Place
Performance Report Quarter Two 2021-22

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 at pace, in particular those experiencing the greatest levels of poverty and inequality. 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

<u>**Environmental**</u>

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 during Q1 on Service Standards for Waste Services. Approximately 2,800 responses were received from the public. 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. The outcome of the consultation will be presented to Council in December 2021.

Communication activities took place to promote Recycle week (20-26 September) and new soft plastic collection points are now available in some local retailers.

Three applications to the Scottish Government's Recycling Improvement Fund were in scope for the fund and a decision is due on whether funding will be awarded in Q3.

We continue to achieve our ambition for access for all abilities to our parks and play areas. We received a Green Flag Award for Dalkeith walkway and successfully delivered the Walking Festival through the Countryside Rangers team.

Town Centre Funding has been secured for park improvements, Saltersgate school playground refurbishment continues and Auld Gala Park Pump Track now completed and is being well utilised by the community.

6 Kickstart Land and Countryside Placements went well with positive attendance and attitude. Training was give on a range on small plant and machinery, and as a result maintenance standards were improved in several parks and feedback from the public was positive.

We continue to build on co-production with our communities and volunteers ensuring our parks and open spaces remain attractive and safe for use. During Q2 1,919 volunteer hours were delivered in countryside sites.

AECOM have been appointed as consultants to undertake a Roads Hierarchy Review & Road Safety Studies throughout Midlothian. A draft report is anticipated by the end of 2021, with the final version to be presented to Council by March 2022. The Midlothian Bus Alliance working with consultants WSP have prepared a draft bid for a new proposed Orbital bus route to the South of the Edinburgh City Bypass due for submission in October 2021. A briefing on this was presented to members in early October.

We were successful in applying for Transport Scotland's Local Authority Installation Programme (LAIP) fund and are to be awarded £75,000 to spend on public chargers. Work will now take place to implement this.

The Residential Streets programme commenced at the start of October. This is a two year programme to improve the condition of footways and roads across the county, and an example of a coordinated Neighbourhood Services works programme. Whilst these works are taking place, Land and Countryside will be attending to verges and overgrown foliage, whilst dropped kerbs are also being carried out and street lighting assessments taking place in each location.

Economic

Midlothian Council approved a new Economic Renewal Strategy which 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.

The Carbon Charter was refreshed during Q1 and a marketing campaign developed with the aim of encouraging businesses to sign up and benefit from developing tailored action plans with our Business Gateway team to support the net zero agenda. This was launched on 19th of July and 10 local business have signed up the Pledge. More promotional work will be carried out with these businesses which should lead the way for others to follow.

The Economic Development team, with other departmental support, continued to process the discretionary fund. During Quarter 2 the third phase of the fund was processed. As of 30th of September the balance on the fund was £87,462 with 9 applications currently in progress which should clear the fund by the end of October.

Work was undertaken with 5 clients this quarter who were new to the Social Enterprise model, as a result all 5 have expanded their initial ideas and set up as Community Interest Companies and continue to access advisor support as they develop their models.

Regeneration

At its meeting in June 2021 the Planning Committee adopted a Roslin Conservation Area Character Appraisal and Management Plan which will provide a framework for the conservation and management of the Conservation Area. In August 2021 the Planning Committee determined to grant planning permission for two significant strategic planning applications which will result in the restoration of the Drummond

Moor landfill site and its reuse as a self-catering tourist resort, leading to the provision of an exciting new tourist facility and 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. 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. Two projects are now complete with work ongoing at Jarnac Court regeneration, and Newtongrange Welfare Park.

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. Work continues on the delivery of key actions set out in the Midlothian Council's Rapid Rehousing Plan (RRTP).

During this reporting period, 118 households were assessed as homeless, with 233 households since 1 April 2021. 493 households were assessed as homeless during 2020/21. There has been a slight uplift in Q2 in the number of households provided with advice and assistance at 208, compared to 179 for Q1.

Emergency accommodation to provide fully furnished, self-contained, accommodation for up to four households with either children or a pregnant person was established in Gorebridge. This project became operational in July 2021. An on-site caretaker service during office hours provides basic support to residents as required, while also maintaining the security and cleanliness of the building and monitoring anti-social behaviour.

Proposals to introduce a Crisis Intervention Fund were approved by Midlothian Council last quarter. This fund will be accessible to front line officers allowing a more preventative approach to be taken when assisting those in housing need. The fund will operate as a two year pilot to enable its effectiveness to be fully evaluated with an interim review completed after 12 months. An annual budget of £30,000 has been committed to the fund for the duration of the pilot, making use of savings realised from ending the use of emergency B&B accommodation.

Equally Safe Housing and Homelessness Policy: A draft Policy has been developed with Midlothian Women's Aid and Mid and East Lothian's Public Protection Team taking into account the specific needs of those experiencing domestic abuse and upcoming legislative changes.

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. 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 Q2, with approximately 38% of budget completed or in progress.

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
- 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.

Service Performance

The COVID pandemic continues to have a direct impact on Place services during the quarter and this is reflected in some of the service performance indicators set later in this report.

Slight reduction in the number of Public Health requests responded to from Q1. The service has been impacted by the diversion of Environmental Health resources to proactively deal with the COVID-19 pandemic.

The requirements of the Scottish Government and the NHS Pan Lothian Asymptomatic testing regime for Midlothian Council to provide mobile LFD testing continues to demand significant resources to meet expectation.

The Midlothian Council Asymptomatic Covid-19 Testing Programme continues to operate and meet the demands placed on it by members of the public for on-site Lateral Flow Testing. Exit survey data states:
- *94.59% of respondents said they were happy with the time taken to carry out the test*
- *97.37% of respondents indicated they felt safe within the testing centre with the remaining 2.63% expressing 'neither safe nor unsafe'*
- *89.47% of respondents stated the centre was very well organised with a further 7.89% indicting it was quite well organised (total 97.36%)*

Enhanced cleaning and janitorial services continues during Q2 in all schools resulting in continued increased weekly hours:

Primary schools – Budgeted weekly hours are 2105, currently 2825 hours used per week due to Covid measures.
Secondary schools – Budgeted weekly hours are 1392, currently 1632 hours used per week due to Covid measures.
Janitorial services – Budgeted weekly hours are 1140, currently 4130.5 hours used per week due to Covid measures.

A total of 135 consumer complaints have been received this financial year with 127 completed. Of those, 101 were completed within 14 days, 79.5%. It should be noted that completion is not always within service control as responses from complainants and traders can cause delay. In addition, the team were proactive in accepting 41 notifications from Advice Direct Scotland this financial year with 33 completed; 29 of them within 14 days, 87.9%.

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge for Q3 2021/22 will be an increase in homelessness as the financial measures put in place to protect households during the Covid pandemic are now withdrawn, alongside the recent increase in energy costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan 2021/22.

Re-let time for permanent properties has increased to 50 days this quarter due to 11 properties requiring extensive works due to property condition and delays with utility connections.

Although the length of time homeless applicants wait until receiving a permanent housing outcome is off target this quarter, the amendments made to the Housing Allocations Policy will ensure homeless

households are able to access settled accommodation more quickly. Improved position this quarter is 103 weeks compared to Q1 of 127 weeks. The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024. Similarly, the length of time spend in temporary accommodation is off target this quarter (66 weeks) however continued downward trend from 71 weeks in Q1.

Building standards continue to receive a sustained demand on its services. Service provision in the form of site inspections and building warrant application processing has remained high where processing targets aim for 10 working days rather than the nationally adopted target of 20 working days. The loss of the agency building standards inspector has resulted in a reduction in performance.

Average time to complete non-emergency repairs continues to remain off target (7 day). Whilst suppliers are reporting that they are getting closer to pre-pandemic production levels, there are supply chain issues that are being seen now through reduced delivery capacity. These restrictions in resource and materials have been challenging although there are some improvements from 17.95 days in Q1 compared to 14.27 days in Q2.

Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria back to 100% will commence at the start of Q3 after Covid related delays.

Limited progress with annual Capital Works Programme for footway resurfacing due to focus on carriageway works but it is hoped that to the team can catch up on footway works in Q3 and Q4. There has been a focus on delivery of Capital works moving to external works contractors due to commencement of in-house Residential Streets Project at start of Q3. This is likely to result in reduced rate of progress with the capital programme due to additional procurement activities and limited available resources for additional contract administration and site supervision duties. Replacement of street lighting columns is off target this year to date due to Covid related staff absence.

Domestic residual waste collection tonnages remain high. This is likely to impact the household waste recycling rate for 2021.

Number of Business starts ups remain low after impact from Covid. Initiatives in place to promote and encourage businesses where possible in the current climate.

Place

Successes and Challenges

Corporate Performance Indicators (latest)
🔴 6 ✅ 5 🔲 0 📈 9

Service Plan PIs (latest)
🔴 8 ✅ 21 🔲 3 📈 18

Corporate PIs Off Target

PIs   🔴 6

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

Performance against revenue budget

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

Average time in working days to respond to complaints at stage 2

Percentage of complaints at stage 2 complete within 20 working days

Percentage of complaints at stage 1 complete within 5 working days

Service Plan PIs Off Target

PIs   🔴 8

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

Re-let time permanent properties (calendar days)

Percentage of consumer complaints completed within 14 days (cumulative).

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

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

Length of time (weeks) homeless applicants spend in temporary accommodation

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

Service High Risks (latest)
🔺 0

All Risks - Place
Risks   🔺 45 ✅ 88

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
- ✅ Low Risk

Midlothian

Place PI summary

01. Manage budget effectively											

Priorities	Indicator	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£34.168m	£31.461m	£33.265m	£34.405m	🛑	**Q2 21/22:** Off Target Slight over spend of £12,000.	⬇	£34.393m		

02. Manage stress and absence											

Priorities	Indicator	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22	Feeder Data	Value
		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	4.16	3.56	6.08	📈	**Q2 21/22:** Data only The average days lost this quarter has increased compared to Q2 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	5,360.2
										Number of FTE in service	881.03

03. Process invoices efficiently

Priorities	Indicator	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	88%	91%	90%	90%	✅	**Q2 21/22:** On Target	⬇	90%	Number of invoices received	9,582
										Number of invoices paid within 30 days (cumulative)	8,582

04. Improve PI performance

Priorities	Indicator	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	61.7%	71.05%	72%	78%	🛑	**Q2 21/22:** Off Target There are 8 performance indicators off target. More detailed information on these is summarised on the service performance section above.	⬆	90%	Number on tgt/complete or Data Only	39
										Total number of PI's	50

05. Control Risk

Priorities	Indicator	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	✅	**Q2 21/22:** No new high risks identified.	▬	100%	Number of high risks reviewed in the last quarter	0
										Number of high risks	0

06. Implement Improvement Plans

Priorities	Indicator	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.	94.29%	57.14%	92%	75%	🛑	**Q2 21/22:** Off Target Audits relate to commercial rents, property maintenance and trading standards. Action to address overdue audits will be reviewed in Q3.	⬇	90%	Number of internal/external audit actions on target or complete	18
										Number of internal/external audit actions	24

Place Complaints Indicator Summary

Commitment to valuing Complaints								

Indicator	2020/21 Value	Q2 2020/21 Value	Q1 2021/22 Value	Q2 2021/22 Value	Status	Note	Short Trend	Annual Target 2021/22
Number of complaints received (quarterly)	7,156	1,895	1,843	1,859	📊	**Q2 21/22:** Data Only	⬆	
Number of complaints closed in the year	7,013	1,820	1,698	1,857	📊	**Q2 21/22:** Data Only	⬆	
Number of complaints upheld (quarterly)	6,521	1,773	1,432	1,528	📊	**Q2 21/22:** Data Only	⬆	
Number of complaints partially upheld (quarterly)	57	13	40	15	📊	**Q2 21/22:** Data Only	⬇	
Number of complaints not upheld (quarterly)	160	18	36	34	📊	**Q2 21/22:** Data Only	⬇	
Number of complaints Resolved (quarterly)			5	279	📊	**Q2 21/22:** Data Only	⬆	
Average time in working days to respond to complaints at stage 1	2.46	2.26	2.53	3.1	✅	**Q2 21/22:** On Target	⬇	5
Average time in working days to respond to complaints at stage 2	19	10	17.67	32	🛑	**Q2 21/22:** Off Target 1 out of 2 complaints were complete within 20 workings days.	⬇	20
Average time in working days for a full response for escalated complaints	58.67	13.67	0	1	✅	**Q2 21/22:** On Target	⬇	20
Percentage of complaints at stage 1 complete within 5 working days	91.67%	90.47%	87.37%	87.1%	🛑	**Q2 21/22:** Off Target 1614 out of 1854 complaints were complete within 5 working days.	⬇	95%
Percentage of complaints at stage 2 complete within 20 working days	50%	100%	100%	50%	🛑	**Q2 21/22:** Off Target 1 out of 2 complaints were complete within 20 working days.	⬇	95%
Percentage of complaints escalated and complete within 20 working days	66.67%	66.67%	100%	100%	✅	**Q2 21/22:** On Target	▬	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	2	0	2	0	📊	**Q2 21/22:** Data Only	⬆	
Number of Compliments	186	N/A	21	24	📊	**Q2 21/22:** Data Only	⬆	

Place Performance

Midlothian

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 (EESSH) 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	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		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 Quality Standard criteria	98.4%	98.4%	98.4%	98.4%	✅	▬	**Q2 21/22:** On Target Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria will commence at the start of Q3 after Covid related delays to meet annual target.	100%
BS.PLACE.P.6.1b	Number of major adaptations completed	5	0	5	4	📈	⬇	**Q2 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%	96.4%	✅	▬	**Q2 21/22:** On Target 96.4% of Midlothian Council houses have modern facilities and services. Work to bring the percentage of	100%

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								Councils housing stock that meets Scottish Quality Standards criteria will commence at the start of Q3 after Covid related delays to meet annual target.	
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	12.00 days	N/A	17.95 days	14.27 days	🛑	⬆	**Q2 21/22:** Off Target Whilst this indicator is not on target there has been some decrease since Q1. Suppliers are reporting production levels are improving to pre-COVID output but there are issues with delivery of materials and workforce challenges with contractors unable to meet demand.	7.00 days
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%	100%	50%	60%	🛑	⬆	**Q2 21/22:** Off Target Building Standards continue to receive a sustained demand on its service. Whilst this indicator is off target there has been improvement on Q1. 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.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%	75%	99.3%	99.3%	✅	▬	**Q2 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	90%

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								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%	98.9%	✅	➖	**Q2 21/22:** On Target Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria will commence at the start of Q3 after Covid related delays to meet annual target.	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%	✅	➖	**Q2 21/22:** On Target 99.6% of Midlothian Council houses have modern facilities and services. Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria will commence at the start of Q3 after Covid related delays to meet annual target.	100%
PLACE.P.5.2d	Percentage of completed first priority housing repairs within target of 24 hrs	N/A	N/A	88.37%	91.71%	📈	⬆️	**Q2 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%	88.93%	📈	⬆️	**Q2 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	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	0	0	80	0			**Q2 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. The education service is working closely with the council's catering service on a phased re-opening of our school dining halls after the October break so normal service can resume.	
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	0	0	1,186	1,127			**Q2 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. 1,127 lunches provided for pupils that forgot their packed lunch or at the request of the Head Teacher. The education service is working closely with the council's catering service on a phased re-	

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								opening of our school dining halls after the October break so normal service can resume.	
PLACE 1.1c	Number of Free school meals provided (Primary 1-3) (quarterly)	102,180	73,370	94,488	53,445			**Q2 21/22:** Data Only 53,445 packed lunches provided due to COVID-19 restrictions. The education service is working closely with the council's catering service on a phased re-opening of our school dining halls after the October break so normal service can resume.	
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	38,420	21,470	23,730	12,430			**Q2 21/22:** Data Only 22 days in this quarter due to school holidays which has resulted in a decrease from Q1. 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. 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	12,403.2	13,708.8	7,180.8			**Q2 21/22:** Data Only	

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								22 days in this quarter due to school holidays which has resulted in a decrease from Q1. 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. Budgeted weekly hours are 1392, 1632 hours used per week due to COVID-19 measures.	
PLACE 17.1c	Total hours used for Janitorial services in schools (quarterly)	19,454.8	10,871.8	12,016.2	6,294.2			**Q2 21/22:** Data Only 22 days in this quarter due to school holidays which has resulted in a decrease from Q1. 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	

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								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	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	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	103	🔴	⬆	**Q2 21/22:** Off Target The amendments made to the Housing Allocations Policy will ensure homeless households are able to	100

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								access settled accommodation more quickly. Improved position Q2 compared to 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	21 days	43 days	50 days	🔴	⬇	**Q2 21/22:** Off Target 11 properties requiring extensive works due to property condition and delays with utility connections.	45 days
P.SG.5.1a	Number of new homes completed, including specialist housing	140	N/A	39	15	✅	⬇	**Q2 21/22:** On Target As per affordable housing programme 2021/22 agreed with Scottish Government.	109
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	N/A	N/A	71	66	🔴	⬆	**Q2 21/22:** Off Target Increase in lets to homeless applicants resulting in reduction of households with children living in temporary accommodation and continued downward trend time spent in temporary accommodation Q2 compared to Q1.	60
PLACE.P.4.2b	Re-let time temporary accommodation properties (days)	27	24	39	29	✅	⬆	**Q2 21/22:** On Target	35

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	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	1	0	1	✅	⬆	**Q2 21/22:** Complete Green flag received this quarter for the Dalkeith to Penicuik walkway.	1
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (cumulative)	94%	100%	100%	100%	✅	▬	**Q2 21/22:** On Target During Q2 all faults recorded were repaired within 7 days.	88.5%
BS.PLACE.P.15.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.4%	8.2%	8.2%	8.2%	✅	▬	**Q2 21/22:** On Target Going forward Fleet replacement will include a proportion of electric vehicles.	8%
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	11.5%	10.7%	12.6%	N/A	❓		**Q2 21/22:** Data not available for Q2 awaiting	35.0%

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								information from our contractors, returns into waste data flow will be available at Q3 2021/22.	
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.38%	0.1%	0.14%	0.15%	✅	⬆️	**Q2 21/22:** On Target	0.56%
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1295 Tonnes	564 Tonnes	220 Tonnes	433 Tonnes	📈	⬇️	**Q2 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	43.7%	N/A	❓		**Q2 21/22:** Data not available for Q2 awaiting information from our contractors, returns into waste data flow will be available at Q3 2021/22.	54.0%
PLACE.P.12.1a	Percentage of car journeys to school (annual measure)	N/A	N/A	N/A	N/A	📈		**Q2 21/22:** Data not available, will be available in Q3.	
PLACE.P.13.1a	Number of volunteer hours in countryside sites	1,272	396	1,092	1,919	🔴	⬆️	**Q2 21/22:** Off Target Schools, groups and events numbers are picking up as CV-19 SG restrictions have eased in Q2	9,000
PLACE.P.13.1g	Number of sites inspected	N/A	N/A	7	7	✅	➖	**Q2 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.	7
PLACE.P.13.2a	Number of parks for which quality plans have been implemented (cumulative)	6	6	6	6	✅	➖	**Q2 21/22:** On Target All plans for year complete i.e. for the six potential Green Flag sites	6
PLACE.P.14.2e	% of total road network resurfaced (cumulative)	0.54%	0.24%	0.13%	0.47%	✅	⬆️	**Q2 21/22:** On Target	0.56%

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								3.2km of carriageway resurfaced to end of Q2.	
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	740	465	10	57	✅	⬆️	**Q2 21/22:** In progress Due to Covid related staff absence.	700
PLACE.P.15.4a	Reduce expenditure on Travel costs (staff) (cumulative)	£222,799	£135,051	£73,129	£150,374	✅	⬇️	**Q2 21/22:** On Target Costs have decreased significantly from previous years due to remote working. The option for car sharing has been reintroduced, a further reduction in costs is expected as a result. Q2 figure is £77,245.	£370,000
PLACE.P.15.5a	Achieve 5% reduction in transport costs (cumulative)	£2,157,235	£1,572,279	£610,056	£1,142,321	✅	⬇️	**Q2 21/22:** On Target Health & Social Care transport retender has begun, numbers on vehicles are still restricted. Q2 figure £532,265.	£2,049,374
PLACE.P.16.14a	Proportion of fly tipping incidents removed within 5 working days (quarterly)	100%	100%	100%	N/A	❓		**Q2 21/22:** Data not available for Q2 Information will be available at Q3 2021/22.	100%

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	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
ECON5a	Number of New Business Start Ups (LGBF)	N/A	N/A	24	28	📈	⬆	**Q2 21/22:** Data Only	
P.SG.1.2b	Locate in Midlothian Traffic	N/A	N/A	2,061	8,442	✅	⬆	**Q2 21/22:** On Target The website continues to be a valuable tool for employability opportunities and support as well as showcasing the work of our local businesses.	15,000
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%	71%	80%	79%	🛑	⬇	**Q2 21/22:** Off Target 79% of Local and Major planning applications have been determined within target.	80%

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 CO_2 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	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
PLACE.P.16.4a	Percentage of consumer complaints completed within 14 days (cumulative).	80.6%	75.6%	88.5%	79.5%	🛑	⬇	**Q2 21/22:** Off Target A total of 135 consumer complaints have been received this financial year with 127 completed. Of those, 101 were completed within 14 days, 79.5%. Of the 8 not completed, most have already taken more than 14 days so in reality is >74%. It should be understood that completion is not always within service control as responses from complainants and traders can cause delay. Trading Standards will try to contact traders to provide a quicker response. In addition, we were proactive in accepting 41 Notifications from Advice Direct Scotland this financial year with 33 completed; 29 of them within 14 days, 87.9%. These are where most refunds come.	80%

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								This figure combined with completed complaints would give a figure of 81.2% (130/160)	
PLACE.P.16.13a	Number of out of control dog investigations conducted	77	33	34	27			**Q2 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.	
PLACE.P.16.13b	Percentage of dog control investigations requiring statutory enforcement action (DCN)	36.8%	15.15%	8.82%	18.52%			**Q2 21/22:** 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.	
PLACE.P.16.15a	Percentage of all Public Health Service requests responded to	74.4%	81.3%	75.45%	72.68%			**Q2 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%	74%	41%	50%			**Q2 21/22:** Data Only As a direct result of the diversion of Environmental	

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								Health resources to proactively deal with the COVID-19 pandemic the response times for some service requests has been negatively impacted. Note - for Q2 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	63	38	36	✅	⬇	**Q2 21/22:** In progress Memex was replaced in June by IDB. 36 logs were made this quarter. Despite being off-target intelligence logging remains strong and one of the highest in Scotland for size of authority. Figures are dependent on justifiable intelligence and there's more of a quality over quantity aspect now. Would expect number to pick up as officers get more familiar with system and more inspections occur.	200
PLACE.P.16.3a	Number of primary inspections conducted.	99	42	30	21	✅	⬇	**Q2 21/22:** On Target 21 inspections were made this quarter. Most inspections are done in the second half of the year so target should be achieved. 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	100

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	Value
								businesses may be inspected.	
PLACE.P.16.5a	Percentage of tobacco retailers visited (culmulative).	26%	9.2%	8.2%	12.7%	✅	⬆	**Q2 21/22:** On Target 5 visits were made this quarter among the 21 inspections made. Midlothian's target is 22. This is because we know that the number of tobacco retailers are approx. 110* (71 of which also sell Nicotine Vaping Products or e-liquids) The target (set by the Scottish Government) for advice etc. visits to retailers is 20% of the local total,22. *The Scottish Tobacco and Nicotine Vaping Products 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. During visits, we will continue to press retailers to update or create new registrations on the 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.	20%
PLACE.P.18.2	Number of COVID tests undertaken at asymptomatic testing sites	N/A	N/A	1,287	185	📊	⬇	**Q2 21/22:** Data Only	

PI Code	PI	2020/21	Q2 2020/21	Q1 2021/22	Q2 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
								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. The presence of MTU (SAS run) and the LTS in Dalkeith offering PCR test units in Midlothian also impacts footfall at the ATS. A new fixed location is currently being sought and an ATS mobile facility is under development.	
PLACE.P.18.3	Number of COVID Home test kits handed out	N/A	N/A	1,516	1,407			**Q2 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 Q2. Distribution has been facilitated by increased community engagement events.	

Place Service Risks

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). 17/18 Rank 28 (Bottom Quartile). 16/17 Rank 31 (Bottom Quartile). 15/16 Rank 29 (Bottom Quartile). 14/15 Rank 22 (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
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). 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).

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 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). 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).

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
												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). 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).

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 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)
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%	94.37%	93.1%	93.1%	96.04%	96.05%	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	
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		