



Midlothian Council Annual Performance Report 2021/22

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www.midlothian.gov.uk/performance

Midlothian Council - Your guide to our performance in 2021/22

The last two years have brought significant and unprecedented challenge to our communities as we responded to the COVID-19 pandemic. As we move into a new post-pandemic world, we are committed to building on the learning and new ways of working that were adopted during this period, and renew our focus on delivering our key priorities at the most local level possible.

Midlothian Council delivers its priorities through the Community Planning Partnership (CPP) and the Single Midlothian Plan.

The Council Transformation programme and individual Service Plans outline how Midlothian Council will deliver its contribution to the Single Midlothian Plan.

Each service has a Service Plan which provides a link to the outcomes contained within the commitments of the Single Midlothian Plan, any relevant legislation that is specific to the service and to the strengths and improvement activities identified as part of self-evaluation.

Service plans translate 'what we intend to do' into 'how we will achieve it'. There is a clear link between the priorities in the service plan and those identified in the SMP and the Council's strategic priorities. Whilst detailed progress for individual service plans are provided quarterly the following provides a summary of key updates against the five overarching thematic areas within the Single Midlothian Plan.

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

- **Economic Circumstances**
- **Health Outcomes**
- **Learning Outcomes**

The Community Planning Partnership also identified **Carbon Neutral by 2030 as an overarching aim.**

The Single Midlothian Plan

Incorporates five overarching themes which support the achievement of outcomes. This thematic approach is used for quarterly reporting. The themes are as follows:



Adult Health and Social Care

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



Community Safety and Justice

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



Getting it Right for Every Child

Improving outcomes for children, young people and their families.



Improving Opportunities for Midlothian

Creating opportunities for all and reducing inequalities.



Sustainable Growth in Midlothian






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

Whilst a full update for the performance for each of the Council's Service areas is published separately on our Performance pages on our website www.midlothian.gov.uk/info/691/performance_and_spending/257/council_performance/3, this report reflects an overview of the key service updates, against the thematic areas of the Single Midlothian Plan.

Single Midlothian Plan - Key Indicators

How are we doing against our priorities for 2021/22

Reducing the gap in economic circumstances

PI Description	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	Status	Note	Annual Target 2021/22
Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter	£3,704,161	£3,352,380	£4,401,850	£3,055,703	£5,703,704		21/22: On Target	£2,500,000
Relative to Scotland, Midlothian can demonstrate a 1% reduction in child poverty. Currently the Scottish Average is 22% and Midlothian is 22.5%	22.5%	22.5%	25%	N/A	23.9%		21/22: Off Target 23.9% of children are living in poverty after housing costs compared to 24% nationally	21.5%
Ensure the number of unemployed adults in Midlothian does not increase beyond existing levels	N/A	3.6%	2.7%	N/A	2.9%		21/22: On Target	3.5%
Ensure the number of workless households in Midlothian does not increase beyond existing levels	N/A	12.4%	11.6%	N/A	13.5%		21/22: On Target	18.1%
Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £625k per quarter	N/A	£4,407,373.09	£4,411,105.24	N/A	£4,320,090.00		21/22: On Target	£3,000,000.00











Reducing the Gap in Health Outcomes

How are we doing against our priorities for 2021-22

PI Description	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	Status	Short Trend	Note	Annual Target 2021/22
Number of people supported with Cancer - Welfare Rights Service (cumulative)	240	316	265	239	270			21/22: On Target	250
Total number of people attending activity groups hosted by Ageing Well each year	739	21,446	21,427	3,895	18,394			21/22: Off Target The project currently delivers 45 activities per week supported by up to 58 active volunteers who contributed 1059 hours of volunteering during the quarter. Uptake of activities has increased in Q4 from a steady level in Q2 & Q3.	20,000
Number of people supported with Mental Health needs	253	360	336	249	415			21/22: On Target	250
Number of people referred to Weight Management Triage. (Tier 2 and Tier 3)	159	215	509	190	508			21/22: On Target	200
Number of people attending activity groups hosted by Midlothian Active Choices (MAC)	7,845	10,280	9,786	766	3,966			21/22: Off Target Impact of ongoing Covid restrictions has not allowed the return of activities at the largest sites of Newbattle Community Campus and Lasswade Centre. Increased access to these sites is expected from mid-April 2022.	10,000
Number of people on Unpaid Work Programme attending at least one appointment with a nurse from the Health Inequalities Team (HIT)	N/A	N/A	8	4	4			21/22: Off Target Due to Covid the Unpaid work team did not operate face to face during April to June and started group activity in September.	10
Number of people in employment or education following intensive intervention	N/A	N/A	6	14	7			21/22: On Target	6
Number of assessments for home adaptations by Red Cross Link Workers, as part of frailty assessment.	N/A	N/A	161	108	122			21/22: On Target	40
Annual number of CAMHS referrals	591	774	643	520	747			21/22: On Target	580
Annual percentage seen within 18 weeks for first treatment	48.8%	52.2%	74.5%	48%	56.8%			21/22: Off Target	90%

Reducing the Gap in Learning Outcomes

How are we doing against our priorities for 2021-22

PI Description	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	Status	Short Trend	Note	Annual Target 2021/22
Percentage of Midlothian Care Experienced school leavers progressing to positive destinations	76.92%	69.23%	62.5%	92.31%	80.95%			21/22: Off Target Target for next year set to the virtual comparator score for this year. Due to the low number of pupils involved this number can vary greatly from year to year.	82.43%
Monitor qualification levels at SVQ 1	88.2%	87.6%	84.1%	88.5%	88.5%			21/22: On Target The latest available information (Jan-Dec 2020) shows Midlothian is above the Scottish average of 86.2%	84.2%
Monitor qualifications at SVQ level 4	38.5%	41.8%	42.9%	50%	50.6%			21/22: On Target The latest available information (Jan-Dec 2020) shows Midlothian is above the Scottish average of 49.0%	40.6%
Monitor number of people with no qualifications	6.4%	7.3%	9.4%	5.3%	5.4%			21/22: On Target The latest available information (Jan-Dec 2020) shows Midlothian is below the Scottish average of 8.1%	8.6%
Number of training events delivered	N/A	54	8	15	10			21/22: On Target	10

Adult Health and Social Care

Priorities for 21/22 include:

- People are able to look after and improve their own health and wellbeing and live in good health for longer.
- People are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
- People who use health and social care services have positive experiences of those services, and have their dignity respected.
- Health and social care services contribute to reducing health inequalities.
- People who work in health and social care services are engaged with their work and improve information, support, care and treatment they provide.
- Health and social care services are centered on helping to maintain or improve quality of life of people who use those services.
- Resources are used effectively and efficiently.
- People who provide unpaid care are supported to look after their health and wellbeing.
- People using health and social care services are safe from harm.

Midlothian Integration Joint Board plan and direct the services that are delivered by Midlothian Health and Social Care Partnership (HSCP). The HSCP is a partnership between NHS Lothian and Midlothian Council and is responsible for services that help Midlothian residents to live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some hospital-based services such as Accident and Emergency

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



All 12
Midlothian GP Practices offer support from a Primary Care Mental Health Nurse

966
People received services from the Wellbeing Service across all 12 GP practices

29%
Of people currently waiting for a Care at Home Package are identified as having moderate to severe frailty

18,666
People attended activity groups hosted by Ageing Well this year

3,966
People attended activity groups hosted by Midlothian Active Choices (MAC) this year

2.3%
Of falls resulted in a hospital admission for clients aged 65 or over, a reduction

60%
Of people feel they are participating more in activities of their choice

466
Individuals received support from the Hospital at Home and Rapid Response Team (MERRIT) this year

605
Individuals were offered mental health assessments at the Midlothian Access Point

Community Safety and Justice

Priorities for 21/22 include:

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

Community Safety is essential to the quality of life of people in Midlothian. Community Justice is about reducing offending and supporting people to stop re-offending.

It is agencies working in partnership with local communities to make a positive change for people with an offending history, their families and victims of crime.

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

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



487 violent crimes were recorded by the Police this year

4 individuals were referred through the Safe and Together approach, same as last year.

We saved **1256** tonnes in street lighting carbon emissions due to replacing columns and LED lanterns

73.4% of Community Payback Orders were completed from 78% in 2020/21

14.04km of road network resurfaced, which is a total of 2.05%

100% of street light repairs were completed within 7 days from 94% in 2020/21

28 young people received on-going individual support from substance misuse treatment services over this period and there were **332** appointments offered **249** undertaken.

71% of young people reported reductions in drug/alcohol use.

Getting it Right for Every Child (GIRFEC)

Priorities for 21/22 include:

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

Attainment

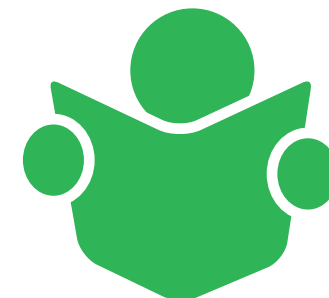
Attainment continues to be a focus this session. Predicted levels show that combined data for literacy and numeracy achievement of a level show a predicted increase from 2021 figures in both areas across P1, P4 and P7.

Literacy – predicted 79.6%) of pupils to attain benchmark figure in literacy across the 3 primary testing stages compared to 76.5% in 2021.

Numeracy – predicted 77.9% pupils predicted to achieve the benchmark in numeracy across the 3 primary testing stages compared to 72.3% in 2021.

Analysis of this information looking at multiple characteristics (Deprivation, Gender and Additional support needs) is being used with schools to identify stretch aims for next session.

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



19 Young people are currently in the National House Project and are working towards independent living

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

Child Protection registration rate per 1,000 population aged 0-15 was **2.1** compared to the national average of 2.9

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

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

Improving Opportunities for Midlothian

Priorities for 21/22 include:

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

Communities and Lifelong Learning

Continue to improve the skills for Learning, Life and Work. Support communities to be a great place to live, work and grow up in.

Priorities include:

- Provide Community and Lifelong Learning opportunities to all areas of Midlothian and Community Groups.
- Positive outcomes secured through CLL programmes.
- Financial income generated to support CLL activities increased demand.

“Creating opportunities for all and reducing inequalities.”

Customer Services Strategy

- Customer self-service and new automated processes can help deliver some key services without customers dealing directly with a member of staff and could truly transform the way the Council deliver services. Increasing the pace of digital transformation, particularly in front-facing customer services, continues to be a service and corporate priority, for Midlothian Council – one that can deliver the required efficiencies without negatively affecting customer experience.



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

6233
local residents
engaged in
CLL projects

85%
of modern apprentices
started were completed
through CLL

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

861 people received
1-to-1 support from CLL

74%
of our
Tonezone members
were retained, up from
52% in 2020/21

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

151,242
people attended our
Sport and Leisure
facilities this year from
54,000 in 20/21

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

Sustainable Growth in Midlothian

Priorities for 21/22 include:

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

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 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.

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



8.2% of the Council fleet is 'Green'.
Our target was to reach 8%

100% of our Council houses which were assessed are **energy efficient**

12.3% of waste was sent to **landfill**

47.5% of total household waste is **recycled** by our households
From **47.3%** in 2020/21

311 Void properties were re-let
From **261** in 2020/21

85 affordable housing units were built this year
From **79** in 2020/21

77.55% of the Councils **housing stock** is meeting the Scottish Housing Quality Standards criteria

Other Areas of Interest

Growing Council

Midlothian is projected to have the highest percentage change in population size of all council areas in Scotland. Between 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to a projected increase of 1.8% for Scotland as a whole.

This brings the opportunity to support the Council vision of being 'A Great Place to Grow'. The 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.

Capital Strategy:

As Scotland's fastest growing local authority area, it is critical to deliver investment in community infrastructure, such as housing, the learning estate, economic investment and green infrastructure, 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.

£8.54 is the cost
of collecting **council tax**
per dwelling

93.1% of our
invoices were paid
within **30 days**
– helping local business.

2.52% is the
gender pay gap between
average hourly rate of pay
for male and female.

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

55%
of Council employees
in **top 5% of earners**
are **Women**

9.5%
staff turnover
(including teachers)

363,075
people visited
our **Libraries virtually**
and **physical**

296,764
customer enquiry calls
to our Contact Centre

6,305 **complaints**
were closed in the year

87.7%
of **Complaints at**
Stage 1 were complete
within their target of
5 working days

70.21%
of **Complaints at**
Stage 2 were complete
within their target of
20 working days

Other Areas of Interest

Local Government Benchmarking Framework

We are required to report on performance in accordance with the requirements of the Local Government Benchmark Framework (LGBF). The framework is a set of performance indicators developed for Scottish councils to compare performance and encourage shared learning and continuous improvement. Information on our performance in the LGBF Framework nationally and against similar councils is available via the Improvement Service link my local council scotland <https://scotland.mylowalcouncil.info>



Your feedback counts

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

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

Visit: www.midlothian.gov.uk

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

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

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

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

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

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