Place Performance Report 2022/23

Progress in delivery of strategic outcomes and emerging challenges

Balancing the 2022/23 budget was reliant on £10 million of one off funding. Accordingly the recurring expenditure of £251 million for 2022/23 exceeds recurring funding by that £10 million.

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 recent years, innovative ways of working have been introduced and services adapted at pace to respond to the needs of our citizens, in particular those experiencing the greatest levels of poverty and inequality. This has resulted in a complete transformation of how the Council works. Our 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 will result in a more efficient and effective operation of sites within local communities. This will improve service delivery, and ensure better outcomes for local communities. The continued rollout of enhanced ICT capabilities will strengthen cross service working, produce resource efficiencies and support the localisation of services.

Successes this quarter

Environmental

Midlothian Council was one of the first local authorities to sign Scotland's Climate Change Declaration, publicly acknowledging the challenges and opportunities that climate change brings with a commitment to make the Council's activities net zero carbon by 2030. Work continues to implement the Council's Climate Change Strategy and focus continues within the Place services to achieve future emissions targets. The ambitious strategy sets out how we will reduce our greenhouse gas emissions, encourage and work with others in our community to mitigate and adapt to changing climate. The strategy incorporates an action plan with a number of initiatives and ongoing programmes which together are helping to reduce our emissions and carbon footprint.

Alongside this, work continues with Midlothian Energy to develop the business case options for addressing building fabric and energy decarbonisation of the existing estate.

The annual Capital Works Programme for carriageway resurfacing continues, with 2.4km of carriageway resurfaced this quarter (0.34% of the total road network).

Also in this quarter, procurement commenced for a new contractor to deliver the lighting column replacement programme (with a target of 537 replacements expected to be met this year) as well as replacements planned for Sheriffhall Park and Ride. Progress has been made with the purchase of additional deployable CCTV units (as agreed by Council earlier in 2022), as well as the tender for traffic signalling and the public domain CCTV estate.

Following a successful funding bid to the Scottish Government's Recycling Improvement Fund, the in-cab units for Waste Services to progress their 'Digital Depot' workstyle have been received. Waste are now progressing the installation of the units in waste collection vehicles to increase efficiency through real-time reporting of service issues.

The pre-planning application was submitted to extend the Waste Transfer Shed at Stobhill Depot for the potential future collection of two streams of recycling. A further 3,540 customers have signed up to the chargeable garden waste collection service this quarter totalling 18,246 so far. In addition, 328 customers signed up to receive trade waste/recycling collections in 2022/23.

Land Services have been completing projects across the county including Easthouses Park, Millerhill Park, Kings Park and the tender evaluation for North Middleton pump track. New path works at Straiton pond also commenced this quarter. Alongside this, the team has been undertaking work including drainage and path repairs at Vogrie Country Park, Rosewell walk way, Roslin Glen and Waterfall Park and green flag submissions were made this quarter for Loanhead Memorial Park and Vogrie Park.

Work has been undertaken to improve the standard of shrub beds. Shrub beds in prominent locations have been barked to aid weeding and improve aesthetics. In addition, landscaping have ensured grass cutting standards are good across Midlothian benefiting from lessons learned during the pandemic and some additional cut and lift tractor grass cutting equipment financed by the Scottish Government's capital Nature Restoration Fund.

<u>Economic and Regeneration</u>

Midlothian Council's Economic Renewal Strategy sets out our 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.

The Business Gateway service continues to be digitally delivered. Advisers have attended local networking events with partners to increase service reach. We have exceeded each target set for the 3 areas of business support demonstrating a level of recovery but data shows that there are still concerns around supply chain, labour shortages and Covid borrowings. We have supported 8 clients that were not aware of social enterprise as a model but did have social or environmental aims -all 8 have now expanded their initial ideas and set up as Community Interest Companies, and continue to access adviser support as they develop their social enterprises. Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives.

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 with 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 Tourism Forum and membership is now at 55.

The Tyne Esk LEADER Scottish Rural Parliament project is now completed with a Midlothian/East Lothian needs based funding strategy produced. This will help to inform the way forward with the new fund for 22/23 and beyond. Close links with communities have been fostered and communities are open to further engagement with the Scottish Rural Parliament. Opportunities that may arise are 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.

In quarter 1, the Planning Service lead a number of training sessions as part of the elected member induction programme, to inform the business of Local Review Body and Planning Committee, as well as preparation for the development of the next Local Development Plan. This quarter Prior to summer recess, the Planning Committee granted planning permission for the erection of 24 business (Class 4) units, a drive-through coffee shop(with associated car parking, access roads and drainage infrastructure)an application for planning permission in principle for a further three Class 4 plots all situated on land to the south of Sheriffhall roundabout. Permission was also granted for the erection of a retail food store of 1878sqm floor space (Class 1) and formation of access roads, car parking, and associated works on land at the junction of the A701 and Pentland Road, Old Pentland, Loanhead. The Committee also approved Conservation Area Character Appraisals and Management Plans for the Eskbank and Ironmills Conservation Area and the Newtongrange Conservation Area and Supplementary Guidance for Low Density Rural Housing.

Housing and homelessness

Midlothian Council's updated Rapid Rehousing Transition Plan (RRTP) was submitted to the Scottish Government at the end of June 2022 which sets out key actions for delivery in 22/23 and addresses the next phase in transforming the services provided to meet housing need. These activities are crucial to reduce the time spent in temporary accommodation, improving the quality of temporary accommodation provided, continue to deliver Housing First and improve the health and wellbeing of those most vulnerable households. The plan also explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need by developing other initiatives during 2022/23 and into 2023/24, with an emphasis on the prevention of homelessness, tenancy sustainability and early intervention.

During Q1 the number of households assessed as homeless or potentially homeless was 133, which is a 20% increase from this time last year (Q1 20/21). The number of cases provided with Advice and Assistance in Q1 was 237, which is an increase of 23% for the same period 20/21. There were 4,519 active housing applicants placed on the Common Housing Register at the end of this reporting period and 96 permanent homes have been provided to housing list applicants via the common housing register during this quarter. To aid the housing pressure, a further 22 temporary properties have been successfully changed to permanent tenancies this quarter.

The handover of the new hostel accommodation at Jarnac Court completed in Q. This newly refurbished site has 22 rooms for temporary accommodation for our homeless customers. We are working in partnership with WITHYOU and plans are being progressed for the project to open fully and begin to provide both accommodation and support to our applicants.

Housing First Annual Check-up: In Q1 Housing Services met with Homeless Network Scotland and the Scottish Government to discuss our approach to Housing First in Midlothian. This review meeting was very positive with a number of areas of good practice.

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 last year with 154 homes continuing construction into 22/23. 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. Progress is underway to fully open the newly conversion of Jarnac Court and will soon be providing temporary housing accommodation.

Works are 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. For the Town Centre Capital Fund, of the seven applications approved (£910,000) all projects are now complete with Penicuik Town Hall finishing this quarter.

Challenges

Financial sustainability has continued to dominate the agenda. In respect of inflation as well as rising energy costs and the real prospect of unfunded pay awards the quarter 1 financial reports to Council on 23 August 2022 highlight that the construction industry in Scotland and the UK is currently experiencing unprecedented adverse market conditions, which is leading to significant rises in tender prices for a wide range of materials. There is evidence that inflation of between 10% and 15% beyond BCIS predictions is affecting projects and whilst measures such as value engineering are partially mitigating cost increase there is a risk that the capital budgets will need to be increased with a resultant impact on the funding strategy. The situation continues to be monitored and as a consequence it may be necessary to both revisit existing capital plans and also review the 2022/23 service budgets and implement savings measures in the year.

The challenges for Midlothian continue with our recovery out of the pandemic, the cost of living crisis and 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

56.5% of public health requests were responded to this year, a reduction compared to 61.2% responded to in Q1 21/22. This is a result of the Environmental Health team being diverted to proactively deal with the COVID-19 pandemic. This figure reflects those cases where response has been recorded in the Data Management System. It is further impacted by a number of staff vacancies. A redress of the backlog will take place during Q2 in updating the Management System which may result in revised figures.

Due to COVID-19 enhanced cleaning and janitorial services has continued to take place this year in all schools, resulting in ongoing increased weekly hours.

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-19 pandemic are now withdrawn, alongside the increase in energy, food and fuel costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan.

Re-let time for permanent properties has increased to 45 days this quarter whilst temporary re-lets has decreased to 34 days from 41 days in Q4. Increases in permanent accommodation are due to properties requiring extensive works, delays with utility connections and some delays with furnishing contractors.

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 Social 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 focus on carriageway works is marginally off target this quarter with 0.82km of footway resurfaced to end of Q1. This includes work carried out as part of the Residential Streets Programme.

Domestic residual waste collection tonnages remain high and recycling rates have not increased this quarter which is a continued trend from the COVID-19 pandemic.

Number of Business starts ups remain similar to that of last year, however the total number of start-ups for last year represented 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.

An ongoing challenge with the impacts yet to be realised in full will be 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 Dashboard

Place

Midlothian

Successes and Challenges

Corporate Performance Indicators (latest)

🔴 5 ✅ 6 ❓ 0 📈 9

Service Plan PIs (latest)

🔴 12 ✅ 10 ❓ 2 📈 13

Corporate PIs Off Target

PIs 🔴 5

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

Performance against revenue budget

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

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints escalated and complete within 20 working days

Service Plan PIs Off Target

PIs 🔴 10

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

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

% 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)

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.

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

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

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)

⚠️ 3

Staff Wellbeing

Homelessness and Temporary Accommodation - Duties as a Statutory service

Housing Services Staffing resource - To enforce the provisions of the Housing (Scotland) 2014 Act

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

Manage budget effectively

Priorities	Indicator	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£37.487 m	£33.265 m	£38.889 m	🛑	**Q1 22/23:** Off Target Overspend of £822,000.	⬇	£38.067 m		

Manage stress and absence

Priorities	Indicator	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	11.03	3.56	3.04	📈	**Q1 22/23:** Data only The average number of working days lost due to sickness absence has remained fairly static compared to this time last year with slight decrease compared to 3.56 days lost during Q1 21/22. There is no identifiable trends either in short term or long term absences.	⬆		Number of days lost / Number of FTE in service	2,637.86 / 868.18

Process invoices efficiently

Priorities	Indicator	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	89%	90%	91%	✅	**Q1 22/23:** On Target	⬆	90%	Number of invoices received / Number of invoices paid within 30 days (cumulative)	5,143 / 4,669

Improve PI performance

Priorities	Indicator	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	75.51%	72%	72.97%	🛑	**Q1 22/23:** Off Target There are 10 performance indicators off target mainly across housing and building service areas. More detailed information on these are set out in the indicator commentary note.	⬇	90%	Number on tgt/complete or Data Only / Total number of PI's	27 / 37

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Control Risk

Priorities	Indicator	2021/22	Q1 2021/22	Q1 2022/23					Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend				
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	✅	**Q1 22/23:** All risks reviewed.	▬		Number of high risks reviewed in the last quarter	3
										Number of high risks	3

Implement Improvement Plans

Priorities	Indicator	2021/22	Q1 2021/22	Q1 2022/23					Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend				
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.		92%	100%	✅	**Q1 22/23:** On Target	▬	90%	Number of internal/external audit actions on target or complete	44
										Number of internal/external audit actions	44

Place Complaints Indicator Summary

Commitment to valuing Complaints - Outcomes and Customer Feedback						

Indicator	2021/22	Q1 2021/22	Q1 2022/23			Short Trend	Annual Target 2022/23
	Value	Value	Value	Status	Note		
Number of complaints received (quarterly)	6,064	1,843	1,750		**Q1 22/23:** Data only	⬆	
Number of complaints closed in the year	5,922	1,698	1,658		**Q1 22/23:** Data only	⬆	
Number of complaints upheld (quarterly)	4,685	1,432	878		**Q1 22/23:** Data only	⬆	
Number of complaints partially upheld (quarterly)	168	40	124		**Q1 22/23:** Data only	⬆	
Number of complaints not upheld (quarterly)	128	36	12		**Q1 22/23:** Data only	⬇	
Number of complaints Resolved (quarterly)	936	5	632		**Q1 22/23:** Data only	⬆	
Average time in working days to respond to complaints at stage 1	3.14	2.53	2.47	✅	**Q1 22/23:** On Target	⬆	5
Average time in working days to respond to complaints at stage 2	28	17.67	0	✅	**Q1 22/23:** On Target	⬆	20
Average time in working days for a full response for escalated complaints	33.5	0	35	🛑	**Q1 22/23:** Off Target	⬆	20
Percentage of complaints at stage 1 complete within 5 working days	87.9%	87.37%	87.87%	🛑	**Q1 22/23:** Off Target The majority of complaints responded to outwith the 5 day target were in relation to Waste services. Given the high volume of complaints for this service average response times still remain low.	⬇	95%
Percentage of complaints at stage 2 complete within 20 working days	62.5%	100%	100%	✅	**Q1 22/23:** On Target	▬	95%
Percentage of complaints escalated and complete within 20 working days	33.33%	0%	0%	🛑	**Q1 22/23:** Off Target	▬	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	3	2	0		**Q1 22/23:** Data only	▬	
Number of Compliments	99	21	25		Data only	⬆	

Building Services

. 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 (SHQS) 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

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.P.5.2b	Percentage of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	98.4%	98.4%	98.4%	🛑	▬	**Q1 22/23:** Off Target Work planned in to bring the percentage of Councils housing stock that does not meets Scottish Quality Standards criteria back to standard. Access to properties has been an issue this quarter.		100%
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	34.3%	96.4%	34.3%	🛑	▬	**Q1 22/23:** 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. Contracts are in the process of being set up to address the EICR's and the 160 properties for EESSH failure.	100%	100%

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	15.27 days	17.95 days	13.71 days	🛑	⬆	**Q1 22/23:** Off Target Whilst this indicator is not on target there has been some decrease from Q1 21/22 of 17.95 days.		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.	100%	50%	75%	🛑	⬇	**Q1 22/23:** Off Target The service continues to receive a high level of building warrants and requests for site inspections, specifically those relating to the housing development sector. Building Standards continue to look at ways to reduce the impact of site inspection requests and where ever possible undertake virtual inspections. Also review the way housing developers interact and provide required supporting documentation to allow the acceptance of completion certificates. The service is also undertaking a staff structure review to accommodate workload demands.	80%	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	96%	99.3%	94%	✅	⬇	**Q1 22/23:** 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%	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%	🛑	▬	**Q1 22/23:** Off Target 98.9% of Midlothian Council houses have modern facilities and services which is consistent with last years figure. Contracts are ongoing this quarter to bring the percentage of Councils housing stock that does not meet SHQS criteria back to target. A slight increase is therefore expected in Q2.		100%
PLACE.P.5.2c	Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	34.3%	99.6%	34.3%	🛑	▬	**Q1 22/23:** 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. Contractors are currently being appointed to address the outstanding EICRs.		100%

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.5.2d	Percentage of completed first priority housing repairs within target of 24 hrs	90.67%	88.37%	93.51%	📈	⬇️	**Q1 22/23:** Data only		
PLACE.P.5.2e	Percentage of completed second priority housing repairs within target of 7 days	88.16%	87.69%	85.96%	📈	⬇️	**Q1 22/23:** Data only		

Property and Facilities Management

. 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 Property investment Account 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.

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	68,768	80	40,626	📈	⬇️	**Q1 22/23:** Data only In addition to primary school meals provided. A further 58,963 meals were provided in nursery schools.		
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	32,497	1,186	23,428	📈	⬇️	**Q1 22/23:** Data only		
PLACE 1.1c	Number of Free school meals provided (Primary 1-5) (quarterly)	419,365	94,488	116,176	📈	⬇️	**Q1 22/23:** Data only		
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	102,265	23,730	24,860	📈	⬇️	**Q1 22/23:** Data only Q1 figure 24,860 hours used 44 days in this period. Enhanced cleaning and additional Janitorial services		

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
							remains in place. Sanitising/fogging of classrooms and schools continues to be 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)	59,078.4	13,708.8	14,388			**Q1 22/23:** Data only Q1 figure 14,388 hours used 44 days in this period. Enhanced cleaning and additional Janitorial services remains in place. Sanitising/fogging of classrooms and schools continues to be 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)	51,784.1	12,016.2	12,588.4			**Q1 22/23:** Data only Q1 figure 12,588.4 hours used 44 days in this period. Enhanced cleaning and additional Janitorial services remains in place. Sanitising/fogging of classrooms and schools continues to be carried out when a positive case is reported. Budgeted weekly hours are 1140, 1430.5 hours used per week due to COVID measures.		

Housing

. 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

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		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	85	127	106	🔴	⬇	**Q1 22/23:** Off Target As of quarter 1 the length of time homeless applicants wait until receiving a permanent housing is 106 weeks. The team continues to focus on targeting long term cases where permanent housing options are more challenging due to specific housing needs.	85	85
BS.PLACE.P.4.2a	Re-let time permanent properties (calendar days)	46 days	43 days	45 days	🔴	⬇	**Q4 21/22:** Off Target	35 days	35 days
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	70	71	88	🔴	⬇	**Q1 22/23:** Off Target As of quarter 1 the length of time homeless applicants spend in temporary accommodation is 88 weeks. Lets to long term legacy homeless applicants has resulted in a spike in increased time spent in temporary accommodation.	60	60

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.4.2b	Re-let time temporary accommodation properties (days)	37	39	34	🔴	⬆	**Q4 21/22:** Off Target	28	28

Neighbourhood Services

. 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

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	0	0	✅	⬇	**Q1 22/23:** On Target Memorial Park at Loanhead and Vogrie Country Park have had Management plans submitted.	2	0
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (cumulative)	100%	100%	100%	✅	▬	**Q1 22/23:** On Target	90%	90%
BS.PLACE.P.15.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	✅	▬	**Q1 22/23:** On Target Going forward Fleet replacement will include a proportion of electric vehicles subject to successful grant funding and budget.	8%	8%
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	12.3%	12.6%	N/A			**Q1 22/23:** Q1 data not available until Q2.	15.0%	15.0%
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.54%	0.14%	0.12%	🛑	⬇	**Q1 22/23:** Off Target 0.82km of footways resurfaced to end of Q1, including Residential Streets Programme footways. Initial focus mainly on carriageways.	0.6%	0.6%
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1256 Tonnes	220 Tonnes	183 Tonnes	📈	⬆	**Q1 22/23:** Data only Reduced Carbon saving caused by Emission factor being reduced per KWH.		
ENV6	Percentage of total household waste that is recycled (LGBF)	47.5%	51.1%	N/A			**Q1 22/23:** Q1 data not available until Q2.	54.0%	54.0%
PLACE.P.13.1a	Number of volunteer hours in countryside sites	4,821	1,092	1,716	✅	⬇	**Q1 22/23:** On Target Volunteer groups and partner spent 1,716 hours on countryside sites which is a significant increase from the last two years where volunteering was restricted due to Covid.	6,000	1,500

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.14.2e	% of total road network resurfaced (cumulative)	2.05%	0.13%	0.34%	✅	⬇	**Q1 22/23:** On Target 2.4km of carriageway resurfaced to end of Q1, including Residential Streets Programme carriageways.	1%	0.25%
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	702	10	0	✅	⬇	**Q1 22/23:** On Target Currently procuring new contractor to deliver column replacements. Year on target of 537 units expected to be met.	537	0
PLACE.P.15.4a	Reduce expenditure on Travel costs (staff) (cumulative)	£298,760	£73,129	£80,908	✅	⬆	**Q1 22/23:** On Target A temporary increase in the mileage rate will impact the future reduction achieved.	£350,000	£81,000

Planning and Economy

. 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 Townscape heritage (TH) and Conservation Area Regeneration Scheme (CARS) 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

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
ECON5a	Number of New Business Start Ups (LGBF)	122	25	22	📈	⬇	**Q1 22/23:** Data only		
PLACE.P.17.9a	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	80%	80%	66%	🛑	⬇	**Q1 22/23:** Off Target 66% of planning applications have been determined within target. The decrease from the previous quarter is due to workload pressures and staff absence.	80%	80%

Protective Services
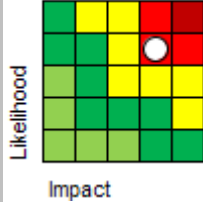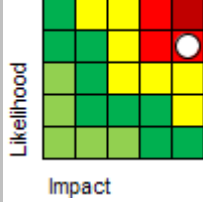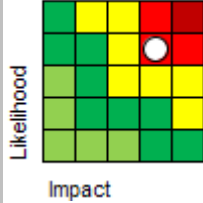
. Continue to support the Council's response to the pandemic and recovery programme
. Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations.
. Deliver the Scottish Governments Clean Air for Scotland (CAFS) objectives including the review and assessment of air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads.
. Continue to deliver the statutory duty to identify and secure remediation of contaminated and review contaminated land strategy.
. Continue to manage the CO2 gas ingress to properties in Gorebridge.
. Seek to enable disabled persons to continue to live an independent life through the provision of disabled adaptation grants for private sector properties.
. Protect and develop safe communities through risk assessment and improvement of sub-standard private water supplies.
. Protect and contribute to the enhancement of the environment regarding dog control activities and develop a commercial dog walkers registration scheme for Midlothian.
. Regulate Health and Safety across Midlothian through the investigation of workplace accidents
. Restart a programme of test purchase for under-age goods
. Continue to identify and respond to incidents of rogue trading.
. Conduct a programme of inspections to businesses identified as of high and medium-risk including at least 20% of tobacco retailers.
. Continue to support managers to manage health and safety as effectively and efficiently as possible
. Ensure that the current management arrangements achieve the correct level of Health and Safety compliance and support services to address any shortfalls
. Continue to develop the health and safety culture maturity within the organisation and promote the use of the Health and Safety Audits
. Increase appropriate involvement and expertise in emergency planning and business continuity management Council wide
. Implement a robust business continuity management system and business continuity approach
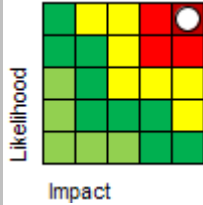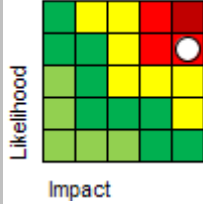
PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.16.4a	Percentage of consumer complaints completed within 14 days (cumulative).	77.9%	88.5%	81.1%	✅	⬆	**Q1 22/23:** On Target A total of 53 consumer complaints were received this quarter with 43 complete within 14 days. (48 completed in total). In addition to consumer complaints, we were proactive in accepting 19 Notifications from Advice Direct Scotland, the	80%	80%

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
							national call centre, with 18 completed and 17 within 14 days.

It should be noted that 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. | | |
| PLACE.P.16.13a | Number of out of control dog investigations conducted | 102 | 34 | 33 | 📈 | ⬆ | **Q1 22/23:** Data only Number of investigations this quarter remain similar to last year. 100% of those cases reported, which in terms of the Dog Control Enforcement Protocol fell under the control of the Local Authority were investigated. | | |
| PLACE.P.16.13b | Percentage of dog control investigations requiring statutory enforcement action (Dog Control Notices) | 12.46% | 8.82% | 33.3% | 📈 | ⬆ | **Q1 22/23:** Data only Significant increase in number of cases requiring statutory dog control notice this quarter compared to 8.82% for Q1 21/22. This could possibly be impacted by the increase in less socialised dogs as fall out from the pandemic. Dog Control Notices were served in all incidents where sufficient evidence was available to demonstrate that a dog had been out of control. | | |

PI Code	PI	2021/22	Q1 2021/22	Q1 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Status	Short Trend	Note		
PLACE.P.16.15a	Percentage of all Public Health Service requests responded to	77.5%	61.2%	56.5%		⬆	**Q1 22/23:** Data only This figure reflects those cases where response has been recorded in the Data Management System. In the year the service has been impacted by the diversion of Environmental Health resources to proactively deal with the COVID 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.16.3a	Number of primary inspections conducted (quarterly)	244	30	37	✅	⬇	**Q1 22/23:** On Target 37 inspections carried out this quarter. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. revised annual target for 22/23 is 150. Some fluidity is required in that existing premises cease trading and new premises open and may require inspection. Also, new businesses found can also be inspected.	150	37

Place Service Risks

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
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
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
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

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
SRP.RR.13 Climate Change	1. Statutory requirement to report on compliance with climate change duties. 2. Council Carbon Management Plan 3. Approval of a Corporate Climate Change Strategy and action plan 4. CPP Board for Climate Change to bring strategic focus and oversight of plans and progress. 5. Resilience Seminars	**Risk cause** Council Services not adequately engaged, resourced or directed to fulfil the requirements of the Climate Change Act. **Risk event** Council Services not responding to the Climate Change Act with sufficient pace. **Risk effect** Council failing to meet its obligation under the Climate Change (Scotland) Act 2009 and incurring the associated reputational damage.	🔴	Recruitment of Climate Change Officer	**Q1 22/23:** Service Review continues.		25
				Delivery of the BTB Board Carbon Neutral by 2030	**Q1 22/23:** Carbon Management Plan requires to be reviewed and resourced adequately. There is a requirement for a cross Council approach to achieve carbon neutral by 2030. Work is underway in discrete areas to contribute to achievement of the ambition, but financial resource and staffing is required to develop an overarching engagement and action plan.		
				Development of the Strategic Plan 2022-27	**Q1 22/23:** Carbon Neutral by 2030 is a strategic priority within the draft 5 year strategic plan		
SRP.RR.17 UK Decision to leave the EU	01 – Risk and Resilience Group 02 – Taking a risk management approach to identifying and assessing anticipated impacts 03 – Working with a range of national and local bodies to inform preparatory arrangements.	**Risk cause** UK vote to leave the European Union **Risk event** UK leaving the European Union **Risk effect** The impacts associated with the UK's	🔶	Refresh of Economic Strategy	**Q1 22/23:** Report on economic impacts complete and will be presented to October Council. This will inform the refresh of the Economic Strategy.		20

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	04 – EU Settlement scheme promoted on Council Internet to support those living and working in Midlothian to access the Home Office scheme.	decision to leave the UK have yet to be realised and will only become clear once the final terms of the UK's departure are finalised. There are some direct potential impacts such as an end to EU funding of Council co-ordinated projects and indirect impacts on industries undertaken within the geographical area which have relied on EU funding, such as agriculture. There are wider potential implications arising from uncertainty regarding the resident status of EU nationals, post any exit agreement, and the availability of workers from outside the UK accessing the job market here in the future. These factors have the potential to impact on the availability of the right people with the right skills being available to help grow the economy here in Midlothian. One area this could affect the Council could be in the delivery of future building projects within Midlothian which could curtail further economic growth.					

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) 1 8/19 Rank 4 (Top Quartile). 17/18 Rank 4 (Top Quartile). 16/17 Rank 4 (Top Quartile).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
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). 15/16 Rank 29 (Bottom Quartile). 14/15 Rank 22 (Third 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)	£4,982.63	£4,969.50	£3,859.34	£4,004.45	£7,035.09	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).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
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). 15/16 Rank 17 (Third Quartile). 14/15 Rank 9 (Second 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).
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)	£17,379.53	£17,582.42	£17,900.15	£17,921.26	£17,208.80	20/21 Rank 25 (Bottom Quartile) 19/20 Rank 26 (Bottom Quartile) 18/19 Rank 25 (Bottom Quartile). 17/18 Rank 25 (Bottom Quartile). 16/17 Rank 25 (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).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
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).
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).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
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). 15/16 Rank 21 (Third Quartile). 14/15 Rank 26 (Bottom Quartile).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
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). 17/18 Rank 16 (Second Quartile). 16/17 Rank 18 (Third Quartile). 15/16 Rank 22 (Third Quartile). 14/15 Rank 22 (Third Quartile).

Financial Sustainability

Code	Title	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).

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	External Comparison
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)	5.09	4.79	4.61	4.42	3.89	20/21 Rank 12 (Second Quartile) 19/20 Rank 12 (Second Quartile) 18/19 Rank 12 (Second Quartile) 17/18 Rank 13 (Second Quartile). 16/17 Rank 13 (Second Quartile).
CLIM2	CO2 emissions are wide: emissions within scope of LA per capita (LGBF)	4.74	4.47	4.29	4.12	3.56	20/21 Rank 6 (Top Quartile) 19/20 Rank 12 (Second Quartile) 18/19 Rank 8 (Top Quartile) 17/18 Rank 9 (Second Quartile). 16/17 Rank 11 (Second Quartile).