Place Performance Report for Q2 2022/23

Midlothian

Challenges

Inflation as well as rising energy costs are affecting the construction industry in Scotland and the UK is currently experiencing unprecedented adverse market conditions, 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. 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 however it is necessary to revisit existing capital plans and also review the 2022/23 service budgets and implement savings measures in the year.

The current year's budget, 2022/23, approved on 15 February 2022, was reliant on £12 million of one off funding measures. As reported at Council in October 2022, on the assumption that funding flexibilities will offset any unfunded costs associated with current pay offers and that there no further unfunded costs, the figure is now projected to be £10.600 million. That is the extent to which the recurring expenditure in the current year's budget is financed by non-recurring funding sources.

As a consequence of the inflationary increase in costs and the cash flat grant settlements, the projected budget gap for 2023/24 now stands at £11.084 million rising to a projected £23.154 million by 2027/28, albeit later years are based on the existing service responsibilities with no adjustment for the consequences of the National Care Service (Scotland) Bill. These budget gaps represent the extent to which recurring service expenditure is projected to exceed recurring income for future years.

The Scottish Government's Resource Spending Review (RSR), published on 31 May 2022, presented very challenging financial planning parameters for Local Government. It indicated cash flat grant settlements through to 2025/26 with a £100m increase for 2026/27. Commentators on the RSR have recognised the impact on Local Government, with both SPICe and the Fraser of Allander Institute stating that the proposals essentially represent a 7% real terms decrease in funding between 22/23 and 26/27. This is in contrast to the 4.7% real terms increase that the Scottish Government will see overall (2% if social security transfers are excluded), and the real terms increases that Health, Social Justice and Housing services will see. The real term decrease planned for Local Government comes on top of significant real term reductions since 2013/14, which has driven ongoing reform, rationalisation, innovation and transformation work across Local Government.

The Scottish Government's National Care Services (Scotland) Bill, if enacted, would have fundamental implications for the community and for Local Government itself. The wide reaching changes in the bill aim to deliver a National Care Service by the end of the parliamentary term, which will impact on all aspects of the work of the Corporate Solutions team, including financial implications, in both revenue and capital, our asset base, our workforce, governance and legal arrangements and our digital infrastructure and platforms. It will require an immediate focus for the foreseeable future and this will inevitably have implications for other priority work at a time of continued resource constraint.

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.

Quarter 2 (July – September 2022) was a challenging quarter for Place as it continues to support post-pandemic recovery, operate a business as usual approach to service delivery and progress a range of transformation projects.

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 Place services to achieve future emissions targets. The ambitious strategy sets out how we will reduce our greenhouse gas emissions, encourage and work with others in our community to mitigate and adapt to changing climate. The strategy incorporates an action plan with a number of initiatives and ongoing programmes which together are helping to reduce

our emissions and carbon footprint. The annual progress report on Climate Change was presented to Cabinet at its meeting of 18 October 2022.

Economic Development continues to promote the Midlothian Carbon Pledge, culminating in a virtual business event during Carbon Week. There are now 36 businesses committed to the Carbon Pledge, which is now a prerequisite for any businesses looking to secure grant support from the LACER Green fund.

Work continues with Midlothian Energy to develop business case options for addressing building fabric and energy decarbonisation of the existing estate. Good progress has been made with City of Edinburgh Council to secure the site for the new Midlothian Energy Centre at Millerhill, as a key step in the delivery of District Heating at Shawfair.

The annual Capital Works Programme for carriageway resurfacing continues to make good progress this quarter with 9.43km of carriageway resurfaced over Q1 and Q2 (1.38% of the total road network). Our initial annual target of resurfacing 1% of the total road network has been achieved and a new revised target of 2.2% has been set for the remainder of the year.
In addition 1.88km of footways were resurfaced to the end of this quarter (0.27%), bringing this indicator back on target.

Work is progressing to offer a reuse cabin at Stobhill Recycling Centre for the collection of household bric-a-brac for "play through learning". The reuse cabin is expected to reopen in Q3.

A further 319 customers have signed up to the chargeable garden waste collection service this quarter. The service has a total of 18,563 customers and 19,639 bins. Domestic residual waste collection tonnages remain high, which is a continued trend from the COVID-19 pandemic effects. Recycling rates are estimated to have increased over Q1 and Q2 quarter.

With support from our volunteers at both locations, Vogrie Country Park and Loanhead Memorial park received green flag awards this quarter. Land Services continue to progress projects across Midlothian including a new play area in Waterfall Park, community garden in Penicuik, Burnbrae Primary School play area, Danderhall Pavilion play area and new equipment installations as part of Scottish Government's capital spend on play improvements. New path works at Straiton pond were completed this quarter.

Overall grounds maintenance standards have been good this year. The dry weather in Q2 reduced grass cutting requirements. Working towards Midlothian's aim to be Carbon Neutral by 2030, Land Services have purchased additional battery powered small plant and machinery and a large charging unit which records and reports on carbon savings made. In Q2 the operation of Pellenc battery operated equipment resulted in a 334.8kg reduction in CO_2 emissions and also provided an equivalent saving of £223.00 in fuel costs.

73% of public health requests were responded to this year, which is similar to that responded to in Q1 21/22. In the previous year the service was impacted by the diversion of Environmental Health resources to proactively deal with the COVID pandemic. This figure reflects those cases where response has been recorded in the Data Management System. EH service is further impacted by a number of staff vacancies.

As part of the Environmental Crime Strategy a procedure to deal with abandoned vehicles has been developed and implemented. Within Q2, 54 requests for service have been received.

Economic and Regeneration

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. A report on EU-Exit impacts and the economy was presented to Council in October which will inform the refresh of the Economic Strategy to be presented for approval to Council in early 2023.

The Business Gateway service continues to be digitally delivered. The number of new business start-ups has dropped for the quarter. Concerns around EU Exit and post COVID trading conditions is a probable cause. The cost of living is having an effect on businesses and will continue to do so. There is an atmosphere of uncertainty, which results in less investment in people or capital and a resulting decrease in growth. The increase in costs of doing business, especially fuel, raw materials, import duties and availability has had a big effect on trading and will continue to affect growth. However, there is a strong pipeline of "pre-start" businesses engaging with the Business Gateway service with a resulting spike in starts for the next quarter expected.

Advisers have attended local networking events with partners to increase service reach. The use of the Gateway CRM has improved the quality of reporting and data available to Midlothian Council on business trends. The Social Enterprise development events have continued to stimulate interest in social enterprise as a business structure. This quarter, Business Gateway has supported 14 clients that were unaware of the model but did have social or environmental aims, and this includes 2 enterprises that are "spin offs" from Local Authority teams. One of the local social enterprises was visited by Louise Macdonald, National Director for Economy, for the Scottish Government.

Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives. The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 4,075 website visits this quarter. Each social media channel is targeting different audiences and each is performing well in terms of audience growth and interaction with 1,828 'Business Gateway Midlothian' followers and 1,695 'Locate in Midlothian' followers across Facebook, Twitter and Linkedin.

This quarter saw the introduction of a procurement mentor service to the client journey providing 1-2-1 support in public sector tendering, with the aim to increase the volume and quality of local bids. Clients are being referred via the Business Gateway Advisers and already feedback is showing interest in this service. Business Gateway will continue to promote to clients and work to develop the mentoring offering, as well as work closely with the procurement team to implement the local procurement strategy.

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 £10,000 grant to the Midlothian Tourism Forum will allow the forum to design and build a website to increase membership and interest. The new Economic Strategy planned for 2023 approval will include Tourism, Culture and Heritage.

At its meeting in August 2022 the Planning Committee considered a report that highlighted that the Council has secured £9.5m and also received £12.1m in developer contributions towards infrastructure and local facilities for the period 2021/22. Planning permission has been granted for the erection of 100 dwelling houses and associated works on the 'Doctor's Field', Rosewell and planning permission has been granted for 430 dwelling houses at land at Cauldcoats, Danderhall.

Whilst work is progressing to develop proposals for the Hopefield Economic Development site in conjunction with the Development, the estates team have been successful in acquiring a mixed Industrial and office development adjacent to the Council's existing Hardengreen Industrial Estate. This represents a further expansion and diversification in the style and size of units the Council will be able to make available to support growing Midlothian enterprises.

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.

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.

During Q2 the number of households assessed as homeless or potentially homeless was 118, which is a 13.5% increase from Q2 20/21. The number of cases provided with Advice & Assistance in Q2 was 211. 69 clients were prevented from homeless by accessing advice and assistance. We continue to promote this service to ensure early successful intervention when possible. There were 4,596 active housing applicants placed on the Common Housing Register at the end of this reporting period. Re-let time for permanent properties has decreased to 36 days this quarter compared to 45 days for Q1. Temporary re-lets has decreased to 25 days from 34 days in Q1.

This quarter, Cabinet agreed to develop a new Youth Homeless and Prevention Support Project as part of the Councils RRTP. The aim of this service is to prevent youth homelessness by supporting young people to remain in their current accommodation, or secure alternative accommodation as part of a planned move. Where this is not possible, young people would be supported through their homeless journey and into permanent accommodation. Support would also be available to Midlothian Council tenants at risk of eviction due to rent arrears or other breaches of their tenancy agreement to prevent recurring homelessness. This project is currently going through the tendering process and we anticipate it will commence during Spring 2023.

During Q2 we have worked closely with Social Work, Melville Housing Association and the Ministry of Defence to support refugees through the respective Governments Resettlement Schemes. This has

included providing housing and advice and support to households and assisting in sourcing housing options for families involved in the scheme.

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 require. 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 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.

Growing Council

In addition to the financial sustainability challenge referenced earlier, other challenges for Midlothian continue with our recovery out of the pandemic, the cost of living crisis, 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 mainland 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 falls into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland.

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

The approved Capital Strategy sets out the infrastructure required to meet those demographic pressures and includes the financial contributions Midlothian will make to the Edinburgh and South East Scotland City Region Deal. Encompassing five main themes the City Region Deal will bring significant investment across the regions with total investment of circa £1.3 billion across:

- Research, Development and Innovation: £751 million
- Integrated Regional Employability and Skills: £25 million
- Transport: £156 million
- Culture: £45 million
- Housing: £313 million

Through the Data Driven Innovation strand the Deal will leverage existing world-class research institutes and commercialisation facilities in order that Easter Bush becomes a global location of Agritech excellence. The Easter Bush project includes significant investment in transport infrastructure along the A701/2 transport corridor. In addition, by improving on-site infrastructure at Easter Bush and transport infrastructure, The University of Edinburgh expects commercial partners will be able to co-locate at scale to commercialise Agritech breakthroughs.

Place PI summary

Manage budget effectively

Priorities	Indicator	2021/22 Value	Q2 2021/22 Value	Q1 2022/23 Value	Q2 2022/23				Annual Target 2022/23	Feeder Data	Value
					Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£37.487m	£34.405m	£38.889m	£39.098m	✅	**Q2 22/23:** £292,000 underspend	⬆	£38.067m		

Manage stress and absence

Priorities	Indicator	2021/22 Value	Q2 2021/22 Value	Q1 2022/23 Value	Q2 2022/23				Annual Target 2022/23	Feeder Data	Value
					Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	11.03	6.08	3.04	5.50	📈	**Q2 22/23:** Data only The average number of working days lost due to sickness absence has remained static with slight decrease compared to 6.08 days lost during Q2 21/22. There are no identifiable trends either in short term or long term absences.	⬇	Data only	Number of days lost	4,865.29
										Number of FTE in service	884.13

Process invoices efficiently

Priorities	Indicator	2021/22 Value	Q2 2021/22 Value	Q1 2022/23 Value	Q2 2022/23				Annual Target 2022/23	Feeder Data	Value
					Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	89%	90%	91%	88%	🛑	**Q2 22/23:** Off Target Of the late invoices, 28% were paid by day 35 of receipt and 45% paid by day 40.	⬇	90%	Number of invoices received	10,419
										Number of invoices paid within 30 days (cumulative)	9,213

Improve PI performance

Priorities	Indicator	2021/22 Value	Q2 2021/22 Value	Q1 2022/23 Value	Q2 2022/23				Annual Target 2022/23	Feeder Data	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%	78%	72.97%	70.27%	🛑	**Q2 22/23:** Off Target There are 9 performance indicators off target mainly across housing and building service areas. More detailed information on	⬇	90%	Number on tgt/complete or Data Only	26
										Total number of PI's	37

						these are set out in the indicator commentary note.				

Control Risk

Priorities	Indicator	2021/22 Value	Q2 2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Status	Note	Short Trend	Annual Target 2022/23	Feeder Data	Value
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	✅	**Q2 22/23:** All risks reviewed.	▬	100%	Number of high risks reviewed in the last quarter	3
										Number of high risks	3

Implement Improvement Plans

Priorities	Indicator	2021/22 Value	Q2 2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Status	Note	Short Trend	Annual Target 2022/23	Feeder Data	Value
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.		75%	100%	100%	✅	**Q2 22/23:** On Target All audit actions reviewed this quarter.	▬	90%	Number of internal/external audit actions on target or complete	55
										Number of internal/external audit actions	55

Place Complaints Indicator Summary

Commitment to valuing Complaints - Outcomes and Customer Feedback

Indicator	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23
	Value	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	6,064	1,859	1,750	1,552		**Q2 22/23:** Data only 1,398 of 1,552 complaints for Waste Services.	⬇	
Number of complaints closed in the year	5,922	1,857	1,658	1,253		**Q2 22/23:** Data only	⬇	
Number of complaints upheld (quarterly)	4,685	1,528	878	883		**Q2 22/23:** Data only	⬆	
Number of complaints partially upheld (quarterly)	168	15	124	92		**Q2 22/23:** Data only	⬇	
Number of complaints not upheld (quarterly)	128	34	12	21		**Q2 22/23:** Data only	⬆	
Number of complaints Resolved (quarterly)	936	279	632	14		**Q2 22/23:** Data only	⬇	
Average time in working days to respond to complaints at stage 1	3.14	3.09	2.47	2.41	✅	**Q2 22/23:** On Target	⬆	5
Average time in working days to respond to complaints at stage 2	28	32	0	19.5	✅	**Q2 22/23:** On Target	⬇	20
Average time in working days for a full response for escalated complaints	33.5	1	35	6.5	✅	**Q2 22/23:** On Target	⬆	20
Percentage of complaints at stage 1 complete within 5 working days	87.9%	87.06%	87.87%	88.95%	🛑	**Q2 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%	50%	100%	50%	🛑	**Q2 22/23:** Off Target 1 complaint of 2 complete within 20 working days.	⬇	95%
Percentage of complaints escalated and complete within 20 working days	33.33%	100%	0%	100%	✅	**Q2 22/23:** On Target	⬆	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	3	0	0	1		**Q2 22/23:** Data only	⬇	
Number of Compliments	99	24	25	42		**Q2 22/23:** Data only	⬆	

Quarter 2 - Place ⏷

15	8	13	1
Quarterly Reporting Place PIs - On Target	Quarterly Reporting Place PIs - Off Target	Quarterly Reporting Place PIs - Data only	Quarterly Reporting Place PIs - No data available

Quarterly Reporting Place PIs - Off Target ⓘ

...	Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
🔴	**BS.PLACE.P.4.2a** Re-let time permanent accommodation properties (calendar days)		36 days	35 days	01 Jan 2023	Q2 2022/23	
🔴	**PLACE.MPI.04** % of invoices paid within 30 days of invoice receipt (cumulative)		88%	90%	01 Jan 2023	Q2 2022/23	
🔴	**PLACE.MPI.05** % of Service PIs that are on target/ have reached their target. (does …		70.27%	90%	01 Jan 2023	Q2 2022/23	
🔴	**PLACE.P.5.2a** Percentage of the Council's housing stock meeting the 'Free from seri…		98.9%	100%	01 Jan 2023	Q2 2022/23	
🔴	**PLACE.P.5.2c** Percentage of the Council's housing stock meeting the 'Healthy, safe …		34.3%	100%	01 Jan 2023	Q2 2022/23	
🔴	**PLACE.P.13.1a** Number of volunteer hours in countryside sites		2,736	3,000	01 Jan 2023	Q2 2022/23	
🔴	**PLACE.SPSO.05.1** Percentage of complaints at stage 1 complete within 5 working d…		88.95%	95%	01 Jan 2023	Q2 2022/23	
🔴	**PLACE.SPSO.05.2** Percentage of complaints at stage 2 complete within 20 working …		50%	95%	01 Jan 2023	Q2 2022/23	

← 1 of 1 →

Building Services narrative

. 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 Council's 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	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
BS.PLACE. P.5.2b	Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	98.4%	98.4%	98.4%	98.4%	🔴	▬	**Q2 22/23:** Off Target Work planned to bring the percentage of Council's housing stock that does not meets Scottish Quality Standards criteria back to standard. Access to properties has been an issue this quarter.	100%	100%
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	34.3%	96.4%	34.3%	34.3%	🔴	▬	**Q2 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	100%	100%

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
								failures to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS from 31st March 2022 we have found 4733 fail assessment and have 34.3% meeting standard. It should be noted that 100% of smoke alarms comply with current legislation. Contracts are in progress to address the EICR's and the 160 properties for EESSH failure. Contractors are appointed and work to start in the next few months to address the EICRs and the 160 failing EESSH properties.		
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	15.27 days	14.27 days	13.71 days	18.65 days	🛑	⬇	**Q2 22/23:** Off Target Increase in time taken due to annual holiday period.	7.00 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%	60%	75%	100%	✅	⬆	**Q2 22/23:** On Target Service provision in the form of site inspections and building warrant application processing remains high.	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%	96.2%	✅	⬆	**Q2 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	98.9%	98.9%	98.9%	98.9%	🛑	▬	**Q2 22/23:** Off Target	100%	100%

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
	'Free from serious disrepair' Scottish Housing Quality Standard criteria							98.9% of Midlothian Council houses have modern facilities and services which is consistent with last year's figure. Contracts are ongoing this quarter to bring the percentage of Council's housing stock that does not meet SHQS criteria back to target.		
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%	34.3%	🔴	▬	**Q2 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 to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS from 31st March 2022 we have found 4733 fail assessment and have 34.3% meeting standard. It should be noted that 100% of smoke alarms comply with current legislation. Contracts are in progress to address the EICR's and the 160 properties for EESSH failure. Contractors are appointed and work to start in the next few months to address the EICRs and the 160 failing EESSH properties.	100%	100%
PLACE.P.5.2d	Percentage of completed first priority housing repairs within target of 24 hrs	90.67%	91.71%	93.51%	91.6%	📈	⬇	**Q2 22/23:** Data only		
PLACE.P.5.2e	Percentage of completed second priority housing repairs within target of 7 days	88.16%	88.93%	85.96%	87.13%	📈	⬆	**Q2 22/23:** Data only		

Property and Facilities Management narrative

. 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.

Property and Facilities Management Measures

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	68,768	0	40,626	7,581			**Q2 22/23:** Data only 7,581 meals served with 22 days in this period. During this period the P7 pupils had their 3 day visit to the High School. Also during this period 26,835 nursery meals were provided.		
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	32,497	1,127	23,428	21,012			**Q2 22/23:** Data only 21,012 meals served with 22 days in this period.		
PLACE 1.1c	Number of Free school meals provided (Primary 1-5) (quarterly)	419,365	53,445	116,176	93,321			**Q2 22/23:** Data only 93,321 meals served with 22 days in this period.		
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	102,265	12,430	24,860	12,430			**Q2 22/23:** Data only Q2 figure 12,430 hours used 22 days in this period. Enhanced cleaning and additional Janitorial services remain 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.		

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
PLACE 17.1b	Total hours used for cleaning in secondary schools (quarterly)	59,078.4	7,180.8	14,388	7,180.8			**Q2 22/23:** Data only Q2 figure 7,180.8 hours used 22 days in this period. Enhanced cleaning and additional Janitorial services remain 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	6,294.2	12,588.4	6,294.2			**Q2 22/23:** Data only Q2 figure 6294.2 hours used 22 days in this period. Enhanced cleaning and additional Janitorial services remain 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 narrative

. Continue to develop the Rapid Rehousing Transition Plan to increase the number of homeless households that obtain permanent accommodation, and halve 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	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		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	85	103	106	121	🔴	⬇	**Q2 22/23:** Off Target As of quarter 2 the length of time homeless applicants wait until receiving a permanent housing is 121 weeks. The team continues to focus on targeting long term cases where permanent housing options are more challenging due to specific housing needs.	85	100
BS.PLACE.P.4.2a	Re-let time permanent accommodation properties (calendar days)	46 days	50 days	45 days	36 days	🔴	⬆	**Q2 22/23:** Off Target Position has improved from Q1 (45 days) as a result of improved joint working processes.	35 days	35 days
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	70	66	88	86	🔴	⬆	**Q2 22/23:** Off Target As of quarter 2 the length of time homeless applicants spend in temporary accommodation is 86 weeks. This is an improved position from 88 weeks. The team continue to focus on long term legacy homeless applicants, a number of which have a more challenging housing need.	60	60
PLACE.P.4.2b	Re-let time temporary accommodation properties (calendar days)	37	29	34	25	✅	⬆	**Q2 22/23:** On Target	28	28

Neighbourhood Services narrative

. 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
. 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	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	1	0	2	✅	⬆	**Q2 22/23:** On Target Green flags were awarded to Vogrie Country park and Memorial Park Loanhead.	2	2
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (cumulative)	100%	100%	100%	93%	✅	⬇	**Q2 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%	8.2%	✅	▬	**Q2 22/23:** On Target Leases have been extended for another year to help maintain the target.	8%	8%
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	12.3%	12.4%	10.4%	N/A	▬	▬	**Q2 22/23:** Q2 data not available until Q3. Landfill waste is rejects material from dry mixed recycling and ash from incineration of residual waste. No waste/recycling is sent to landfill without pre-treatment. It should be noted that SEPA now report data by calendar year and the Q1 figure is only an estimate. Actual figures will be available in Q4.	15.0%	15.0%
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.54%	0.15%	0.12%	0.27%	✅	⬆	**Q2 22/23:** On Target 1.88 km of footways resurfaced to end Q2, under combined programmes of annual Capital Works and Residential Streets.	0.6%	0.27%
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1256 Tonnes	433 Tonnes	183 Tonnes	394 Tonnes	📈	⬇	**Q2 22/23:** Data only Reduced Carbon saving caused by Emission factor being reduced per KWH.		

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
ENV6	Percentage of total household waste that is recycled (LGBF)	47.5%	48.4%	52.1%	N/A	▬	▬	**Q2 22/23:** Q2 data not available until Q3. It should be noted that SEPA now report data by calendar year and the Q1 figure is only an estimate. Actual figures will be available in Q4.	54.0%	54.0%
PLACE.P.13.1a	Number of volunteer hours in countryside sites	4,821	1,919	1,716	2,736	🔴	⬆	**Q2 22/23:** Off Target Although volunteering was impeded by covid earlier in the year and may be affected further by the secondment of one of our three Rangers. Volunteer hours are up considerably from this time last year with 2,736 hours (456 days) spent on countryside sites. In addition the Ranger service has undertaken the following: **Schools and Groups** – 764 participants or 51 ranger led sessions **Ranger Events** – 15 events with 610 participants	6,000	3,000
PLACE.P.14.2e	% of total road network resurfaced (cumulative)	2.05%	0.47%	0.34%	1.38%	✅	⬆	**Q2 22/23:** On Target Initial annual target of 1% achieved during Q2. Annual target revised for the remainder of the year (2.2%). 9.43km of carriageway was resurfaced to the end of Q2 under the combined programmes of annual Capital Works and Residential Streets Programme.	2.2%	1%
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	702	57	0	0	✅	▬	**Q2 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	£150,374	£80,908	£136,409	✅	⬇	**Q2 22/23:** On Target Q2 figures show £55,501 showing a decrease from Q1 which is likely due to school holidays.	£350,000	£175,000

Planning and Economy narrative

. 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

Planning and Economy Measures

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
ECON5a	Number of New Business Start Ups (LGBF)	122	28	22	5	📈	⬇	**Q2 22/23:** Data only The number of new business start ups has dropped for the quarter. Concerns around EU exit, post COVID trading conditions is a probable cause. There is an atmosphere of uncertainty, which results in less investment in people or capital and as a result a decrease in growth. The increase in costs of doing business, especially fuel, raw materials, import duties and availability has had a big effect on trading and will continue to affect growth. However, there is a strong pipeline of "pre-start" businesses engaging with the Business Gateway service with a resulting spike in starts for the next quarter expected.		

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.17.9a	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	80%	79%	66%	80%	✅	⬆	**Q2 22/23:** On Target 80% of planning applications have been determined within target.	80%	80%

Protective Services narrative
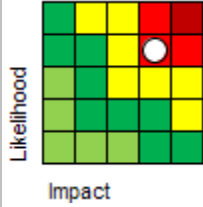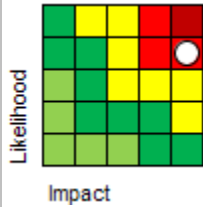
. Continue to support the Council's response to the pandemic and recovery programme
. Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations.
. Deliver the Scottish Government's Clean Air for Scotland (CAFS) objectives including the review and assessment of air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads.
. Continue to deliver the statutory duty to identify and secure remediation of contaminated and review contaminated land strategy.
. Continue to manage the CO2 gas ingress to properties in Gorebridge.
. Seek to enable disabled persons to continue to live an independent life through the provision of disabled adaptation grants for private sector properties.
. Protect and develop safe communities through risk assessment and improvement of sub-standard private water supplies.
. Protect and contribute to the enhancement of the environment regarding dog control activities and develop a commercial dog walkers registration scheme for Midlothian.
. Regulate Health and Safety across Midlothian through the investigation of workplace accidents
. Restart a programme of test purchase for under-age goods
. Continue to identify and respond to incidents of rogue trading.
. Conduct a programme of inspections to businesses identified as of high and medium-risk including at least 20% of tobacco retailers.
. Continue to support managers to manage health and safety as effectively and efficiently as possible
. Ensure that the current management arrangements achieve the correct level of Health and Safety compliance and support services to address any shortfalls
. Continue to develop the health and safety culture maturity within the organisation and promote the use of the Health and Safety Audits
. Increase appropriate involvement and expertise in emergency planning and business continuity management Council wide
. Implement a robust business continuity management system and business continuity approach
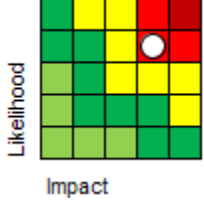
Protective Services Measures

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
PLACE.P.16.4a	Percentage of consumer complaints completed within 14 days (quarterly).	77.9%	79.5%	81.1%	86.3%	✅	⬆	**Q2 22/23:** On Target A total of 66 consumer complaints were received this quarter with 61 complete. (57 within 14 days). In addition to consumer complaints, we were proactive in accepting and completing 16 Notifications in Q2 from Advice Direct Scotland, the national call centre. 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.	80%	80%
PLACE.P.16.13a	Number of out of control dog investigations conducted	102	27	33	38	📈	⬆	**Q2 22/23:** Data Only Number of investigations remain similar to last quarter, however an increase from Q1 21/22.		
PLACE.P.16.13b	Percentage of dog control investigations requiring statutory enforcement action (Dog Control Notices)	12.46%	18.52%	33.3%	16%	📈	⬇	**Q2 22/23:** Data only Dog Control Notices were served in all incidents where sufficient evidence was available to demonstrate that a dog had been out of control.		
PLACE.P.16.15a	Percentage of all Public Health Service requests responded to	77.5%	74.5%	56.5%	73%	📈	⬆	**Q2 22/23:** Data Only This figure reflects those cases where response has been recorded in the Data Management System. At the beginning of the year the service was impacted by the diversion of Environmental Health resources to proactively deal with the		

PI Code	PI	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Current Target
		Value	Value	Value	Value	Status	Short Trend	Note		
								COVID pandemic. It is further impacted by a number of staff vacancies.		
PLACE.P.16.3a	Number of primary inspections conducted (quarterly)	244	22	37	42	✅	⬆	**Q2 22/23:** On Target 42 inspections including 7 under Animal Health & Welfare were made this quarter, making a total of 79 this year. 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. Also, new businesses found can also be inspected.	150	42

Place Service Risks

Midlothian

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. Lone 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

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	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	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
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	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
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). 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).
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)

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

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

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

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

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