

Place

Quarter Three Performance Report 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 at pace 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

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.

The Residential Streets programme commenced at the start of October. The first phase of carriageway and footway resurfacing within some Bonnyrigg estates was completed during Q3 by our in-house resource. Residential Streets 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 the resurfacing works are taking place, Land and Countryside are attending to verges and overgrown foliage, whilst dropped kerbs are also being carried out and street lighting assessments taking place in each location.

Carriageway, footway reinstatements and drainage improvements were completed on the B7003 through Roslin Glen.

Successful delivery of the first half of winter service including a coordinated response to a number of storms. Very positive engagement with communities on Storm Arwen in particular on social media platforms. Land services/kick start staff have been bolstering roads staff numbers to ensure winter readiness. The winter service manual was revised in partnership with service areas and feedback from communities. Road Services have worked with Property Services to carry out a review and condition survey of all grit bins, as well as responding to individual community requests and this is now available to view via the Council's website, using the GIS platform public domain mapping system for assets to show locations and facilitate requests in real time.

Two applications to the Scottish Government's Recycling Improvement Fund were successful. Funding has been received for an additional vehicle to operate kerbside food waste collection in rural areas, and for in-cab technology for all waste collection vehicles.

Contracts for glass and dry mixed recycling have been extended to allow the service to prepare for the introduction of the Deposit Return Scheme and plan for the implications of the forthcoming Extended Producer Responsibility.

Following discussions on reuse, plans are developing on a reuse service at Stobhill. The partnership opportunity was advertised for partners to take items from Stobhill Recycling Centre for refurbishment or reuse, with applications to be received mid-February. It is hoped that this service will be in place beginning of April 2022.

The Corporate Communications team lead on the promotion of work delivered by the University of Edinburgh and Waste Services staff on the carbon content of waste.

Landscaping project works: Tender documents for patchworks at Easthouses Park, North Middleton/Roslin Pump track have been prepared. Tender documents issued for Waterfall Park, Kings Park and grant aided pond restoration works at Vogrie.

Midlothian Outdoor Festival took place in October with 23 Covid compliant events. 428 participants attended which involved over 500 hours of volunteer and staff time. Evaluation rated the festival as 83% excellent and 17% good.

The ranger service continues to engage with communities and volunteers on various initiatives such as a restock of 320 native species at Jubilee Woods by a corporate volunteer group and all completing all tree works following tree surveys carried out in September. During Q3 3,549 volunteer hours were delivered in countryside sites.

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.

Tyne Esk LEADER Scottish Rural Parliament project got underway with Community Enterprise Ltd procured as delivery partner. Desk research, engagement with connector orgs, identification of lesser heard voices accomplished and engagement with Scottish Rural Parliament initiated. Project aims to develop new needs based funding strategy for Tyne Esk LEADER for funding allocation going forward. It does this using the Scottish Rural Parliament 21 recommendations.

The Carbon Charter was refreshed 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. 11 local businesses have now signed up to the Midlothian Business Carbon pledge. Two businesses have been working with our Digital Officer to develop a feature and both now have our Pledge logo on their website.

The Economic Development team, with other departmental support continued to process the discretionary fund. At the end of Q3 the full fund was allocated with two applications in progress.

Regeneration

At its meeting in October 2021 the Planning Committee determined to grant planning permission for a significant strategic planning application for the erection of a two storey intermediate care facility (30 bedrooms and 10 one bedroom rehabilitation flats); a three storey extra care housing building (39 one bedroom flats and 7 two bedroom flats); and the conversion of a single storey listed building to create a day care space on land to the south west of Bonnyrigg town centre, Polton Street, Bonnyrigg.

Funding has also been allocated to progress plans for the regeneration of Newtongrange village centre and Dalkeith town centre.

Town centre Capital Fund: of the seven applications approved (£910,000) all projects are now complete with Penicuik Town Hall completing this quarter. Further public realm works have also recently received funding through the Place Based Investment Fund.

Housing and homelessness

Midlothian Council's Rapid Rehousing Plan (RRTP) was submitted to the Scottish Government in November 2021. To address the need for affordable housing, the SHIP details potential sites for 2,446 new affordable homes to be built between 2022/2022 and 2026/27. The RRTP 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.

There were 4,320 active housing applicants placed on the Common Housing Register at the end of this reporting period.

327 permanent homes have been provided to housing list applicants via the common housing register since 1 April 2021. 107 permanent homes were provided to housing list applicants during this reporting period.

8 new affordable council homes were completed at Bilston. The allocations were prioritised to local residents via Local Lettings Initiatives. 10 further properties were purchased from the open market.

95% of new tenants were very satisfied with their new council home and experience with the Housing Team. 100% of new tenancies were sustained after 12 months.

The Equally Safe Housing and Homelessness Policy was approved this quarter and is currently being implemented. It 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.

During this reporting period, 75 households were assessed as homeless, with 282 households assessed since 1 April 2021. It is anticipated there will be a decrease in the overall number of homeless households assessed during 2021/22 as compared to 493 households assessed during 2020/21. Since 1st April 2021, 571 households have been provided with advice and assistance compared to 515 for 2020/21.

To comply with the Scottish Housing Regulator's Regulatory Framework, the Council approved the Annual Assurance Statement providing full assurance that it is meeting legislative and regulatory standards.

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.

Good progress with annual Capital Works Programme for carriageway resurfacing, despite ongoing impact of Covid-19 on available resources and increased restrictions due to the Omicron variant, and the use of external contractors only to deliver the remainder of the programme from the start of Q3.

The latest review of progress on Midlothian Council's affordable housing programme indicates that the Council is on track to have 1000 affordable homes either built or under construction in the five years of this administration by the end of March 2022. Most recently, Midlothian Council has signed contracts with Dandara and Barratt, who are already on site delivering 18 affordable homes in Shawfair and 53 affordable homes in Roslin respectively.

Works are now underway at Polton Street in Bonnyrigg, where Midlothian Council is working closely with the Midlothian Health and Social Care Partnership to build 46 homes with onsite care, as well as an Intermediate Care Facility providing interim and respite care for up to 40 short term residents and a new Day Services facility to support older people in the refurbished former Bonnyrigg Infant School. All of the new build elements of this development will be built to the exacting Passivhaus standard, ensuring exceptionally high levels of energy efficiency and low utility bills for our residents.

Other sites due to have works being on site before March at Conifer Road, Mayfield (72 homes), Newbyres Crescent, Gorebridge (75 homes), Burnbrae Road, Bonnyrigg (20 homes), Bonnyrigg High Street (20 homes) and the former Newbattle High School site where 92 homes are to be built. All of these homes will be for social rent. Homes at Burnbrae Road and the former Newbattle High School are also built to a Passivhaus standard.

Midlothian Council's programme of homes to be built to the Passivhaus standard is the largest in Scotland and one of the largest in the UK.

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 this quarter compared to 75.45% in Q1 and 72.38% in Q2. The Environmental Health team has been impacted by the diversion of resources to proactively deal with the COVID-19 pandemic.

Enhanced cleaning and janitorial services continues during Q3 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

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge for Q4 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, food and fuel 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 52 days this quarter and temporary re-lets has increased to 40 days. This has been due to properties requiring extensive works, delays with utility connections and some delays with furnishing contractors and 1 property held for a sensitive let.

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 99 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 (77 weeks). To date, an average of 71 weeks spent in temporary accommodation compared to 93 weeks for 2020/21.

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 14.38 days in Q3 and contrasts with local authorities where full repairs and planned maintenance services have not yet resumed from the pandemic.

Due to changes in the Energy Efficiency regulations affecting the SHQS criteria we now have 431 houses failing EESSH which is reflected in the figures in the trend table above. House surveys are being carried out and work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria back up to target will commence in Q4.

Limited progress with annual Capital Works Programme for footway resurfacing due to focus on carriageway works. 2.44km of footway resurfaced to end of Q3. Focus to date is mainly on carriageway schemes. We aim to complete 7 footway schemes in Q4 using external contractors plus the Residential Streets Programme footways. Our annual target has been increased from 0.56% to 0.76% to include the Residential Streets Programme work which started this quarter.

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, however the total number of start-ups for the year to date 2021/2022 represents an increase of 68% for the same period in 2020/2021. 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)

11 18 3 17

Corporate PIs Off Target

PIs 6

- Performance against revenue budget
- % of invoices paid within 30 days of invoice receipt (cumulative)
- % of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)
- Average time in working days for a full response for escalated complaints
- Percentage of complaints at stage 1 complete within 5 working days
- Percentage of complaints escalated and complete within 20 working days

Service Plan PIs Off Target

PIs 11

- Re-let time permanent properties (calendar days)
- Percentage of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria
- % of the footpath network resurfaced (cumulative)
- 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)
- Number of volunteer hours in countryside sites
- Achieve 5% reduction in transport costs (cumulative)
- Number of intelligence logs made (quarterly)
- 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).
- Re-let time temporary accommodation properties (days)

Service High Risks (latest)

0

All Risks - Place

Risks 38 87

Key

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

Key



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

Key Risks



- High Risk/Medium Risk
- Low Risk

Place PI summary



01. Manage budget effectively

Priorities	Indicator	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£34.168m	£31.043m	£33.265m	£34.405m	£36.156m		Q3 21/22: Off Target Overspend of £24,000.		£36.132m		

02. Manage stress and absence

Priorities	Indicator	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22				Annual Target 2021/22	Feeder Data	Value
		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	6.39	3.56	6.08	9.04		Q3 21/22: Data only			Number of days lost	7,818.3
								Sickness absence days have increased compared to Q3 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 to 7th of July 2021 Covid sickness absence was being recorded via the usual sickness procedures with the exception of special leave granted for up to 14 days for isolation. As of July, Covid absence is being recorded as special leave for up to 12 weeks and recorded as sickness absence thereafter. There is no identifiable trend causing the increase, either in short term or long term absences. Consideration of an appropriate annual target following the change to the new service structure early in 2020 was subsequently deferred as a			Number of FTE in service	865.01

06. Implement Improvement Plans

Priorities	Indicator	2020/ 21	Q3 2020/ 21	Q1 2021/ 22	Q2 2021/ 22	Q3 2021/22				Annual Target 2021/22	Feeder Data	Value
		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%	N/A	92%	75%	100%		Q3 21/22: On Target		90%	Number of internal/external audit actions on target or complete	20
											Number of internal/external audit actions	20

Place Complaints Indicator Summary







Commitment to valuing Complaints







Indicator	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22				Annual Target 2021/22
	Value	Value	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	7,156	1,408	1,843	1,859	1,149		Q3 21/22: Data only Reduction in complaints compared to Q3 20/21 and last quarters.		
Number of complaints closed in the year	7,013	1,333	1,698	1,857	1,054		Q3 21/22: Data only		
Number of complaints upheld (quarterly)	6,521	1,197	1,432	1,528	908		Q3 21/22: Data only		
Number of complaints partially upheld (quarterly)	57	7	40	15	5		Q3 21/22: Data only		
Number of complaints not upheld (quarterly)	160	30	36	34	12		Q3 21/22: Data only		
Number of complaints Resolved (quarterly)			5	279	128		Q3 21/22: Data only		
Average time in working days to respond to complaints at stage 1	2.46	2.21	2.53	3.09	2.59		Q3 21/22: On Target		5
Average time in working days to respond to complaints at stage 2	19	0	17.67	32	11		Q3 21/22: On Target		20
Average time in working days for a full response for escalated complaints	58.67	19	0	1	21		Q3 21/22: Off Target 1 out of 2 Escalated complaints were complete within 20 days.		20
Percentage of complaints at stage 1 complete within 5 working days	91.67%	92.11%	87.37%	87.06%	88.11%		Q3 21/22: Off Target 926 out of 1,051 Stage 1 complaints were complete within 5 working days. Some complaints took longer than 5 days to complete where more investigations were required.		95%
Percentage of complaints at stage 2 complete within 20 working days	50%	100%	100%	50%	100%		Q3 21/22: On Target		95%
Percentage of complaints escalated and complete within 20 working days	66.67%	50%	0%	100%	50%		Q3 21/22: Off Target 1 out of 2 escalated complaints were complete within 20 working days.		95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	2	0	2	0	1		Q3 21/22: Data only		
Number of Compliments	186	N/A	21	24	39		Q3 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 (ESSH) 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	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Value	Status	Short Trend	Note	
BS.PLACE.P.5.2b	Percentage of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	98.4%	98.4%	98.4%	98.4%	98.4%			Q3 21/22: Off Target Work to bring the percentage of Councils housing stock that does not meets Scottish Quality Standards criteria has been delayed due to COVID issues	100%
BS.PLACE.P.6.1b	Number of major adaptations completed	5	0	5	4	12			Q3 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)	98.12%	96.4%	96.4%	96.4%	85.16%			Q3 21/22: Off Target Due to changes in the Energy Efficiency regulations affecting the SHQS criteria we now have 431 houses failing	100%


PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
										EESST which equates to 85.16%. House surveys are being carried out and Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria back up to target will commence in Q4.
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	17.95 days	N/A	17.95 days	14.27 days	14.38 days			Q3 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%	100%			Q3 21/22: On Target Service provision in the form of site inspections and building warrant application processing remains high. Significant improvements this quarter compared to previous quarters.	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%	95.6%	99.3%	99.3%	93%			Q3 21/22: On Target 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	90%





PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22		
		Value	Value	Value	Value	Value	Status	Short Trend		Note	
										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%	98.9%				Q3 21/22: On Target Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria to 100% currently on hold due to staffing issues.	100%
PLACE.P.5.2c	Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	99.6%	99.6%	99.6%	99.6%	99.6%				Q3 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 to 100% will commence shortly.	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%	88.71%				Q3 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%	87.7%				Q3 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 to deliver Building Rationalisation and hybrid working.
- 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	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	0	0	80	0	9,576			Q3 21/22: Data only School meals started back in the dining rooms in Primary Schools on 15 Nov 2021.	
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	0	0	1,186	1,127	3,635			Q3 21/22: Data only School meals started back in the High School dining rooms on 22 Nov 2021.	
PLACE 1.1c	Number of Free school meals provided (Primary 1-3) (quarterly)	102,180	77,015	94,488	53,445	98,390			Q3 21/22: Data only 98,390 lunches provided in this period for P1-P4 free meals. The education service worked closely with the council's catering service on a phased re-opening of our school dining halls, this started on 15 Nov 2021.	
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	38,420	19,210	23,730	12,430	29,380			Q3 21/22: Data only 52 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	



PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
										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	11,097.6	13,708.8	7,180.8	16,972.8				Q3 21/22: Data only 52 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. 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	9,727.4	12,016.2	6,294.2	14,877.2				Q3 21/22: Data only 52 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

PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
									classrooms and schools also getting carried out when a positive case is reported. Budgeted weekly hours are 1140, 1430.5 hours used per week due to COVID-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	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	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	99			Q3 21/22: On Target	100

PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.P.4.2a	Re-let time permanent properties (calendar days)	46 days	32 days	43 days	50 days	52 days			Q3 21/22: Off Target A small number of properties held up due to utilities, scale of repair works required and 1 property held for sensitive let.	45 days
P.SG.5.1a	Number of new homes completed, including specialist housing	140	N/A	39	15	18			Q3 21/22: On Target As per affordable housing programme 2021/22 agreed with Scottish Government (figure includes buy backs).	109
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	N/A	N/A	71	66	77			Q3 21/22: Off Target Lets to legacy homeless applicants resulting in increased time spent in temporary accommodation. To date, an average of 71 weeks spent in temporary accommodation compared to 93 weeks for 2020/21.	60
PLACE.P.4.2b	Re-let time temporary accommodation properties (days)	27	24	39	29	40			Q3 21/22: Off Target A small number of properties held up due to utilities, scale of repair works required and some delays with the furnishing contractor.	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	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	1	0	1	1			Q3 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%	90%	100%	100%	100%			Q3 21/22: On Target During Q3 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%	8.2%			Q3 21/22: On Target Going forward the challenge will be to	8%

PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22		
		Value	Value	Value	Value	Value	Status	Short Trend		Note	
										ensure that as the leased vehicles come off fleet that we continue to increase electric fleet not just maintain the same level.	
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	11.5%	12.0%	12.6%	12.4%	N/A				Q3 21/22: Data not available for Q3 awaiting information from our contractors, returns into waste data flow will be available at Q4 2021/22. Q2 figure 12.4%.	35.0%
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.38%	0.2%	0.14%	0.15%	0.34%				Q3 21/22: Off Target 2.44km of footway resurfaced to end of Q3. Focus to date mainly on carriageway schemes. We aim to complete 7 footway schemes in Q4 using external contractors plus the Residential Streets Programme footways. Our annual target has been increased from 0.56% to 0.76% to include the Residential Streets Programme work which started this quarter in October.	0.76%
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1295 Tonnes	723 Tonnes	220 Tonnes	433 Tonnes	824 Tonnes				Q3 21/22: Data only Continued reduction in carbon emissions from previous years due to replacing column and LED lanterns.	
ENV6	Percentage of total household waste that is recycled (LGBF)	47.3%		51.1%	48.4%	N/A				Q3 21/22: Data not available for Q3 awaiting	54.0%





PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22		
		Value	Value	Value	Value	Value	Status	Short Trend		Note	
										information from our contractors, returns into waste data flow will be available at Q4 2021/22. Q2 figure 48.4%.	
PLACE.P.13.1a	Number of volunteer hours in countryside sites	1,272	1,224	1,092	1,919	3,549				Q3 21/22: Off Target Volunteering has been restricted by Covid over the last year. Although off target, groups and event numbers are slowly increasing. The annual target of 9,000 reflects pre-pandemic figures in which we will continue to work towards.	9,000
PLACE.P.13.1g	Number of sites inspected	N/A	N/A	7	7	7				Q3 21/22: Complete All sites targeted for inspection have been complete this year. 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	6				Q3 21/22: Complete All plans for year complete for the six potential Green Flag sites across Midlothian.	6
PLACE.P.14.2e	% of total road network resurfaced (cumulative)	0.54%	0.35%	0.13%	0.47%	0.93%				Q3 21/22: On Target 6.37km of carriageway resurfaced to end of Q3,	1.1%



PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
										including Residential Streets Programme carriageways. Our annual target has been increased from 0.56% to 1.1% to include the Residential Streets Programme work which started this quarter in October.
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	740	664	10	57	411			Q3 21/22: In progress Work to meet 700 columns replacements by April 2022 on track.	700
PLACE.P.15.4a	Reduce expenditure on Travel costs (staff) (cumulative)	£222,799	N/A	£73,129	£150,374	£227,874			Q3 21/22: On Target The restrictions on social distancing are still in place making a return to normal car sharing harder. Q3 figure £77,500.	£370,000
PLACE.P.15.5a	Achieve 5% reduction in transport costs (cumulative)	£2,157,235	N/A	£610,056	£1,142,321	£1,998,833			Q3 21/22: Off Target Figure includes SW Transport which is still restricted due to social distancing.	£2,049,374
PLACE.P.16.14a	Proportion of fly tipping incidents removed within 5 working days (quarterly)	100%	100%	100%	100%	N/A			Q3 21/22: Data not yet available for Q3. Information will be available at Q4 2021/22. 89 reported fly tipping incidents in Q2. 81 on Council land all of which removed within 5 working days.	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	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
ECON5a	Number of New Business Start Ups (LGBF)	N/A	N/A	25	28	31			Q3 21/22: Data only The total number of start-ups for the year to date 2021/2022 represents an increase of 68% for the same period in 2020/2021.	
P.SG.1.2b	Locate in Midlothian Traffic	N/A	N/A	2,061	6,196	8,701			Q3 21/22: On Target We have now exceeded the website visitors target with 16,985 visits to the site since April 2021 and continued incremental growth each quarter.	15,000









PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
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%	74%	80%	79%	79%			Q3 21/22: Off Target 79% of Local and Major planning applications have been determined within target. This figure is marginally off target due to increasing workloads, vacant posts/turnover of staff and the change in business practices as a consequence of the pandemic.	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 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	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE.P.16.4a	Percentage of consumer complaints completed within 14 days (cumulative).	80.6%	86.4%	88.5%	79.5%	81.8%			<p>Q3 21/22: On Target A total of 203 Trading Standards consumer complaints have been received this financial year with 191 completed. Of the 191, 155 were completed within 14 days, 81.8%.</p> <p>55 out of 67 complaints were completed in 14 days in quarter 3 giving a rate of 91%.</p> <p>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.</p> <p>In addition to consumer complaints, we were proactive in accepting 60 Notifications from Advice Direct Scotland this financial year. Of the 52, 39 of them were completed within 14 days, 75%. These are where most refunds come.</p>	80%

PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22
		Value	Value	Value	Value	Value	Status	Short Trend	
PLACE.P.16.13a	Number of out of control dog investigations conducted	77	25	34	27	18			Q3 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%	16%	8.82%	18.52%	5.5%			Q3 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.
PLACE.P.16.15a	Percentage of all Public Health Service requests responded to	74.4%	84%	75.45%	72.68%	71.5%			Q3 21/22: Data only This figure reflects those cases where response has been recorded in the Data Management System. In the year 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. 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%	77%	41%	50%	50.7%			Q3 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

PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
									requests continues to be negatively impacted.	
PLACE.P.16.2a	Number of intelligence logs made (quarterly)	192	39	38	36	44			<p>Q3 21/22: Off Target Memex was replaced in June by IDB. 44 logs were made this quarter.</p> <p>Despite being off target intelligence logging remains strong and one of the highest in Scotland for size of authority.</p> <p>Figures are dependent on justifiable intelligence and now there's more of a quality over quantity aspect. Officers were advised at recent MPM reviews of expectations to log intelligence.</p>	200
PLACE.P.16.3a	Number of primary inspections conducted (quarterly)	99	47	30	21	74			<p>Q3 21/22: On Target 74 inspections carried out this quarter. (exceeding our annual target).</p> <p>The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Some of these will have ceased so can't be inspected, whilst new businesses may be inspected.</p>	100
PLACE.P.16.5a	Percentage of tobacco retailers visited (cumulative).	26%	16.8%	8.2%	12.7%	28.2%			<p>Q3 21/22: On Target 17 visits were made this quarter among the 74 inspections made.</p>	20%

PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
									<p>This makes 31 visits this year exceeding Midlothian's target of 22.</p> <p>The number of tobacco retailers is approximately 110* (71 of which also sell Nicotine Vaping Products or e-liquids). The target (set by the Scottish Government) for visits to retailers is 20% of the local total 22.</p> <p>*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.</p> <p>During visits, we will continue to press retailers to update or create new registrations on the Register.</p>	
PLACE.P.18.2	Number of COVID tests undertaken at asymptomatic testing sites (ATS)	N/A	N/A	1,287	185	39			<p>Q3 21/22: Data only</p> <p>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</p>	

PI Code	PI	2020/21	Q3 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22			Annual Target 2021/22	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
										presence of MTU (SAS run) and the LTS in Dalkeith offering PCR test units in Midlothian also impacts footfall at the ATS. The ATS mobile facility is scheduled for delivery in Q4. This unit will enhance availability of testing to our communities.
PLACE.P.18.3	Number of COVID Home test kits handed out	N/A	N/A	1,516	1,407	24,744				Q3 21/22: Data only An extended outreach programme to facilitate community engagement and the distribution of test kits significantly increased availability to our population and coupled with demands placed by the emergency of the omicron variant resulted in high uptake this quarter. Our Asymptomatic test site handed out 1,843 test kits and other locations 22,901.

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 %	66.11 %	66.29 %	66.86 %	19/20 Rank 32 (Bottom Quartile). 18/19 Rank 32 (Bottom Quartile). 17/18 Rank 31 (Bottom Quartile). 16/17 Rank 20 (Third Quartile).
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).

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)	£20,128.11	£22,563.92	£12,595.44	£6,471.17	£7,434.36	£6,387.61	£7,951.60	£8,195.37	£4,783.39	£1,315.19	19/20 Rank 2 (Top Quartile). 18/19 Rank 4 (Top Quartile). 17/18 Rank 4 (Top Quartile). 16/17 Rank 4 (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).
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).

Economic Development and Planning

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	
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).
ECON2	Cost of Planning and Building Standards Services per planning application (LGBF)	£4,390 .15	£4,206 .11	£4,825 .63	£4,837 .23	£5,528 .99	£4,492 .45	£5,644 .24	£5,534 .07	£4,215 .51	£4,271 .52	19/20 Rank 13 (Second Quartile) 18/19 Rank 14 (Second Quartile). 17/18 Rank 24 (Third Quartile). 16/17 Rank 27 (Bottom 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).
ECON6	Cost of Economic Development & Tourism per 1,000 population (LGBF)	£73,77 2.28	£91,39 0.59	£66,99 9.17	£45,64 6.13	£59,10 9.95	£49,43 1.07	£139,7 92.28	£44,79 6.42	£52,19 8.77	£60,40 6.62	19/20 Rank 13 (Second Quartile) 18/19 Rank 9 (Second Quartile). 17/18 Rank 6 (Top Quartile). 16/17 Rank 26 (Bottom Quartile).
ECON8	Proportion of properties receiving superfast broadband (LGBF)				57%	66%	76%	85%	91%	92%	94%	19/20 Rank 19 (Third Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 19 (Third Quartile). 16/17 Rank 19 (Third Quartile).
ECON9	Town Centre vacancy rates (LGBF)					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).
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).

Environmental 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	
ENV1a	Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF)			£92.21	£71.39	£34.79	£81.42	£83.31	£82.79	£74.54	£54.20	19/20 Rank 8 (Top Quartile) 18/19 Rank 24 (Third Quartile). 17/18 Rank 28 (Bottom Quartile). 16/17 Rank 24 (Third Quartile).
ENV2a	Corporate Indicator - Net cost of waste disposal per premise (annual) (LGBF)			£87.44	£66.73	£86.69	£97.66	£95.06	£94.66	£94.39	£57.84	19/20 Rank 2 (Top Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 8 (Top Quartile). 16/17 Rank 10 (Second Quartile).
ENV3a	Corporate Indicator - Net cost of street cleaning per 1,000 population (LGBF)	£11,772.17	£12,021.15	£11,851.17	£11,982.11	£13,544.06	£13,451.08	£14,075.11	£13,152.15	£13,154.33	£11,490.64	19/20 Rank 14 (Second Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 15 (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).
ENV4a	Corporate Indicator - Cost of maintenance per kilometre of roads (LGBF)	£17,178.96	£12,211.33	£8,376.73	£14,583.11	£9,601.49	£6,582.70	£8,726.31	£9,148.18	£12,759.99	£8,984.49	19/20 Rank 12 (Second Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 10 (Second Quartile). 16/17 Rank 9 (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).
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).
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).
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).

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	
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).
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).
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).

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 3 (Top Quartile) 18/19 Rank 4 (Top Quartile) 17/18 Rank 4 (Top Quartile) 16/17 Rank 4 (Top 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%	19/20 Rank 21 (Third Quartile) 18/19 Rank 22 (Third Quartile) 17/18 Rank 20 (Third Quartile) 16/17 Rank 10 (Second Quartile).
FINSUS3	Ratio of Financing Costs to Net Revenue Stream - General Fund (LGBF)				2.79%	3.9%	3.6%	3.56%	3.17%	3.07%	2.69%	19/20 Rank 2 (Top Quartile) 18/19 Rank 2 (Top Quartile) 17/18 Rank 3 (Top Quartile) 16/17 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) 18/19 Rank 24 (Third Quartile) 17/18 Rank 22 (Third Quartile) 16/17 Rank 21 (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 5 (Top Quartile) 18/19 Rank 5 (Top Quartile) 17/18 Rank 2 (Top Quartile) 16/17 Rank 2 (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%	86.39 %	94.37 %	93.12 %	93.13 %	96.04 %	96.05 %	96.13 %	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).
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).
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).

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	N/A	