

The Place Principle

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.

We have endorsed the place principle because we are committed to strengthening the co-ordination and integration of all place based activity. The principle is a way of bringing together ideas about services, investments, resources and assets to achieve a shared vision. We are creating a shared understanding of what a place is for and what it wants to become with partners and communities collaboratively agreeing the joint actions required to make that happen and delivering these. This approach provides our key stakeholders with a way to exercise local or regional accountability over decisions taken about the way resources, services and assets are directed and delivered.

In implementing the place principle we:

- 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.

Over the past year, 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. This has resulted in a complete transformation of how the Council works. Place services are continuing to build on this learning moving forward, 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. The continued rollout of enhanced ICT capabilities will strengthen cross service working, produce resource efficiencies and support the localisation of services.

Successes this quarter

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 with a commitment to make the

Council's activities net zero carbon by 2030. Work continues to implement the Council's Climate Change Strategy and focus continues within the Place services to achieve future emissions targets. 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.

A public consultation was launched this quarter on Service Standards for Waste Services. Setting Service Standards will allow us to better monitor and improve waste/recycling collection services and will better allow customers to hold us to account if targets for service delivery are not met. Feedback from consultations will be shared in due course.

In addition, waste services submitted applications to the Scottish Government's "Recycling Improvement Fund" which were deemed "in scope" of the objectives of the fund. If approved, these would allow food waste to be offered in rural areas; improvements to be made to communal waste/recycling collection infrastructure; procurement of in-cab technology to support the service; and for a tonne bag bulky waste collection service to be introduced.

We continue to achieve our ambition for access for all abilities to our parks and play areas. Town Centre Funding has been secured for Park improvements in Newtongrange, outline layout and proposals completed for Danderhall Play improvements with a priority for completion by September 21 and contract commenced on 5th of July 2021 for the Auld Gala Park Pump Track.

We continue to build on co-production with our communities and volunteers ensuring our parks and open spaces remain attractive and safe for use.

Economic

Midlothian Council approved a new Economic Renewal Strategy sets 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. The website continues to be a valuable tool for employability opportunities and support as well as showcasing the work of our local businesses. Each social channel is targeting different audiences and each is performing well in terms of audience growth and interaction. During the quarter Economic Development refreshed their Carbon Charter and developed a marketing campaign with the aim of encouraging businesses to sign up and benefit from developing a tailored action plan with our Business Gateway team to support the net zero agenda.

Regeneration

At its meeting in April 2021, the Planning Committee determined to grant planning permission for two significant strategic developments; the first was for over a 1,000 houses and community facilities and primary school at Hopefield Farm, Bonnyrigg, and the second was for a David Lloyd Health and Racquets Club at Shawfair Park. Both developments will lead to significant investment and job creation.

Town centre Capital Fund: of the seven applications approved (£910,000) all projects, with the exception of Penicuik Town Hall project are now complete, with one project still to submit their final claim. All projects are on target for completion 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 to be taken forward during the summer are: Ironmills pathway lighting, Jarnac Court regeneration, Newtongrange Welfare Park and New Litter and Grit bins for the region, totalling £331,000.

Housing and homelessness

Midlothian Council's Rapid Rehousing Plan (RRTP) was submitted to the Scottish Government on 30th June 2021. This sets out a vision that by 2024: an increased number of homeless households will obtain permanent accommodation, no homeless household will be accommodated in bed and breakfast accommodation, and the average time taken for the Council to complete its homeless duty will have halved from 105 to 52 weeks. The RRTP sets out how Midlothian Council will continue the work undertaken to deliver key actions during 2021/22 and explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need, including compliance with the Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2020. Midlothian Council believes these activities are crucial, to reduce the time spent in temporary accommodation, improving the quality of temporary accommodation provided, continue to deliver Housing First and improve the health and wellbeing of those most vulnerable households. The plan also explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need by developing other initiatives during 2021/22 and into 2022/23, with an emphasis on the prevention of homelessness.

The Local Housing Strategy (LHS) 2021-26 was approved at the May Council meeting. The LHS is a key corporate Strategy that sets out a strategic vision for the delivery of housing and housing related services and the outcomes that it will seek to achieve the LHS's strategic vision for housing in Midlothian is that all households in Midlothian will be able to access housing that is affordable and of good quality in sustainable communities.

The Housing Charter Annual Return was completed and submitted to the Scottish Housing Regulator this quarter. This reports a significant improvement in void management performance for permanent properties. The average length of time to re-let reduced from 51.8 days (2019/20) to 37.95 days. This reduction follows some changes introduced during 2020/21 as part of a test of change experiment.

The council's Strategic Housing Investment Programme (SHIP) addresses the need for affordable housing, the SHIP details potential sites for 2,602 new affordable homes to be built during 2021-26. 35 new council housing developments were completed at Roslin, Danderhall and Pathhead. The allocations were prioritised to local residents via Local Lettings Initiatives. A total of 693 homes at 15 separate site locations are planned to have works commence on site in 2021.

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 has commenced with progress to end of Q1, approximately 17% of budget completed or in progress. 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 with our recovery out of the pandemic, the growing and ageing population and the increasing demand for services that this brings. Midlothian is projected to have the highest percentage change in population size of all council areas in Scotland. From 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to a projected increase of 1.8% for Scotland as a whole with a 40.9% increase in older people over 75. In addition, Midlothian has 10 zones which fall into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland. 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
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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

Corporate Performance Indicators (latest)

● 2 ● 8 ? 1 ? 9

Service Plan PIs (latest)

● 14 ● 15 ? 3 ? 18

Service Risks (latest)

▲ 0

Corporate PIs Off Target

PIs ● 2

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

Percentage of complaints at stage 1 complete within 5 working days

Service Plan PIs Off Target

PIs ● 14

Number of environmental awards e.g. Green flags

Length of time homeless applicants wait until receiving a permanent housing outcome

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

Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)

Average time taken to complete non-emergency repairs (LGBF)

Locate in Midlothian Traffic

Percentage of Building warrant assessments processed within 10 days (rather than nationally adopted target of 20 days), fast tracking applications which provide economic benefit to the Midlothian area or People living with disabilities circumstances.

Number of volunteer hours in countryside sites

Number of lighting columns replaced (cumulative)

Number of intelligence logs made

Length of time homeless applicants spend in temporary accommodation

Re-let time temporary accommodation properties (days)

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

- Off Target
- On Target
- ? Data Only
- ? Data Not Yet Available

Key PIs


- Off Target
- On Target
- ? Data Only
- ? Data Not Yet Available

Key Risks


- ▲ High Risk/Medium Risk
- ? Data Not Yet Available

Place PI summary

01. Manage budget effectively

Priorities	Indicator	2020/21	Q1 2020/21	Q1 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	N/A	N/A	N/A		Q1 21/22: Data not available Figures will be reported at Q2.				

02. Manage stress and absence

Priorities	Indicator	2020/21	Q1 2020/21	Q1 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	9.20	1.93	3.56		Q1 21/22: Data only The average days lost this quarter has increased compared to Q1 of last year. Up to end of January 2021, COVID related sickness absence or otherwise has been recorded as special leave and not included in the calculation of average days lost From 1st of February 2021 covid sickness absence is now being recorded via the usual sickness procedures with the exception of special leave granted for up to 14 days for isolation which could be attributable to the increase in days lost. Consideration of an appropriate annual target following the change to the new service structure early in 2020 was subsequently been deferred as a consequence of the pandemic and the impact on our workforce. Targets will be considered over the remainder of 2021/22 for inclusion in the 2022/23 plan.			Number of days lost	3,037.88
									Number of FTE in service	854.43

03. Process invoices efficiently

Priorities	Indicator	2020/21	Q1 2020/21	Q1 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	88%	93%	90%		Q1 21/22: On Target		90%	Number of invoices received	5,122
										Number of invoices paid within 30 days (cumulative)



04. Improve PI performance

Priorities	Indicator	2020/21	Q1 2020/21	Q1 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	61.7%	N/A	72%		Q1 21/22: Off Target Many of the performance indicators off target this quarter are as a direct result of the COVID restrictions. For example, delays in Scottish Housing Quality Standard (SHQS) programmes, restrictions for completing repairs. Whilst plans had been put in place to restart programmes during quarter 3 of 2020/21 some of these programmes had to be further postponed in 2nd Lockdown, work restarted in May 2021 and so we anticipate this to improve in the next few quarters.		90%	Number on tgt/complete or Data Only	36
										Total number of PI's

05. Control Risk

Priorities	Indicator	2020/21	Q1 2020/21	Q1 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
06. Control Risk	% of high risks that have been reviewed in the last quarter	100%	N/A	100%		Q1 21/22: No new high risks identified.		100%	Number of high risks reviewed in the last quarter	0
										Number of high risks

06. Implement Improvement Plans

Priorities	Indicator	2020/21	Q1 2020/21	Q1 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
07. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.	94.29 %	N/A	92%		Q1 21/22: On Target Audits have been reviewed this quarter and actions put in place to progress. Completion dates revised with audit where work to complete actions is dependant or aligns with the Place service restructure such as workforce planning and trading standards reviews.		90%	Number of internal/external audit actions on target or complete	23
									Number of internal/external audit actions	25

Place Complaints Indicator Summary








Commitment to valuing Complaints











Indicator	2020/21	Q1 2020/21	Q1 2021/22				Annual Target 2021/22
	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	7,156	1,742	1,843		Q1 21/22: Data only		
Number of complaints closed in the year	7,013	1,688	1,698		Q1 21/22: Data only		
Number of complaints upheld (quarterly)	6,521	1,601	1,432		Q1 21/22: Data only		
Number of complaints partially upheld (quarterly)	57	12	40		Q1 21/22: Data only		
Number of complaints not upheld (quarterly)	160	8	36		Q1 21/22: Data only		
Number of complaints Resolved (quarterly)	N/A	N/A	5		Q1 21/22: Data only		
Average time in working days to respond to complaints at stage 1	2.46	1.66	2.53		Q1 21/22: On Target		5
Average time in working days to respond to complaints at stage 2	19	0	17.67		Q1 21/22: On Target		20
Average time in working days for a full response for escalated complaints	58.67	0	0		Q1 21/22: There were no Escalated Complaints.		20
Percentage of complaints at stage 1 complete within 5 working days	91.67%	95.56%	87.37%		Q1 21/22: Off Target 1481 of 1695 Stage 1 Complaints were complete within 5 working days.		95%
Percentage of complaints at stage 2 complete within 20 working days	50%	0%	100%		Q1 21/22: On Target		95%
Percentage of complaints escalated and complete within 20 working days	66.67%	0%	100%		Q1 21/22: There were no Escalated Complaints.		95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	2	0	2		Q1 21/22: Data only		
Number of Compliments	186	45	21		Q1 21/22: Data only		

Building Services Priorities

- Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.
- Continue to deliver the additional programmes of work identified by the house condition surveys to maintain the Scottish Housing Quality Standard for the Councils housing stock.
- Deliver the Energy Efficiency Standard for Social Housing (EESH) programme.
- Continue to improve the delivery of Building Maintenance services through the review of mobile working, process improvements, income and productivity.
- Implementation of the Local Authority Carbon Management Plan and General Services Capital programme

Building Services Measures;









PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		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 Quality Standard criteria	98.4%	98.4%	98.4%			Q1 21/22: Off Target No change from 2020/21 due to COVID-19 restrictions.
BS.PLACE.P.6.1b	Number of major adaptations completed	5	0	5			Q1 21/22: Data only Major adaptations as requested by Occupational Therapists.
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	96.4%	96.4%	96.4%			Q1 21/22: Off Target 96.4% of Midlothian Council houses have modern facilities and services. Projects delayed due to COVID-19.
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	12.00 days	N/A	17.95 days			Q1 21/22: Off Target There is a need to define what is classified as a non-emergency repair, different target times, time increased due to social distancing and COVID-19 check restrictions.


PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
PLACE.P.10.2a	Percentage of Building warrant assessments processed within 10 days (rather than nationally adopted target of 20 days), fast tracking applications which provide economic benefit to the Midlothian area or People living with disabilities circumstances.	88%	N/A	50%			Q1 21/22: Off 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.
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	100%	N/A	99.3%			Q1 21/22: 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 their ability to manage customers' expectations and needs.
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%			Q1 21/22: Off Target Projects delayed due to COVID-19, target restart August.
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%			Q1 21/22: Off Target 99.6% of Midlothian Council houses have modern facilities and services. Projects delayed due to COVID-19.
PLACE.P.5.2d	Percentage of completed first priority housing repairs within target of 24 hrs	N/A	N/A	88.37%			Q1 21/22: Data only
PLACE.P.5.2e	Percentage of completed second priority housing repairs within target of 7 days	N/A	N/A	87.69%			Q1 21/22: Data only

Property and Facilities Management Priorities

- Develop carbon reduction targets for Council properties and work with energy partners to develop energy efficiency projects, including renewable energy, in support of sustainable low carbon energy targets and district heating schemes.
- Support the delivery of the Economic Renewal Strategy through the letting and sale of PIA properties.
- Lead the acquisition and disposal of identified sites in support of Capital and Local Plans, Learning Estate and Housing programmes and the climate change agenda.
- Continue the delivery of the Effective Working in Midlothian strategy.
- Maintain compliance and review Health and Nutrition of school meals in accordance with new Scottish Government legislation and continue the assessment of food commodities/products for school meal menus in relation to proposed changes in nutritional regulation.
- Increase revenue throughout the commercial sector of catering services.
- Continue to provide a catering and facilities service that reacts to, and meets the requirements of, the Early Years expansion programme
- Continue to improve the facilities and cleaning services and introduce new cleaning practices and methodologies.

Property and Facilities Management Measures;

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	0	0	80			Q1 21/22: Data only Bacs payments made for free meal entitlement due to COVID-19 Restrictions, all other pupils have been asked to bring in packed lunches. 80 lunches provided for pupils that forgot their packed lunch.
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	0	0	1,186			Q1 21/22: Data only Bacs payments made for free meal entitlement due to COVID-19 restrictions, all other pupils have been asked to bring in packed lunches. 1186 lunches provided for pupils that forgot their packed lunch or at the request of the Head Teacher.
PLACE 1.1c	Number of Free school meals provided (Primary 1-3) (quarterly)	102,180	N/A	94,488			Q1 21/22: Data only 94,488 packed lunches provided due to COVID-19 restrictions.
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	38,420	N/A	23,730			Q1 21/22: Data only 42 days in this quarter. Enhanced cleaning taking place in all schools


PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
							due to the COVID-19 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-19 pandemic. Sanitising/fogging of classrooms and schools also getting carried out when a positive case is reported. Budgeted weekly hours are 2105, currently 2825 hours used per week due to COVID-19 measures.
PLACE 17.1b	Total hours used for cleaning in secondary schools (quarterly)	22,195.2	N/A	13,708.8			<p>Q1 21/22: Data only 42 days in this quarter. Enhanced cleaning taking place in all schools due to the COVID-19 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-19 pandemic. Sanitising/fogging of classrooms and schools also getting carried out when a positive case is reported.</p> <p>Budgeted weekly hours are 1392, 1632 hours used per week due to COVID-19 measures.</p>
PLACE 17.1c	Total hours used for Janitorial services in schools (quarterly)	19,454.8	N/A	12,016.2			<p>Q1 21/22: Data only 42 days in this quarter. Enhanced cleaning taking place in all schools due to the COVID-19 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-19 pandemic. Sanitising/fogging of classrooms</p>

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
							and schools also getting carried out when a positive case is reported. Budgeted weekly hours are 1140, 1430.5 hours used per week due to COVID-19 measures.



Housing Priorities

- Continue to develop the Rapid Rehousing Transition Plan to increase the number of homeless households that obtain permanent accommodation, and half the average time taken for the Council to complete its homeless duty from 105 weeks to 52 weeks
- Develop the Local Housing Strategy 2021/26, the Strategic Housing Investment Plan 2021/22, a Homeless Prevention Strategy and Action Plan and a Tenant Participation Strategy.
- Increase the supply of new build affordable housing (including open market purchases) in Midlothian with the new build programme set out in the Strategic Housing Investment Plan 2019/20 – 2023/24.
- Implement Midlothian Council's Allocation Policy
- Implement the approach to housing those with complex needs through a 'Housing First' model
- Promote the reuse of suitable vacant or vacated council buildings to provide a more supportive and productive environment to homeless households and achieve cost efficiencies
- Continue to drive forward transformation through the adoption of digital platforms, review of void management to minimise re-let timescales and further development of our tenancy support to improve the sustainability of tenancies
- Introduce a new strategy to reduce drug deaths within Midlothian homelessness accommodation
- Invest in our workforce through the ongoing development of cross team working to upskill and capacity build and the continued rollout of the Housing Options toolkit and trauma training

Housing Measures;

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
BS.PLACE.P.17.1	Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome	N/A	N/A	127			Q1 21/22: Off Target The amendments made to the Housing Allocations Policy will ensure homeless households are able to access settled

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
							accommodation as soon as possible. In the short term this is expected to increase as those who have been in their accommodation for a long time are housed. The number of homeless cases closed after securing a permanent housing solution continued to increase during Q1. The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024.
BS.PLACE.P.4.2a	Re-let time permanent properties (calendar days)	46 days	N/A	43 days			Q1 21/22: On Target Reduction of 3 days from last quarter.
P.SG.5.1a	Number of new homes completed, including specialist housing	140	N/A	37			Q1 21/22: On Target As per affordable housing programme 2021/22 agreed with Scottish Government.
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	N/A	N/A	71			Q1 21/22: Off Target During 2020/21, 51 households had their temporary accommodation converted to a Scottish Secure Tenancy. Many of these households waited significant time to be offered permanent accommodation due to their previous limited area / property type choices. Allied to the increase in lets to homeless applicants noted above, this has helped to contribute to the number of households in temporary accommodation for over two years reducing from 189 on 31st March 2019 to 52 on 31st March 2021. As the number of 'legacy' cases reduces the impact of these changes will be realised as those who presented for homeless assistance more recently begin to










PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
							<p>be offered accommodation more quickly.</p> <p>Significant progress has been made in transforming services provided to households experiencing homelessness or threatened with homelessness including the ending the use of emergency bed and breakfast accommodation in November 2020 for single person and family households. This has ensured the council is extremely well placed to achieve compliance with the amended Unsuitable Accommodation Order well in advance of its commencement date.</p>
PLACE.P.4.2b	Re-let time temporary accommodation properties (days)	27	N/A	39			<p>Q1 21/22: Off Target This is attributable to a small number of properties delayed due to utility connection issues and 1 property in very poor condition.</p>

Neighbourhood Services Priorities




- Continue to progress the capital programme for carriageway and footway renewal and improvement schemes.
- Implement new requirements as contained in the new Transport (Scotland) Act 2019
- Improve and expand active travel and public transport for Midlothian residents
- Further reduce the Council's energy consumption by increasing the use of LED street lighting
- Transform service delivery through the adoption of digital and mobile platforms
- Contribute to the development of the National Transport Strategy
- Continue with preparations for the publication of the second Flood Risk Management Plan to be published in June 2022
- Manage the parking enforcement contract and parking restrictions/charges to maximise access and safety and produce efficiencies
- Support the delivery of the Climate Change strategy and explore options for additional funding for Electric Vehicles and Electric Vehicle Charging Infrastructure
- Promote the use of environmentally friendly, low- emission vehicles.
- Continue to progress actions to reach the Scottish government targets to recycle 70% of all waste by 2025

- Ensure waste disposal contracts priorities maximum recycling, that waste services consider the climate impact of the service, seeking opportunities to limit the climate impact of the services approach to service delivery.
- Reduce customer complaints for waste services
- Seek new income streams for Vogrie Country Park and develop the Park as a tourist destination to support local businesses.
- Continue to design and implement re-design of outdoor facilities through landscape design as part of Early Years Settings expansion programme.
- Develop a comprehensive asset database management plan and for all Neighbourhood Services assets
- Maintain meadowland areas to create greater diversity and continue to develop areas of bio-diversity and foster community support.
- Deliver an allotments and food growing strategy to comply with the Community Empowerment (Scotland) Act 2015 and review implications for Core Paths plan in line with the Land Reform (Scotland) Act 2016
- Deliver the Open Space strategy
- Continue to target key locations within Midlothian for landscape improvements by the design of new parks and other open space sports facilities and play areas, subject to available funding, with an emphasis on inclusive play equipment.
- Continue to invest in the workforce across all Neighbourhood Services teams to develop sustainable career pathways and generic working models to grow talent and foster leadership opportunities

Neighbourhood Services Measures;

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	1	0			Q1 21/22: Off Target We are only submitting one site this year which is a large and complex site (Dalkeith to Penicuik walkway).
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (cumulative)	94%	100%	100%			Q1 21/22: On Target During Q1 all faults recorded were repaired within 7 days.
BS.PLACE.P.15.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.4%	8.2%	8.2%			Q1 21/22: On Target Going forward Fleet replacement will include a proportion of electric vehicles.
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	N/A	11.1%	N/A			Q1 21/22: Data not available for Q1 awaiting information from our contractors, returns into waste data flow will be available at Q2 2021/22.
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.38%	0%	0.14%			Q1 21/22: On Target 0.97km of footway resurfaced to end of Q1.





PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1295 Tonnes	309 Tonnes	220 Tonnes			Q1 21/22: Data only Reduction due to replacing column and LED lanterns.
ENV6	Percentage of total household waste that is recycled (LGBF)	47.3%	N/A	N/A			Q1 21/22: Data not available for Q1 awaiting information from our contractors, returns into waste data flow will be available at Q2 2021/22.
PLACE.P.12.1a	Percentage of car journeys to school (annual measure)	N/A	N/A	N/A			Q1 21/22: Data not available, will be available in Q3.
PLACE.P.13.1a	Number of volunteer hours in countryside sites	1,272	N/A	1,092			Q1 21/22: Off Target Volunteering has been restricted by COVID-19 as such given the circumstances the figures are encouraging. Volunteers – 182 volunteer days or 1092 hours.
PLACE.P.13.1g	Number of sites inspected	N/A	N/A	7			Q1 21/22: On Target Rangers check sites at Roslin Glen, Vogrie, Gore Glen Springfield Mill, Straiton Pond, the Penicuik to Dalkeith and the Roslin to Loanhead railway walkways for aspects such as signage, safety, litter and maintenance and maintenance requirements.
PLACE.P.13.2a	Number of parks for which quality plans have been implemented (cumulative)	6	6	6			Q1 21/22: On Target All plans for year complete i.e. for the six potential Green Flag sites.
PLACE.P.14.2e	% of total road network resurfaced (cumulative)	0.54%	0%	0.13%			Q1 21/22: On Target 0.92km of carriageway resurfaced to end of Q1.
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	740	137	10			Q1 21/22: Off Target Due to lack of staff to programme works for Capital Works.
PLACE.P.15.4a	Reduce expenditure on Travel costs (staff) (cumulative)	£222,799	£72,591	£73,129			Q1 21/22: On Target

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
							Expecting to see a reduction in travel costs once car sharing returns.
PLACE.P.15.5a	Achieve 5% reduction in transport costs (cumulative)	£2,157,235	N/A	£610,056			Q1 21/22: On Target Figure Inc. H&SC and Education Transport costs. There will be a slight rise due to restriction on how many people can share a vehicle for H&SC.
PLACE.P.16.14a	Proportion of fly tipping incidents removed within 5 working days (quarterly)	100%	N/A	N/A			Q1 21/22: Data not available for Q1 Information will be available at Q2 2021/22.

Planning and Economy Priorities

- Continue to work on achieving the aims sets out in the Planning Performance Framework (PPF)
- Continue to embed the Climate Change Strategy and deliver against the action plan
- Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application)
- Implementation of year 3 of a 5 year Penicuik Heritage project which delivers public realm improvements and investment in heritage assets in the town centre
- Draft and adopt supplementary guidance on the 'Quality of Place' which will be used as a tool to enhance place-making within Midlothian
- Draft and adopt supplementary guidance on 'Developer Contributions' which will be used as a tool to secure financial contributions towards infrastructure to meet the demands arising from new development.
- Implementing the statutory requirements of the new Planning Act 2019 which places additional burdens onto the Planning Service
- Deliver on the objectives identified in the Strategy for Growth 2020-25
- Maintain and grow the client reach of Business Gateway services in Midlothian and continue to develop Locate in Midlothian
- Complete allocation and drawdown of final LEADER funding to eligible projects and lobby for continuum funding for Midlothian's rural areas
- Complete drawdown of Town Centre Capital Funds to applicants and continue to position the government for future funding opportunities and retain a focus on town centres as identified by the Strategy for Growth 2020-25, to commence the TH and CARS scheme at Penicuik, and implement the provisions of the master plan at Newtongrange.
- Continue to work with partners to tackle the strategic local transport issues at Easter Bush to enable further unconstrained planned development







Planning and Economy Measures;









PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
ECON5a	Number of New Business Start Ups (LGBF)	N/A	N/A	24			Q1 21/22: Data only
P.SG.1.2b	Locate in Midlothian Traffic	N/A	N/A	2,061			Q1 21/22: Off Target This will be the first full year of tracking for the website. Increase in target is reflective of this
PLACE.P.17.9a	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	74%	82%	80%			Q1 21/22: On Target 80% of Local and Major planning applications have been determined within target.



Protective Services Priorities


- Continue to support the Council's response to the pandemic and recovery programme
- Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations.
- Deliver the Scottish Governments Clean Air for Scotland (CAFS) objectives including the review and assessment of air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads.
- Continue to deliver the statutory duty to identify and secure remediation of contaminated and review contaminated land strategy.
- Continue to manage the CO2 gas ingress to properties in Gorebridge.
- Seek to enable disabled persons to continue to live an independent life through the provision of disabled adaptation grants for private sector properties.
- Protect and develop safe communities through risk assessment and improvement of sub-standard private water supplies.
- Protect and contribute to the enhancement of the environment regarding dog control activities and develop a commercial dog walkers registration scheme for Midlothian.
- Regulate Health and Safety across Midlothian through the investigation of workplace accidents
- Restart a programme of test purchase for under-age goods
- Continue to identify and respond to incidents of rogue trading.
- Conduct a programme of inspections to businesses identified as of high and medium-risk including at least 20% of tobacco retailers.
- Continue to support managers to manage health and safety as effectively and efficiently as possible
- Ensure that the current management arrangements achieve the correct level of Health and Safety compliance and support services to address any shortfalls
- Continue to develop the health and safety culture maturity within the organisation and promote the use of the Health and Safety Audits
- Increase appropriate involvement and expertise in emergency planning and business continuity management Council wide
- Implement a robust business continuity management system and business continuity approach

Protective Services Measures;

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
PLACE.P.16.4a	Percentage of consumer complaints completed within 14 days.	80.6%	75.6%	88.5%			<p>Q1 21/22: On Target A total of 59 consumer complaints were received this quarter with 52 completed. Of those, 46 were completed within 14 days, 88.5%. However, of the 7 not completed, most of them will be completed after more than 14 days next quarter. All 5 complaints not completed last financial year were completed this quarter. Completion is not always within service control as they can rely on responses from complainants and traders. In addition, we were proactive in accepting 12 Notifications from Advice Direct Scotland this quarter with 11 completed; 8 of them within 14 days, 72.7%. All 4 notifications not completed last financial year were completed this quarter.</p>
PLACE.P.16.13a	Number of out of control dog investigations conducted	77	N/A	34			<p>Q1 21/22: Data only 100% of those cases reported, which in terms of the Dog Control Enforcement Protocol fell under the control of the Local Authority were investigated.</p>
PLACE.P.16.13b	Percentage of dog control investigations requiring statutory enforcement action (DCN)	36.8%	N/A	8.82%			<p>Q1 21/22: Data Only Dog Control Notices were served in all incidents where sufficient evidence was available to demonstrate that a dog had been out of control.</p>

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
PLACE.P.16.15a	Percentage of all Public Health Service requests responded to	74.4%	N/A	75.45%			Q1 21/22: Data only This figure reflects those cases where response has been recorded in the Data Management System. 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 Management System 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	68%	N/A	41%			Q1 21/22: 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. Note for Q1 the backlog of updating the Data Management System will have contributed to an artificially reduced figure.
PLACE.P.16.2a	Number of intelligence logs made	192	53	38			Q1 21/22: Off Target 23 logs were entered in Memex in April and May. Memex was replaced in June by IDB. 15 logs have been made on IDB. Staff now have experience of making logs on this new system. Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.
PLACE.P.16.3a	Number of primary inspections conducted.	99	3	30			Q1 21/22: On Target The number of inspections annually is dependent on the number of business premises risk assessed for inspection.

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
							Some of these will have ceased so can't be inspected, whilst new businesses may be inspected.
PLACE.P.16.5a	Percentage of tobacco retailers visited.	26%	0%	8.2%			<p>Q1 21/22: On Target The Scottish Tobacco Register unfortunately contains many records of premises which are duplicates, closed and for other authorities especially Edinburgh. There are also 3 Midlothian premises listed under East Lothian. It is believed that the number of tobacco retailers are 110 (71 of which also sell Nicotine Vaping Products or e-liquids) 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 22. 9 were made this quarter and are among the total number of 30 inspections made. During these visits, we will continue to press retailers to update or create new registrations on the Scottish Government Tobacco and Nicotine Vaping Products Register. The nationally set target for test purchase visits is 10% (therefore 11). This figure can only be approached if Test Purchasing is organised during the reporting year which is unlikely.</p>
PLACE.P.18.2	Number of COVID tests undertaken at asymptomatic testing sites	N/A	N/A	1,287			<p>Q1 21/22: Data only It remains a challenge to encourage asymptomatic persons to attend for testing and as the relaxation of lockdown continues there is an increasing possibility that numbers presenting for testing will diminish.</p>

PI Code	PI	2020/21	Q1 2020/21	Q1 2021/22			
		Value	Value	Value	Status	Short Trend	Note
PLACE.P.18.3	Number of COVID Home test kits handed out	N/A	N/A	1,516			Q1 21/22: Data only Despite increasing availability of home test kits by other means (post/ community pharmacies etc) there remained a demand for home test kits throughout Q1.

Place Service Risks



Published Local Government Benchmarking Framework - Place



Corporate Asset

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	
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 %	74.03 %	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	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	
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	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	
												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	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	
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/	2011/	2012/	2013/	2014/	2015/	2016/	2017/	2018/	2019/	External Comparison
		11	12	13	14	15	16	17	18	19	20	
		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
												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/	2011/	2012/	2013/	2014/	2015/	2016/	2017/	2018/	2019/	External Comparison
		11	12	13	14	15	16	17	18	19	20	
		Value	Value	Value	Value	Value	Value	Value	Value	Value	Value	
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).
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).

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	
												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	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	
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)
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)

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	
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	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	
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	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	
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	
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		