



Midlothian Council
Annual Performance Report
2020/21

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Midlothian Council - Your guide to our performance in 2020/21

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

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

- Economic Circumstances
- Health Outcomes
- Learning Outcomes

During 2020/21 the Community Planning Partnership also identified **Carbon Neutral by 2030** as an overarching aim.

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



Adult Health and Social Care

Responding to growing demand for adult social care and health services.



Community Safety and Justice

Ensuring Midlothian is a safe place to live, work and grow up in.



Getting it Right for Every Child

Improving outcomes for children, young people and their families.



Improving Opportunities for Midlothian

Creating opportunities for all and reducing inequalities.



Sustainable Growth in Midlothian

Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.

Throughout 2020-21 COVID-19 caused significant disruption to all our community based activities with a large majority of them being suspended due to restrictions in place to prevent the spread of infection. Support continued but with reduced capacity and it was targeted, when needed, at those with the most critical needs. Where possible alternatives such as online activities were introduced with some success although the limitations of such activities are recognised.

The data in this report is a snapshot of the activities carried out by Council Services during the COVID-19 pandemic and is not intended to show trend data

Route Map through and out of the crisis

Midlothian and its communities are facing an unprecedented challenge in how we respond to a global pandemic with far reaching consequences for thousands of people locally.

Across Midlothian Council, staff have adapted to working completely differently, delivering more services remotely and trying to maintain business as usual whilst supporting people through the crisis. At the same time, many of our staff were forced to shield and isolate, unable to work, or having to undertake reduced duties. Whilst this experience has been extremely challenging, it has also acted as a catalyst for change. There are things we paused or stopped doing and we've also started doing lots of new things. These are outlined in the Midlothian Route Map through and out of the crisis which was approved by Council in June 2020.

The introduction of Midlothian's Route Map through and out of the crisis seeks to both support recovery and to retain the best elements of the transformation which took place in response to Covid-19. The strategy for recovery, as we continue to respond and emerge from this crisis, is based on the creation of a Wellbeing Economy, designed to achieve wellbeing, inclusion and fairness for our communities and to protect and enhance our environment. The overarching principle is that in delivering services, whether commissioned internally or externally, that we keep our communities, our employees and our environment safe minimising exposure to Covid-19, or any other harmful agent, at the same time as meeting our commitment to being carbon neutral by 2030.

Priority interventions to support recovery:

- Economic Renewal,
- Accelerated Capital Programme for Housing and the School Estate
- Education Recovery Plan
- Hub and Spoke Place Service Delivery
- Health and Social Care Transformation
- Digital by default, Remote working and Carbon Neutral by 2030 approaches to the workplace and active travel

The Route Map builds on our 9 drivers for change which were approved by Council in June 2019.

Hollistic Working	Hub & Spoke	Modern	Sustainable	Transformational	Preventative	Asset Based	Continuous Improvement	One Size Fits One
<ul style="list-style-type: none"> • One Council - joined up services • All through support, minimising transition points 	<ul style="list-style-type: none"> • Local by default - supported by 4 Locality Place Teams • Minimal services delivered centrally 	<ul style="list-style-type: none"> • Digital by default • Place based front facing services • Home working for those services able to be delivered from home • Digital rather than physical attendance at meetings 	<ul style="list-style-type: none"> • Climate change commitment to be carbon neutral by 2030 • Minimising travel by committing to working as locally as possible 	<ul style="list-style-type: none"> • This strand supports the delivery of the other 8 drivers for change 	<ul style="list-style-type: none"> • Continued investment in early intervention and prevention as a priority 	<ul style="list-style-type: none"> • Local by default • Only retaining physical buildings where required • Maximising opportunities for social housing solutions • Eliminate homelessness 	<ul style="list-style-type: none"> • Committed to achieving 'better than our previous best' 	<ul style="list-style-type: none"> • Our citizens come first, are known as individuals and experience services appropriate to best meeting their needs

Reducing the Gap in Economic Circumstances

How are we doing against our priorities for 2020-21 during the pandemic?

WELFARE RIGHTS TEAM

generated

£4,226,848

In household income

MIDLOTHIAN CITIZEN ADVICE BUREAUX (CAB)

generated an additional

£3,055,703

In income maximisation

1,424 Households

accessed energy saving or fuel
advice and assistance schemes

140 New homes

were built this year,
including specialist housing

8 New Business Start Ups

were assisted per 10,000
population in the Midlothian area

Reducing the Gap in Health Outcomes

How are we doing against our priorities for 2020-21 as a result of the pandemic?

214 Health and Social Care Staff participated in face to face or on-line training in **Health Inequalities**

82 People received a **health assessment** from the Community Health Inequalities Team

190 People went through **weight management triage**, a reduction from **509** in 2019/20

3,895 People attended **activity groups** hosted by Ageing Well, a reduction from **21,427** in 2019/20

239 People were supported with **Cancer** from **265** in 2019/20

249 People were supported with **Mental Health needs** from **336** in 2019/20

Reducing the Gap in Learning Outcomes

How are we doing against our priorities for 2020-21 as a result of the pandemic?

95% Average
Primary School attendance

91% Average
Secondary School attendance

6 Primary School exclusions
(Rate per 1,000) a reduction from
8 in 2019/20

14 Secondary School exclusions
(Rate per 1,000) An improvement from
15 in 2019/20

5.3% of residents
have no qualifications,
an improvement from
9.4% in 2019/20

50% of residents have
qualifications at **SVQ Level 4**
an increase from
42.9% in 2019/20

Adult Health and Social Care

Priorities for 20/21 include:

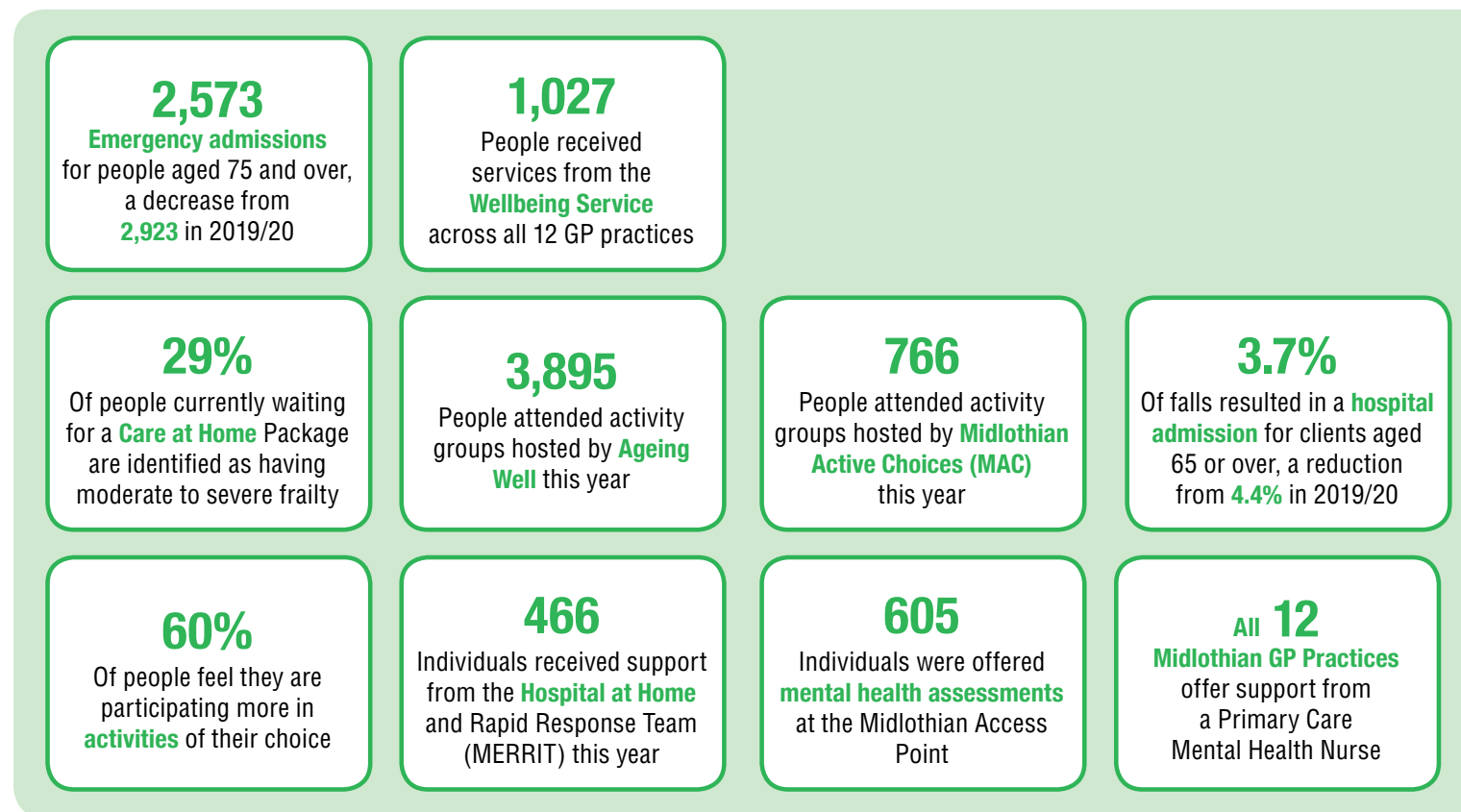
- People are able to look after and improve their own health and wellbeing and live in good health for longer.
- People are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
- People who use health and social care services have positive experiences of those services, and have their dignity respected.
- Health and social care services contribute to reducing health inequalities.

“People in Midlothian are enabled to lead longer and healthier lives by getting the right support, at the right time and in the right place.”



The Midlothian Health and Social Care Partnership 2019-22 Strategic Plan outlines a major programme of activity focused on prevention and early intervention; planned support, treatment and recovery; and unplanned treatment and support. We are achieving this by changing the emphasis of our services, placing more importance and a greater proportion of our resources on our key values. Many voluntary sector and independent providers work with the Partnership to deliver our objectives.

Throughout 2020-21 COVID-19 has caused significant disruption to all our community based activities with a large majority of them being suspended due to restrictions in place to prevent the spread of infection. Support continued but with reduced capacity and it was targeted, when needed, at those with the most critical care needs. Where possible alternatives such as online activities were introduced with some success although the limitations of such activities are recognised.



Community Safety and Justice

Priorities for 20/21 include:

- Reduce violent crime
- Reduce substance (alcohol and drug) misuse
- Reduce domestic abuse and protect women and girls
- Help to improve family life and parenting skills

“Ensuring Midlothian is a safe place to live, work and grow up in.”



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

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

63 violent crimes were recorded by the Police this year

4 individuals were referred through the **Safe and Together** approach from **7** in 2019/20

15 young people received on-going individual support from **substance misuse** treatment services over this period and there were **200** appointments offered **150** undertaken.

1,181 domestic abuse incidents were recorded by Police this year

78% of Community Payback Orders were completed from **61.8%** in 2019/20

3.71km of road network resurfaced, which is a total of **0.54%**

94% of street light repairs were completed within 7 days from **80.5%** in 2019/20

We saved **1295** tonnes in street lighting carbon emissions due to replacing columns and LED lanterns

Getting it Right for Every Child (GIRFEC)

Priorities for 20/21 include:

- Increase support to children and young people affected by domestic violence, parental alcohol or drug misuse
- Increase the range of alternative services on offer to children and young people requiring support for their mental health
- Reduce the proportion of children and young people living in households affected by poverty *shared with IOM

“All children, young people, adults and families in Midlothian are supported to be the best they can be. This is achieved through a nurturing, respectful and collaborative approach that promotes wellbeing, equity and inclusion”



Attainment

As a result of the pandemic, the absence of exams and external assessment information in 2020 and 2021 led to grades awarded being based on teacher estimates and are not comparable with previous years.

9 young people moved from care placements to their **own permanent tenancy** through the National Housing Project

65 children were living in **Foster Care**, a decrease from **68** in 2019/20

36 Midlothian children on the **Child Protection Register**

2 new foster carers were recruited during the pandemic

Child Protection registration rate per 1,000 population aged 0-15 was **2.0** compared to the national average of 2.9

42 care experienced young people attended the **Champions Group** out of 72 who are signed up for the Champions Board

61 children are living in a **kinship care** at the end of the year (a snapshot figure)

92.3% care experienced young people progressed to positive destinations upon leaving School

Looked after population rate per 1,000 population aged 0-17 was **9.1** compared to the national average of 14

Improving Opportunities for Midlothian

Priorities for 20/21 include:

- Reduce the number of children and young people living in households affected by poverty *reporting also linked to GIRFEMC Board
- Support people out of poverty and welfare dependency
- Reduce health inequalities

“Creating opportunities for all and reducing inequalities.”



Communities and Lifelong Learning have continued to offer support to adults and families who required additional support and also offered one to one sessions with young people who were unable to attend school or college but were in need of additional input. In addition the volume of grants that have been on offer to young people and adults to support them into further training or employment has taken up a significant amount of time.

500 course options were offered
1,894 Midlothian residents took part in them

43 residents gained a **positive outcome** through accessing regional skill centres

36 parents engaged in the **Parental Employability Support Programme**

8,625 instances of **front line advice** were provided by CAB

15 training events were delivered

110 people were supported by Community Lifelong Learning with their **Modern Apprenticeship**

52% of our **Tonezone members were retained**, down from **55%** in 2019/20

19 activities were offered by Ageing Well to our over 50 age groups

54,800 people attended our **Sport and Leisure facilities** this year from **903,770** in 19/20

Midlothian Youth Platform continue to offer online support and information gathering from young people

Sustainable Growth in Midlothian

Priorities for 20/21 include:

- Implement climate change strategy
- Increase provision of accommodation for homeless households
- Deliver further affordable housing
- Improve the vibrancy of our town centres and make them more environmentally friendly

“Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment”



The Council approved the Climate Change Strategy in August 2020. 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.

8.4% of the Council fleet is **'Green'**.
Our target was to reach 8%

86% of our Council houses are **energy efficient**

11.5% of waste was sent to **landfill**

47.3% of total household waste is **recycled** by our households
From **50.8%** in 2019/20

261 **Void properties** were **re-let**
From **236** in 2019/20

96 affordable housing units were built this year
From **62** in 2019/20

98.12% of the Councils **housing stock** is meeting the Scottish Housing Quality Standards criteria

Other Areas of Interest

Growing Council

Midlothian is projected to have the highest percentage change in population size of all council areas in Scotland. Between 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.

This brings the opportunity to support the Council vision of being 'A Great Place to Grow'. The opportunity to redevelop parts of Midlothian, improve infrastructure with a focus on area targeting, improving economic opportunities, improving education and health outcomes.

This growth creates the opportunity to meet the housing need with 25% of new homes being built in the affordable housing bracket, in addition to the expansion in Council House building. This construction will directly support employment in construction and will see a steady increase in the value of Council Tax received over time.

The approved, Capital Strategy sets out infrastructure required to meet those demographic pressures and includes the financial contributions Midlothian will make to the Edinburgh and South East Scotland City Region Deal.

The extent of the population growth brings with it specific funding challenges and a key element of securing continued financial sustainability will be to secure a fair funding deal for the Council and its community planning partners. Securing a funding settlement from government which recognises and supports growth, growth which is central to the Scottish Economy as a whole.

£6.13 is the cost of collecting **council tax** per dwelling
From **£6.50** in 2019/20

159,591 customer enquiry calls to our Contact Centre

7,164 complaints were closed in the year

78.57 of **Complaints at Stage 2** were complete within their target of 20 working days

290,740 people visited our **Libraries**

2.7% is the **gender pay gap** between average hourly rate of pay for male and female.

91.32% of **Complaints at Stage 1** were complete within their target of 5 working days

8.76 days is the average **Sickness Absence days** per Employee (All employees)

55.1% of Council employees in **top 5% of earners** are **Women**

5.9% **staff turnover** (including teachers)

92.3% of our **invoices** were paid within 30 days – helping local business.

Your feedback counts

Whether you want to know more about our performance, have something to say about this report, or want to suggest an alternative way of receiving this kind of information in the future.

Please contact the Continuous Improvement Team:
Continuous.Improvement@midlothian.gov.uk

Visit: www.midlothian.gov.uk

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如有需要我們樂意提供翻譯本，和其他版本的資訊與刊物，包括盲人點字、錄音帶或大字體。

Zapewnimy tłumaczenie na żądanie oraz dostarczymy informacje i publikacje w innych formatach, w tym Braillem, na kasecie magnetofonowej lub dużym drukiem.

ਅਸੀਂ ਮੰਗ ਕਰਨ ਤੇ ਖੁਸ਼ੀ ਨਾਲ ਅਨੁਵਾਦ ਅਤੇ ਜਾਣਕਾਰੀ ਤੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਪ੍ਰਕਾਸ਼ਨ ਪ੍ਰਦਾਨ ਕਰਾਂਗੇ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਬਰੇਲ, ਟੇਪ ਜਾਂ ਵੱਡੀ ਛਪਾਈ ਸ਼ਾਮਲ ਹਨ।

Körler için kabartma yazılar, kaset ve büyük nüshalar da dahil olmak üzere, istenilen bilgileri sağlamak ve tercüme etmekten memnuniyet duyarız.

اگر آپ چاہیں تو ہم خوشی سے آپ کو ترجمہ فراہم کر سکتے ہیں اور معلومات اور دستاویزات دیگر شکلوں میں مثلاً بریل (ناہینا افراد کے لیے) بھرے ہوئے حروف کی لکھائی) میں، ٹیپ پر یا بڑے حروف کی لکھائی میں فراہم کر سکتے ہیں۔

Contact **0131 270 7500** or email:
communications@midlothian.gov.uk