Place
Annual 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 year

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. This year 702 new lighting columns were replaced with LED lanterns and an upgrade of 350 sodium lighting units contributing to energy and carbon savings.

Good progress was made in 2021/22 with the annual Capital Works Programme for carriageway resurfacing, despite the ongoing impact of COVID-19.8 carriageway resurfacing schemes were undertaken, utilising entirely framework contractors. 9.9km of carriageway has been resurfaced for the year (1.4% of the total road network) under the Capital Works Programme, and an additional 4.14km resurfaced during Q3 and Q4 as part of the Residential Streets programme, totalling 14.04km of carriageway resurfaced this year (2.05% of the total road network).

The Residential Streets programme commenced at the start of October, with the first phase of carriageway and footway resurfacing 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 requests are also being carried out and street lighting assessments taking place in each location.
The successful delivery of winter service includes responding to a number of storms this year. Land Services/Kickstart staff have been working with roads staff to ensure winter readiness. The winter service manual was revised in partnership with cross-Council service areas and communities. Road Services worked with Property and Facilities Management Services to carry out a review and condition survey of all grit bins, as well as responding to individual community requests. The survey results have been consolidated using the   Geographic Information System mapping system for assets to show locations and facilitate requests in real time, and this is now available to view via the Council's website,

In-cab units to enable Waste Services to move to a Digital Depot way of working have been received following a successful funding bid to the Scottish Government's Recycling Improvement Fund. The intention is that these units will integrate with the new Customer Service Platform allowing service requests to be closed in real time.

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. A preferred contractor has been identified to collect household waste for reuse from Stobhill Recycling Centre. Setting up the reuse cabin will be progressed in Q1 2022/23.

Landscaping project works: completion of 5 playground and Auld Gala Park with various tenders underway including Waterfall Park, Kings Park, Easthouses Park and a pump track at North Middletown to continue into 22/23. The Ranger Service continues to engage with communities and volunteers on various initiatives. All 7 sites have been inspected this year and tree works for all sites complete. A Green Flag

award was received for the Penicuik to Dalkeith walkway. Unfortunately volunteering has been restricted by COVID-19 over the last year and although off target, groups and event numbers are now increasing. The annual target of 9,000 reflects pre-pandemic figures and during 21/22, 4,821 hours were used in the countryside, which we expect to increase next year.

Economic

Midlothian Council's Economic Renewal Strategy sets out its ambitious approach to managing the transition from lockdown and planning for the longer term challenges the local economy will face, the strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support. Each social channel is targeting different audiences and each is performing well in terms of audience growth and interaction.

This year we have continued to maximise opportunities to support recovery of the tourism sector by supporting the development of the tourism forum's digital presence and representation on the steering group. A member benefit has been included of a quarterly roundtable meeting with Economic Development and Business Gateway to raise challenges and opportunities - early intervention in new initiatives can help accelerate those that will encourage more visitors to Midlothian. Business Gateway has referred 40 businesses to Midlothian Tourist Forum and membership is now at 55.

Local Procurement: We have a dedicated officer in the Economic Development Service and although progress has stalled over the COVID-19 period due to capacity, we are in a good position to now take this forward with momentum as businesses are more comfortable directing resource at future opportunities. Addressing a gap in the learning cycle, we are introducing a procurement mentor to the client journey providing 121 support; this should increase the volume and quality of local bids.

Tyne Esk LEADER Scottish Rural Parliament project is now complete with a Midlothian/East Lothian needs based funding strategy produced. This will to inform the way forward. Close links with communities were fostered and communities are welcoming to further engagement with the Scottish Rural Parliament. Opportunities that may arise are working with the Scottish Rural Youth Task Force/Scottish and Rural Islands Youth Parliament for young people, with Tyne Esk as potential first hosts, and Scotland's Older People Assembly for older people.

This year the Economic Development team, with other departmental support completed the allocation of the discretionary fund. The fund provided small business support with on-off grant payments who were impacted by COVID.

Regeneration

The Planning Service has recovered approximately £11.8m and secured £12.9m in developer contributions in 21/22 towards: new schools; community facilities; sport, leisure and play provision; transport infrastructure; and town centre improvement projects.

The Planning Committee this year have granted various permissions for significant strategic planning applications leading to new tourist facilities, investment and job creation

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 Strategic Housing Investment Programme (SHIP) 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.

There were 4,237 active housing applicants placed on the Common Housing Register at the end of this reporting period.

431 permanent homes have been provided to housing list applicants via the common housing register since 1 April 2021. An increase in 104 lets (32%) in permanent homes compared to last year.

During this reporting period, 99 households were assessed as homeless, with 385 households assessed since 1 April 2021. It is a positive decrease of 22% in the overall number of homeless households assessed compared to 493 households assessed during 2020/21. Since 1st April 2021, 790 households have been provided with advice and assistance compared to 515 for 2020/21. During 2021/2022 48 temporary properties have been successfully converted to permanent tenancies. The service has also progressed the delivery of 22 Housing First cases.

Midlothian Council's Rapid Rehousing Transition 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. As of quarter 4 the length of time homeless applicants waiting until receiving a permanent housing is 85 weeks which has steadily improved throughout the year, with a reduction of 42 weeks in comparison to Q1.

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

The Equally Safe Housing and Homelessness Policy was approved this year 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.

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

As Scotland's fastest growing local authority area, it is critical to delivery that investment in community infrastructure, such as housing, the learning estate, economic investment and green infrastructure, is in the right place at the right time. This will help our communities to live well, live locally and prosper.

How we invest in community infrastructure must also respond to changes in our working and living patterns brought about by the COVID-19 pandemic. Communities need to be able to readily access the services they need. Capital investment is also an opportunity to support our local economy through job creation and skills enhancement, particularly in relation to supporting a transition to a green economy as we invest in sustainable, highly energy efficient buildings.

As a growing Council, we have the opportunity to transform parts of Midlothian in a way that reflects how we live now. We will invest in community infrastructure with a focus on place-making, reducing inequalities, improving economic opportunities and improving education and health and wellbeing outcomes.

The Capital Investment Strategy brings together many strands of the Council's activities to build upon our past successes and drive forward innovation in a co-ordinated and achievable manner for the benefit of Midlothian and its citizens.

The Capital Investment Strategy sits centrally within the Council's future planning activities and in doing so has to reflect the demands of Council services to ensure positive outcomes are achieved in the right place, at the right time for the maximum benefit to Midlothian. The extensive capital programme, totalling £0.8bn, delivers new schools, a record investment in council housing, improved community infrastructure, investment in the local transport network and in innovative developments such as the new low carbon heat network in Shawfair.

To ensure Midlothian is 'building back better', this investment is also creating new jobs, apprenticeship opportunities, opportunities for businesses and communities and families hard-hit by the impact of COVID-19. These new opportunities help lead the way out of the pandemic and towards a better future for Midlothian.

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 years provision. This currently covers approximately 30 projects at various stages of development.

In relation to our ambitious affordable housing programme, in total there were 334 site starts in the year, with 180 homes completed. In total, Midlothian Council attracted over £15m of Scottish Government grant funding into its affordable housing programme in 2021/22.

Midlothian Council is overseeing a significant housing programme. This includes the largest Passivhaus programme in Scotland, with 182 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents. The conversion of Jarnac Court in Dalkeith is also now complete and will soon be providing temporary housing accommodation for those most in need.

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 Passivhaus standard.

Destination Hillend continues to move forward. The first package of works, relating to the upgrade of the junction at the entrance are now out to tender and relevant planning applications are progressing. Design development continues on the most exciting elements of this development: the alpine coaster, the zipline and the new snowsports centre.

A public consultation exercise was completed for the A701 Relief Road and that project is also progressing, with the imminent selection of a preferred route and publication of the Stage 2 Scottish Transport Appraisal Guidance report.

Utilising the Place Based Investment Fund, we have also invested in further public realm upgrades in Penicuik Town Centre, a new mobile library bus and a pop-up park in Newtongrange Town Centre.

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.

An average of 67.5% of public health requests were responded to this year, a reduction compared to 74.4% responded to last year. This is a result of the Environmental Health team being diverted to proactively deal with the COVID-19 pandemic.

Intelligence logging although off target remains strong and one of the highest in Scotland for our authority size. Figures are dependent on justifiable intelligence.
Due to Covid 19 enhanced cleaning and janitorial services has continued to take place this year 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 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 reduced to 39 days this quarter and temporary re-lets has increased to 41 days. This has been due to properties requiring extensive works, delays with utility connections and some delays with furnishing contractors.

Average time to complete non-emergency repairs has remained off target (7 days) throughout this year. The yearly average taken across all quarters is 15.27 days to complete non-emergency repairs. Whilst this indicator is not on target there has been improvement over this year in completion times from 17.95 days in Q1 to 14.49 days in Q4. 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.

Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified during Q3 as failing Energy Efficiency Standards for Scottish Housing. We have reduced these failures from 431 to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS from the 31st March 2022 we have found that 4733 fail assessment and therefore we have 34.3% meeting standard due to this. It should be noted that 100% of smoke alarm devices comply with current legislation.

Progress with annual Capital Works Programme for footway resurfacing due to this focus on carriageway works is off target for the year. 3.82km of footway was resurfaced to end of Q4. Our annual target was increased from 0.56% to 0.76% in Q3 to include the Residential Streets Programme work which will continue into Q1.

Domestic residual waste collection tonnages remains high this year and recycling rates lower. Working from home and lockdown periods has resulted in higher waste volumes.

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 65% for the same period in 2020/2021. Initiatives are in place to promote and encourage businesses where possible in the current climate.

Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the South East of Scotland which leaves Midlothian and the other Council's in the region without an up to date strategic development plan.

Place

Midlothian

Successes and Challenges

Corporate Performance Indicators (latest)
🔴 7 ✅ 3 ❓ 1 📈 9

Service Plan PIs (latest)
🔴 12 ✅ 17 ❓ 3 📈 17

Corporate PIs Off Target

PIs   🔴 7

% 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 to respond to complaints at stage 2

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

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints at stage 2 complete within 20 working days

Percentage of complaints escalated and complete within 20 working days

Service Plan PIs Off Target

PIs   🔴 12

Re-let time permanent properties (calendar days)

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

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

% 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

Number of intelligence logs made (quarterly)

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

Re-let time temporary accommodation properties (days)

Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria

Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria

Service High Risks (latest)
⚠️ 0

All Risks - Place

Risks   ⚠️ 36 ✅ 86

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

Place PI summary

01. Manage budget effectively

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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	£33.265m	£34.405m	£36.156m	N/A		**21/22:** Data not available. Financial report will be provided to Council in June	[?]	£34.393m		

02. Manage stress and absence

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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	3.56	6.08	9.04	11.03	[chart]	**21/22:** Data only The average number of working days lost due to sickness absence has increased from 9.20 in 20/21 to 11.03 this 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. However the changes in recording covid absence over the last few years could be attributable to the increase in days lost.	[down arrow]		Number of days lost / Number of FTE in service	9,972.69 / 904.51

03. Process invoices efficiently

Priorities	Indicator	2020/21 Value	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	2021/22 Value	Status	Note	Short Trend	Annual Target 2021/22	Feeder Data	Value
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	88%	90%	90%	89%	89%	🛑	**21/22:** Off Target Marginally off target, in Q1 and Q2 this year 90% of invoices were paid within 30 days with the last 2 quarters decreasing to 89%.	⬆	90%	Number of invoices received	21,348
											Number of invoices paid within 30 days (cumulative)	18,927

04. Improve PI performance

Priorities	Indicator	2020/21 Value	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	2021/22 Value	Status	Note	Short Trend	Annual Target 2021/22	Feeder Data	Value
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	61.7%	72%	78%	71.43%	75.51%	🛑	**21/22:** Off Target A number of the performance indicators off target this year is a result of backlogs created as a consequence of the pandemic. For example, delays in Scottish Housing Quality Standard (SHQS) programmes, supply issues in Roads and Landscaping works and availability of resources. Work is ongoing to bring these up to target and improvements have been made over the course of the year. Further detail is in the narrative of individual PIs that are off target.	⬆	90%	Number on tgt/complete or Data Only	37
											Total number of PI's	49

05. Control Risk

Priorities	Indicator	2020/21 Value	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	2021/22 Value	Status	Note	Short Trend	Annual Target 2021/22	Feeder Data	Value
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	0%	100%	✅	**21/22:** No new high risks identified.	▬	100%	Number of high risks reviewed in the last quarter	3
											Number of high risks	3

06. Implement Improvement Plans

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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%	92%	75%	100%	100%	✅	**21/22:** On Target All audit actions reviewed this quarter and adjustments made with internal audit to accommodate the completion of actions within certain time periods.	⬆	90%	Number of internal/external audit actions on target or complete	43
											Number of internal/external audit actions	43

Place Complaints Indicator Summary

Commitment to valuing Complaints

Indicator	2020/21 Value	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	2021/22 Value	2021/22 Status	2021/22 Note	Short Trend	Annual Target 2021/22
Number of complaints received (quarterly)	7,156	1,843	1,859	1,149	6,064	📈	**21/22:** Data only Overall reduction in complaints received from last year with this years total 6,064 compared to 7,156 in 20/21.	⬇	
Number of complaints closed in the year	7,013	1,698	1,857	1,054	5,922	📈	**21/22:** Data only	⬇	
Number of complaints upheld (quarterly)	6,521	1,432	1,528	908	4,685	📈	**21/22:** Data only	⬇	
Number of complaints partially upheld (quarterly)	57	40	15	5	168	📈	**21/22:** Data only	⬆	
Number of complaints not upheld (quarterly)	160	36	34	12	128	📈	**21/22:** Data only	⬇	
Number of complaints Resolved (quarterly)	N/A	5	279	128	936	📈	**21/22:** Data only		
Average time in working days to respond to complaints at stage 1	2.46	2.53	3.09	2.59	3.14	✅	**21/22:** On Target	⬇	5
Average time in working days to respond to complaints at stage 2	19	17.67	32	11	28	🛑	**21/22:** Off Target 5 out of 8 Stage 2 complaints were complete within 20 workings days. Some complaints took longer than 5 days to complete where more investigations were required.	⬇	20
Average time in working days for a full response for escalated complaints	58.67	0	1	21	33.5	🛑	**21/22:** Off Target 2 out of 6 escalated complaints were complete within 20 working days. Some complaints took longer than 5 days to complete where more investigations were required.	⬆	20
Percentage of complaints at stage 1 complete within 5 working days	91.67%	87.37%	87.06%	88.11%	87.9%	🛑	**21/22:** Off Target 5,193 out of 5,908 Stage 1 complaints were completed 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%	50%	100%	62.5%	🛑	**21/22:** Off Target 5 out of 8 complaints were complete within 20 working days. Some complaints took longer than 5 days to complete where more investigations were required.	⬆	95%
Percentage of complaints escalated and complete within 20 working days	66.67%	0%	100%	50%	33.33%	🛑	**21/22:** Off Target 2 out of 6 escalated complaints were complete within 20 working days. Some complaints took longer than 5 days to complete where more investigations were required.	⬇	95%

Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	2	2	0	1	3		**21/22:** Data only	⬇	
Number of Compliments	186	21	24	39	99		**21/22:** Data only	⬇	

Place Performance

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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	Q1 2021/22	Q2 2021/22	Q3 2021/22	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%	🔴	▬	**21/22:** Off Target 98.4% of Midlothian Council houses have modern facilities and services. Work to bring the percentage of Councils housing stock that does not meets SHQS criteria has been delayed due to backlog created during pandemic.	100%
BS.PLACE.P.6.1b	Number of major adaptations completed	5	5	4	12	31	📈	⬆	**21/22:** Data only 31 major adaptations as requested by Occupational Therapists this year. During Q4 10 were requested. In comparison to last year an increase of 26 were received.	
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	98.12%	96.4%	96.4%	85.16%	34.3%	🔴	⬇	**21/22:** Off Target Due to changes in the Energy Efficiency regulations affecting the SHQS criteria, 431 houses were identified during Q3 as failing EESSH. We have reduced these failures from 431 to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS from the 31st March 2022 we have found that 4733 fail assessment and therefore we have 34.3% meeting standard due to this. It should be noted that 100% of smoke alarms comply with current legislation.	100%

HSN4b	Average time taken to complete non-emergency repairs (LGBF)	17.95 days	17.95 days	14.27 days	14.38 days	15.27 days	🛑	⬆	**21/22:** Off Target The yearly average taken across all quarters is 15.27 days to complete non-emergency repairs. Whilst this indicator is not on target there has been some decrease over this year in completion times from 17.95 days in Q1 to 14.49 days in Q4. 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%	50%	60%	100%	100%	✅	⬆	**21/22:** On Target Service provision in the form of site inspections and building warrant application processing remains high.	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%	99.3%	99.3%	93%	96%	✅	⬇	**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 customers' expectations and needs.	90%
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%	🛑	▬	**21/22:** Off Target 98.9% of Midlothian Council houses have modern facilities and services which is consistent with last years figure. Work to bring the percentage of Councils housing stock that does not meets SHQS criteria has been delayed due to backlog created during pandemic.	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%	34.3%	🛑	⬇	**21/22:** Off Target Due to changes in the Energy Efficiency regulations affecting the SHQS criteria, 431 houses were identified during Q3 as failing EESSH. We have reduced these failures from 431 to 160 to meet the 2025 targets. However, with the Electrical installation condition reports (EICR's) now part of the SHQS from the 31st March 2022 we have found that 4733 fail assessment and therefore we have 34.3% meeting standard due to this. It should be noted that 100% of smoke alarms comply with current legislation.	100%
PLACE.P.5.2d	Percentage of completed first priority housing repairs within target of 24 hrs	N/A	88.37%	91.71%	88.71%	90.67%	📈		**21/22:** Data only 90.67% average across 21/22. Q4: 93.92%	

| PLACE.P.5.2e | Percentage of completed second priority housing repairs within target of 7 days | N/A | 87.69% | 88.93% | 87.7% | 88.16% | | | **21/22:** Data only
88.16% average for 21/22. Q4: 88.34%. | |

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	Q1 2021/22	Q2 2021/22	Q3 2021/22	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	80	0	9,576	68,768			**21/22:** Data only School meals started back in the dining rooms in Primary Schools on 15 Nov 2021. 68,768 meals served over the year, Q4: 59,192 meals provided.	
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	0	1,186	1,127	3,635	32,497			**21/22:** Data only School meals started back in the High School dining rooms on 22 Nov 2021. 32,497 meals served over the year, Q4: 26,549 meals provided.	
PLACE 1.1c	Number of Free school meals provided (Primary 1-3) (quarterly)	102,180	94,488	53,445	98,390	419,365			**21/22:** Data only Free meals was extended to P1-P5 in January 2022. 419,365 meals served over the year, Q4: 173,042 meals provided.	
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	38,420	23,730	12,430	29,380	102,265			**21/22:** Data only Q4 figure 36,725 hours used. Enhanced cleaning taking place in all schools due to the pandemic, additional staff relocated to carry out touch point cleaning throughout the day. Additional Janitorial services have also been implemented to help with the 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 measures.	
PLACE 17.1b	Total hours used for cleaning in secondary schools (quarterly)	22,195.2	13,708.8	7,180.8	16,972.8	59,078.4	📈	⬆	**21/22:** Data only Q4 figure 21,216. Enhanced cleaning taking place in all schools due to the pandemic, additional staff relocated to carry out touch point cleaning throughout the day. Additional Janitorial services have also been implemented to help with the 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 measures.	
PLACE 17.1c	Total hours used for Janitorial services in schools (quarterly)	19,454.8	12,016.2	6,294.2	14,877.2	51,784.1	📈	⬆	**21/22:** Data only Q4 figure 18,596.5. Enhanced cleaning taking place in all schools due to the pandemic, additional staff relocated to carry out touch point cleaning throughout the day. Additional Janitorial services have also been implemented to help with the pandemic. Sanitising/fogging of 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 measures.	

Housing Priorities

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

Housing Measures

PI Code	PI	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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	127	103	99	85	✅		**21/22:** On Target As of quarter 4 the length of time homeless applicants wait until receiving a permanent housing is 85 weeks which has steadily improved throughout the year with a reduction of 42 weeks in comparison to Q1.	100
BS.PLACE.P.4.2a	Re-let time permanent properties (calendar days)	46 days	43 days	50 days	52 days	46 days	🛑	▬	**21/22:** Off Target Average taken across all quarters is 46 days and although this is off target for the year the Q4 figure is 39 days, a reduction of 13 days on Q3.	45 days
P.SG.5.1a	Number of new homes completed, including specialist housing	140	39	15	18	91	✅	⬇	**21/22:** On Target As per affordable housing programme 2021/22 agreed with Scottish Government (figure includes buy backs).	19
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	93	71	66	77	70	🛑	⬆	**21/22:** Off Target As of quarter 4 the length of time homeless applicants spend in temporary accommodation is 70 weeks. Lets to legacy homeless applicants has resulted in increased time spent in temporary accommodation. To date, an average of 70 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	39	29	40	37	🛑	⬇	**21/22:** Off Target Average taken across all quarters is 37 days. Q4 figure 41 days, a small number of properties held up due to utilities, scale of repair works required and some delays with the furnishing contractor, this has resulted in an increase in Q3 and Q4.	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	Q1 2021/22	Q2 2021/22	Q3 2021/22	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	0	1	1	1	✅	➖	**21/22:** On Target Green flag received this year 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%	100%	✅	⬆️	**21/22:** On Target	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%	✅	⬇️	**21/22:** On Target Figure has been consistent at 8.2% across the year. A number of leases are coming to an end with little or no funding available to extend them and hence the percentage will fall.	8%
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	11.5%	12.6%	12.4%	13.8%	N/A	❓		**21/22:** Data not available for year awaiting information from our contractors, returns into waste data flow will be available at Q1 2022/23.	35.0%
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.38%	0.14%	0.15%	0.34%	0.54%	🛑	⬆️	**21/22:** Off Target 3.82km of footways resurfaced to end of Q4. Annual target increased from 0.56% to 0.76% to account for additional schemes completed under the Residential Streets Programme in Q3 & Q4. However,	0.76%

									only 2 of 7 planned schemes undertaken in Q4 under the Capital Works Programme due to limited availability of resources and focus mainly on carriageway schemes.	
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1295 Tonnes	220 Tonnes	433 Tonnes	824 Tonnes	1256 Tonnes	📈	⬆	**21/22:** Data only Continued reduction in carbon emissions due to replacing column and LED lanterns.	
ENV6	Percentage of total household waste that is recycled (LGBF)	47.3%	51.1%	48.4%	45.1%	N/A	❓		**21/22:** Data not available for Q4 awaiting information from our contractors, returns into waste data flow will be available at Q1 2022/23. Total for calendar year 47.3%. The recycling rate has dropped as more people WFH and more waste was produced, this has yet to recover.	54.0%
PLACE.P.13.1a	Number of volunteer hours in countryside sites	1,272	1,092	1,919	3,549	4,821	🛑	⬆	**21/22:** Off Target Volunteering has been restricted by COVID-19 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 Q4 1,272 hours were used in the countryside and we expect this to increase with easing of restrictions.	9,000
PLACE.P.13.1g	Number of sites inspected	N/A	7	7	7	7	✅		**21/22:** On Target 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	✅	➖	**21/22:** On Target 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%	0.13%	0.47%	0.93%	2.05%	✅	⬆	**21/22:** On Target 14.04km of carriageway resurfaced to end of Q4, including Residential Streets Programme carriageways. Annual target was increased from 0.56% to 1.1% in Q3 to include additional resurfacing works under the Residential Streets Programme. Target bettered due to underestimate of works to be completed in Q4.	1.1%
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	740	10	57	411	702	✅	⬇	**21/22:** On Target 291 columns replaced in Q4 to meet target.	700
PLACE.P.15.4a	Reduce expenditure on Travel costs (staff) (cumulative)	£222,799	£73,129	£150,374	£227,874	£298,760	✅	⬇	**21/22:** On Target Increase of £75,961 on previous year. Social distancing has come to an end which will allow car sharing to return.	£370,000

| PLACE.P.15.5a | Achieve 5% reduction in transport costs (quarterly for 21/22) | £2,157,235 | £610,056 | £1,142,321 | £1,998,833 | £4,818,593 | ✓ | ⬇ | **21/22:** On Target
Costs include school and social work transport for external contractors. Additional transport costs have continued throughout this year to accommodate social distancing requirements which has resulted in higher costs. We expect figures to reduce by half next year. Target based on 5% reduction of 19/20 figure (pre-covid). | £5,004,841 |
| PLACE.P.16.14a | Proportion of fly tipping incidents removed within 5 working days (quarterly) | 100% | 100% | 100% | 100% | N/A | ❓ | | **21/22:** Data not yet available for year. Information will be available at Q1 2022/23. | 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	Q1 2021/22	Q2 2021/22	Q3 2021/22	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	25	28	31	122	📈		**21/22:** Data only In Q4 there were 38 new business start ups. The total number of start-ups for the year 21/22 represents an annual increase of 65% in comparison to previous year.	

| P.SG.1.2b | Locate in Midlothian Traffic | N/A | 2,061 | 6,196 | 8,701 | 29,672 | ✅ | | 21/22: On Target
Annual Target of 15,000 has been exceeded with 29, 672 visits to the website since April 2021 and continued incremental growth each quarter, 12,714 visit made during Q4 and 23,394 unique page views. | 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% | 80% | 79% | 79% | 80% | ✅ | ⬆ | 21/22: On Target
80% of planning applications have been determined within target, up 6% on previous year. | 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	Q1 2021/22	Q2 2021/22	Q3 2021/22	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%	88.5%	79.5%	81.8%	77.9%	🛑	⬇	21/22: Off Target A total of 274 Trading Standards consumer complaints were received this year with 272 completed and 212 completed within 14 days.	80%

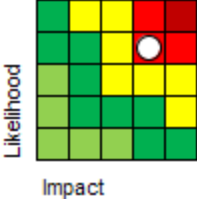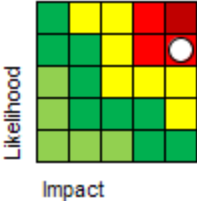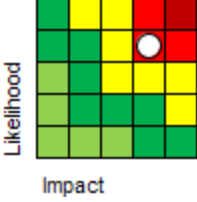|									
								Although marginally off the targeted 80%, completion is not fully within service control as complainants and traders can be slow to respond to enquiries. Trading Standards seek to contact consumers and traders as early as possible to maximise time. In addition to consumer complaints, we were proactive in accepting 68 Notifications from Advice Direct Scotland, the national call centre where 67 were completed.	
PLACE.P.16.13a	Number of out of control dog investigations conducted	77	34	27	18	102	📈	⬆️	**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. 18 dog control investigations were carried out during Q4.	
PLACE.P.16.13b	Percentage of dog control investigations requiring statutory enforcement action (Dog Control Notices)	36.8%	8.82%	18.52%	5.5%	12.46%	📈	⬇️	**21/22:** Data only Average taken across all quarters is 12.46%, Q4 figure 17%. 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%	61.2%	74.5%	89.8%	67.5%	📈	⬇️	**21/22:** Data only Average percentage taken across all quarters is 67.5%, Q4 figure is 44.6%. 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 pandemic. It is further impacted by a number of staff vacancies. A redress of the backlog in updating the Management System may have resulted in revised figures.	
PLACE.P.16.15b	Percentage of all Public Health service requests responded to within the required timescale	68%	45.6%	66.1%	78.6%	56.8%	📈	⬇️	**21/22:** Data only Average taken across all quarters is 56.8%, Q4 figure is 37%. As a direct result of the diversion of Environmental Health resources to proactively deal with the COVID pandemic the response times for some service requests continues to be negatively impacted.	
PLACE.P.16.2a	Number of intelligence logs made (quarterly)	192	38	36	44	160	🛑	⬇️	**21/22:** Off Target In Q4 42 intelligence logs were made. Figures are dependent on justifiable intelligence with a focus on quality information before quantity. We remain one of the most prolific loggers in Scotland especially for our size.	200

Ref	Description						Status	Trend	Comment	Target
PLACE.P.16.3a	Number of primary inspections conducted (quarterly)	99	30	22	70	244	✅	⬆	**21/22:** On Target 244 inspections carried out this year 21/22. 122 in Q4. This year included inspections from the previous year which could not be done because of COVID-19. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Some fluidity is required in that existing premises cease trading and new premises open and may require inspection may be inspected.	100
PLACE.P.16.5a	Percentage of tobacco retailers visited (cumulative).	26%	8.2%	12.7%	28.2%	40%	✅	⬆	**21/22:** On Target 44 visits this year exceeding Midlothian's target of 22. 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% - local total 22. Tobacco retailers are risked as medium premises so each should be visited every 2 years. During visits, we will continue to press retailers to update or create new registrations on the Scottish Tobacco and Nicotine Vaping Products Register which we are aware contains some outdated information.	20%
PLACE.P.18.2	Number of COVID tests undertaken at asymptomatic testing sites (ATS)	N/A	1,287	185	39	1,520	📈		**21/22:** Data only Mobile ATS was deployed in Q4. 9 tests carried out in Q4 but it was used to offer the service to remoter communities and to distribute testing kits It remained a challenge to encourage asymptomatic persons to attend for testing.	
PLACE.P.18.3	Number of COVID Home test kits handed out	N/A	1,516	1,407	24,744	58,308	📈		**21/22:** Data only Outreach activities for ATS kit dispersion were very successful towards the last part of this year with cooperation of the various venues being crucial. Q4 figures show 30,641.	

Place Service Risks

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
PL.HHS.02 Staff Wellbeing	1. Monitor new build numbers and phase them in in small manageable groups. 2. Training and regular 1:1s and team meeting to discuss the difficult conversations we deal with daily. 3. Reliance badges have been provided. 4. Loan working policy	The impact on staff members in response to the increased housing stock and management of the housing stock. The impact on staff members in daily challenges of the homelessness service and sourcing enough accommodation to meet the needs of the applicants. The impact on dealing with applicants and tenants with significant criminality or health needs. The impact on evicting tenants and the court process.	🔴				16	Place Service
PL.HHS.06 Homelessness and Temporary Accommodation – Duties as a Statutory service	Ensure 24/7 staff coverage	Currently we are meeting our statutory duty.	🔴				20	Place Service
PL.HHS.07 Housing Services Staffing resource – To enforce the provisions of the Housing (Scotland) 2014 Act	Ensure staff coverage	Currently we are meeting our statutory duty.	🔴				16	Place Service

Published Local Government Benchmarking Framework - Place

Midlothian

Corporate Asset

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
C-AST1	Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF)	82.05%	66.11%	66.29%	66.86%	67.25%	20/21 Rank 32 (Bottom Quartile) 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)	75.87%	77.11%	83.38%	83.41%	85.3%	20/21 Rank 26 (Bottom Quartile) 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	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
C&L4	Corporate Indicator - Net cost of parks and open spaces per 1000 population (LGBF)	£7,951.60	£8,195.37	£4,783.39	£1,315.19	£3,617.82	20/21 Rank 4 (Top Quartile) 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)	78.33%	78.67%	84.67%	81.33%	N/A	19/20 Rank 22 (Third Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 28 (Bottom Quartile). 16/17 Rank 31 (Bottom Quartile).

Economic Development and Planning

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
ECON1	Percentage of Unemployed People Assisted into work from Council (LGBF)	16.44%	6.71%	25.47%	14.25%	12.94%	20/21 Rank 6 (Top Quartile) 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)	£5,644.24	£5,534.07	£4,215.51	£4,271.52	£6,978.95	20/21 Rank 27 (Bottom Quartile) 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)	8.4 weeks	7.3 weeks	8.5 weeks	19.1 weeks	8.3 weeks	20/21 Rank 8 (Top Quartile) 19/20 Rank 30 (Bottom Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 8 (Top Quartile). 16/17 Rank 11 (Second Quartile).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	18.62	22.42	16.75	16.12	7.94	20/21 Rank 25 (Bottom Quartile) 19/20 Rank 23 (Third Quartile) 18/19 Rank 20 (Third Quartile). 17/18 Rank 6 (Top Quartile). 16/17 Rank 14 (Second Quartile).
ECON6	Cost of Economic Development & Tourism per 1,000 population (LGBF)	£139,792.28	£44,796.42	£52,198.77	£60,406.62	£60,708.53	20/21 Rank 12 (Second Quartile) 19/20 Rank 13 (Second Quartile) 18/19 Rank 9 (Second Quartile). 17/18 Rank 6 (Top Quartile). 16/17 Rank 26 (Bottom Quartile).
ECON7	Percentage earning less than the Living Wage (LGBF)	17.2%	13.8%	14.8%	14.7%	N/A	19/20 Rank 7 (TOP Quartile) 18/19 Rank 2 (TOP Quartile). 17/18 Rank 1 (TOP Quartile). 16/17 Rank 3 (TOP Quartile).
ECON8	Proportion of properties receiving superfast broadband (LGBF)	85%	91%	92%	94%	95%	20/21 Rank 18 (Third Quartile) 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)	5.7%	6.72%	7.48%	5.45%	5.1%	20/21 Rank 3 (Top Quartile) 19/20 Rank 4 (Top Quartile) 18/19 Rank 9 (Second Quartile). 17/18 Rank 2 (Top Quartile). 16/17 Rank 5 (Top Quartile).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
ECON10	Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan (LGBF)	57.14%	55.49%	43.08%	41.95%	39.64%	20/21 Rank 18 (Third Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 9 (Second Quartile). 16/17 Rank 9 (Second Quartile).
ECON11	Gross Value Added (GVA) per capita (LGBF)	£16,905.54	£17,071.82	£17,166.63	£17,553.54	N/A	19/20 Rank 26 (Bottom Quartile) 18/19 Rank 26 (Bottom Quartile). 17/18 Rank 25 (Bottom Quartile). 16/17 Rank 26 (Bottom Quartile).
ECON12a	Claimant Count as % of Working Age Population (LGBF)	1.8%	2.7%	2.6%	2.6%	5.4%	20/21 Rank 12 (Second Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 20 (Third Quartile). 16/17 Rank 9 (Second Quartile).
ECON12b	Claimant Count as % of 16-24 Population (LGBF)	2.8%	3.5%	3.5%	3.8%	8%	20/21 Rank 25 (Bottom Quartile) 19/20 Rank 14 (Second Quartile) 18/19 Rank 16 (Second Quartile). 17/18 Rank 22 (Third Quartile). 16/17 Rank 14 (Second Quartile).

Environmental Services

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
ENV1a	Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF)	£83.31	£82.79	£74.54	£54.20	£69.33	20/21 Rank 19 (Third Quartile) 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)	£95.06	£94.66	£94.39	£57.84	£34.02	20/21 Rank 1 (Top Quartile) 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)	£14,075.11	£13,152.15	£13,154.33	£11,490.64	£13,666.13	20/21 Rank 19 (Third Quartile) 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	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
ENV3c	Street Cleanliness Score (LGBF)	98.7%	95.98%	91.3%	93.91%	85.45%	20/21 Rank 26 (Bottom Quartile) 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)	£8,726.31	£9,148.18	£12,759.99	£8,984.49	£7,365.86	20/21 Rank 11 (Second Quartile) 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)	20.9%	25%	27.4%	24.8%	22.1%	20/21 Rank 9 (Second Quartile) 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)	29.2%	30.5%	32.7%	30.6%	27.8%	20/21 Rank 14 (Second Quartile) 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)	28.9%	33.2%	38.4%	34.8%	29.1%	20/21 Rank 12 (Second Quartile) 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)	35.3%	35.2%	37.6%	38.5%	40.8%	20/21 Rank 21 (Third Quartile) 19/20 Rank 20 (Third Quartile) 18/19 Rank 18 (Third Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 14 (Second Quartile).
ENV6	Percentage of total household waste that is recycled (LGBF)	53.5%	51.6%	58.2%	50.8%	47.3%	20/21 Rank 14 (Second Quartile) 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)	86.67%	89.67%	87.1%	83.1%	N/A	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)	73%	71.33%	67.97%	62.3%	N/A	19/20 Rank 19 (Third Quartile) 18/19 Rank 16 (Second Quartile).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
							17/18 Rank 16 (Second Quartile). 16/17 Rank 18 (Third Quartile).

Financial Sustainability

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
FINSUS1	Total useable reserves as a % of council annual budgeted revenue (LGBF)	34.1%	33.1%	34.7%	42.1%	57.7%	20/21 Rank 3 (Top Quartile) 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)	4.3%	2.1%	2%	2%	3.81%	20/21 Rank 9 (Second Quartile) 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)	3.56%	3.17%	3.07%	2.69%	2.03%	20/21 Rank 2 (Top Quartile) 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)	36.1%	35.4%	37.3%	36.9%	37.5%	20/21 Rank 24 (Third Quartile) 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)	101.55%	100.91%	100.24%	100.25%	99.81%	20/21 Rank 11 (Second Quartile) 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	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	96.04%	96.05%	96.13%	94.3%	98.12%	20/21 Rank 4 (Top Quartile) 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)	13.04 days	13.19 days	16.70 days	10.39 days	17.95 days	20/21 Rank 25 (Bottom Quartile) 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)	83.6%	84.0%	86.6%	85.5%	85.7%	20/21 Rank 15 (Second Quartile) 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	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
CLIM1	CO2 emissions area wide per capita (LGBF)	4.69	4.51	4.39	N/A	N/A	
CLIM2	CO2 emissions are wide: emissions within scope of LA per capita (LGBF)	4.59	4.42	4.29	N/A	N/A	