Cause**: Burning bings within the ownership of Midlothian Council, Gorebridge Bings. **Risk Event:** below surface burning can result in hollows being created **Risk Effect:** Extreme temperatures reached in burning bings resulting in risk to life if people walk into these areas and fall into burning ground.	No current issues with burning bings at this time. Environmental Health manage the monitoring of Bings with specific allocated budget for this.	⚠️				12
PL.RR.01–42 Uncontrolled weed growth	**Risk Cause:** Withdrawal of Glyphosate weedkiller as a means to control weed growth and spread across footways, road network, public spaces. **Risk Event:** Withdrawal of key risk control during period of the year when weed growth is most prolifick. **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.	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. Restricted Glyphosate use reinstated.	⚠️				15

Corporate Asset

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
C-AST1	Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF)	85.78%	88.21%	88.27%	88.89%	88.69%	80.65%	82.05%	66.11%	66.29%	66.86%	19/20 Rank 32 (Bottom Quartile) 18/19 Rank 32 (Bottom Quartile). 17/18 Rank 31 (Bottom Quartile). 16/17 Rank 20 (Third Quartile). 15/16 Rank 22 (Third Quartile). 14/15 Rank 9 (Second Quartile).
C-AST2	Corporate Indicator - Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)	76.42%	71.28%	72.15%	81.49%	75.94%	75.86%	75.87%	77.11%	83.38%	83.41%	19/20 Rank 26 (Bottom Quartile) 18/19 Rank 23 (Third Quartile). 17/18 Rank 27 (Bottom Quartile). 16/17 Rank 28 (Bottom Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 26 (Bottom Quartile).

Culture and Leisure

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
C&L4	Corporate Indicator - Net cost of parks and open spaces per 1000 population (LGBF)	£18,990.08	£21,286.99	£11,879.36	£6,132.46	£7,029.48	£6,028.01	£7,486.50	£7,713.08	£4,486.23	£1,232.97	19/20 Rank 2 (Top Quartile) 18/19 Rank 4 (Top Quartile). 17/18 Rank 4 (Top Quartile). 16/17 Rank 4 (Top Quartile). 15/16 Rank 2 (Top Quartile). 14/15 Rank 3 (Top Quartile).
C&L5b	Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF)	78.3%		81%	83.43%	84%	79%	78.33%	78.67%	84.67%	81.33%	19/20 Rank 22 (Third Quartile) 18/19 Rank 19 (Third Quartile).

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
												17/18 Rank 28 (Bottom Quartile). 16/17 Rank 31 (Bottom Quartile). 15/16 Rank 29 (Bottom Quartile). 14/15 Rank 22 (Third Quartile).
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	79.7%	84.7%	77%	77.93%	75.33%	73.67%	74%	74.33%	70.87%	63.2%	19/20 Rank 29 (Bottom Quartile) 18/19 Rank 18 (Third Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

Economic Development and Planning

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
ECON1	Percentage of Unemployed People Assisted into work from Council (LGBF)			8%	6.83%	12.33%	8.57%	16.44%	6.71%	25.47%	14.25%	19/20 Rank 15 (Second Quartile) 18/19 Rank 2 (TOP Quartile). 17/18 Rank 23 (Third Quartile). 16/17 Rank 8 (Top Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).
ECON2	Cost of Planning and Building Standards Services per planning application (LGBF)	£4,141.93	£3,968.08	£4,551.28	£4,584.05	£5,227.87	£4,239.55	£5,314.10	£5,208.39	£3,953.63	£4,004.45	19/20 Rank 13 (Second Quartile) 18/19 Rank 14 (Second Quartile). 17/18 Rank 24 (Third Quartile). 16/17 Rank 27 (Bottom Quartile). 15/16 Rank 16 (Second Quartile). 14/15 Rank 24 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)			11.4 weeks	6.8 weeks	9.9 weeks	7.9 weeks	8.4 weeks	7.3 weeks	8.5 weeks	19.1 weeks	19/20 Rank 30 (Bottom Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 8 (TOP Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 16 (Second Quartile).
ECON6	Cost of Economic Development & Tourism per 1,000 population (LGBF)	£69,601.24	£86,218.64	£63,190.09	£43,256.95	£55,890.73	£46,648.29	£131,615.59	£42,160.18	£48,956.02	£56,629.89	19/20 Rank 14 (Second Quartile) 18/19 Rank 9 (Second Quartile). 17/18 Rank 6 (TOP Quartile).

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
												16/17 Rank 26 (Bottom Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 15 (Second Quartile).
ECON8	Proportion of properties receiving superfast broadband (LGBF)				57%	66%	76%	85%	91%	92%	93%	19/20 Rank 19 (Third Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 19 (Third Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 19 (Third Quartile).
ECON9	Town Centre vacancy rates (LGBF)				6.9%	6.98%	7.24%	5.7%	6.72%	7.48%	5.45%	19/20 Rank 4 (TOP Quartile) 18/19 Rank 9 (Second Quartile). 17/18 Rank 2 (TOP Quartile). 16/17 Rank 5 (TOP Quartile). 15/16 Rank 7 (TOP Quartile). 14/15 Rank 9 (Second Quartile).
ECON10	Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan (LGBF)					57.14%	57.14%	57.14%	55.49%	43.08%	41.95%	19/20 Rank 19 (Third Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 9 (Second Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 9 (Second Quartile).

Environmental Services

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
ENV1b	Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF)			£86.96	£67.65	£32.89	£76.84	£78.44	£77.92	£69.91	£50.81	19/20 Rank 8 (Top Quartile) 18/19 Rank 24 (Third Quartile). 17/18 Rank 28 (Bottom Quartile). 16/17 Rank 24 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 1 (TOP Quartile).
ENV2a	Corporate Indicator - Net cost of waste disposal per premise (annual) (LGBF)			£82.47	£63.24	£81.97	£92.17	£89.50	£89.09	£88.53	£54.23	19/20 Rank 2 (Top Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 8 (Top Quartile).

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
												16/17 Rank 10 (Second Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 8 (TOP Quartile).
ENV3a	Corporate Indicator - Net cost of street cleaning per 1,000 population (LGBF)	£11,106.58	£11,340.85	£11,177.40	£11,354.95	£12,806.43	£12,693.84	£13,251.83	£12,378.15	£12,337.14	£10,772.23	19/20 Rank 14 (Second Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 15 (Second Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 9 (Second Quartile).
ENV3c	Street Cleanliness Score (LGBF)	94%	93.6%	94.9%	94.9%	96.14%	98.7%	98.7%	95.98%	91.3%	93.91%	19/20 Rank 13 (Second Quartile) 18/19 Rank 23 (Third Quartile). 17/18 Rank 5 (TOP Quartile). 16/17 Rank 2 (TOP Quartile). 15/16 Rank 1 (TOP Quartile). 14/15 Rank 8 (TOP Quartile).
ENV4a	Corporate Indicator - Cost of maintenance per kilometre of roads (LGBF)	£16.21	£11.52	£7.90	£13.82	£9.08	£6.22	£8.22	£8.61	£11.97	£8.43	19/20 Rank 12 (Second Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 10 (Second Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 12 (Second Quartile).
ENV4b	Percentage of A class roads that should be considered for maintenance treatment (LGBF)	21.1%	22.7%	24.1%	22.1%	21.6%	20.4%	20.9%	25%	27.4%	24.8%	19/20 Rank 11 (Second Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 13 (Second Quartile). 16/17 Rank 7 (TOP Quartile). 15/16 Rank 7 (TOP Quartile). 14/15 Rank 9 (Second Quartile).
ENV4c	Percentage of B class roads that should be considered for maintenance treatment (LGBF)	25.2%	27%	30.4%	28.2%	24.4%	28%	29.2%	30.5%	32.7%	30.6%	19/20 Rank 16 (Second Quartile) 18/19 Rank 18 (Third Quartile). 17/18 Rank 14 (Second Quartile). 16/17 Rank 15 (Second Quartile). 15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (TOP Quartile).
ENV4d	Percentage of C class roads that should be considered for maintenance treatment (LGBF)	32.1%	30.4%	28.7%	29.8%	32%	30.5%	28.9%	33.2%	38.4%	34.8%	19/20 Rank 19 (Third Quartile) 18/19 Rank 21 (Third Quartile). 17/18 Rank 15 (Second Quartile). 16/17 Rank 13 (Second Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 11 (Second Quartile).

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment (LGBF)	37.5%	32.8%	36.1%	34.5%	34.4%	35.3%	35.3%	35.2%	37.6%	38.5%	19/20 Rank 20 (Third Quartile) 18/19 Rank 18 (Third Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 14 (Second Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 10 (Second Quartile).
ENV6	Percentage of total household waste that is recycled (LGBF)	44.1%	47.2%	45.3%	42.3%	46.9%	47.9%	53.5%	51.6%	58.2%	50.8%	19/20 Rank 16 (Second Quartile) 18/19 Rank 3 (TOP Quartile). 17/18 Rank 15 (Second Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 16 (Second Quartile). 14/15 Rank 13 (Second Quartile).
ENV7a	Corporate Indicator - Percentage of Adults satisfied with refuse collection (LGBF)	79%		83%	79.33%	79.67%	83%	86.67%	89.67%	87.1%	83.1%	19/20 Rank 7 (TOP Quartile) 18/19 Rank 3 (TOP Quartile). 17/18 Rank 4 (TOP Quartile). 16/17 Rank 10 (Second Quartile). 15/16 Rank 21 (Third Quartile). 14/15 Rank 26 (Bottom Quartile).
ENV7b	Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF)	69.7%		78%	72.9%	73.33%	72.33%	73%	71.33%	67.97%	62.3%	19/20 Rank 19 (Third Quartile) 18/19 Rank 16 (Second Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 18 (Third Quartile). 15/16 Rank 22 (Third Quartile). 14/15 Rank 22 (Third Quartile).

Financial Sustainability

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
FINSUS1	Total useable reserves as a % of council annual budgeted revenue (LGBF)				26.7%	31.1%	35.5%	34.1%	33.1%	34.7%	42.1%	19/20 Rank 30 (Bottom Quartile)
FINSUS2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue (LGBF)				6.4%	6.6%	8.7%	4.3%	2.1%	2%	2%	
FINSUS3	Ratio of Financing Costs to Net Revenue Stream - General Fund (LGBF)				4.7	4.3	3.9	3.5	3.9	2.9	3	19/20 Rank 2 (Top Quartile)

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
FINSUS4	Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account (LGBF)				35.2	36.3	36.4	36.1	35.4	37.3	36.9	19/20 Rank 24 (Third Quartile)
FINSUS5	Actual outturn as a percentage of budgeted expenditure (LGBF)				97.33%	98.36%	99.99%	101.55%	100.91%	100.24%	100.25%	19/20 Rank 7 (Top Quartile)

Housing Services

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	62.5%	80.2%	86.4%	94.4%	93.1%	93.1%	96.0%	96.0%	96.1%	94.3%	19/20 Rank 18 (Third Quartile) 18/19 Rank 14 (Second Quartile). 17/18 Rank 14 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN4b	Average time taken to complete non-emergency repairs (LGBF)				7.00 days	7.37 days	9.01 days	13.04 days	13.19 days	16.70 days	10.39 days	19/20 Rank 21 (Third Quartile) 18/19 Rank 25 (Bottom Quartile). 17/18 Rank 25 (Bottom Quartile). 16/17 Rank 23 (Third Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 7 (TOP Quartile).
HSN5	Corporate Indicator - Percentage of council dwellings that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.0%	100.0%	97.0%	83.6%	84.0%	86.6%	85.5%	19/20 Rank 12 (Second Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 8 (TOP Quartile). 16/17 Rank 6 (TOP Quartile). 15/16 Rank 1 (TOP Quartile).

Tackling Climate Change

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	External Comparison
CLIM1	CO2 emissions area wide per capita (LGBF)	6.31	5.46	5.77	5.78	5.11	4.86	4.69	4.51	4.39	N/A	

Code	Title	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
CLIM2	CO2 emissions are wide: emissions within scope of LA per capita (LGBF)	6.13	5.35	5.74	5.59	4.95	4.75	4.59	4.42	4.29	N/A	