

Place Performance Report Q3 2022-23

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.

Challenges

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.

Quarter 3 (October – December 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.

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.

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. As of Q3 there are now 41 businesses committed to the Carbon Pledge, which is now a prerequisite for any businesses looking to secure grant support from the LACER Green fund. Economic Development are working with the pledgers to identify the best platform for group sharing, enabling the sharing of experiences, ideas and peer support.

Work continues with Midlothian Energy to develop business case options for addressing building fabric and energy decarbonisation of the existing estate. The planned site has been secured for the new Midlothian Energy Centre at Millerhill, as a key step in the delivery of District Heating at Shawfair. The energy services agreement with Shawfair LLP received shareholders consent in December allowing closure of the deal to supply and manage heat distribution for Shawfair. The conclusions of the heat offtake agreement at Millerhill waste and recycling plant allowed the signing of the design and build and operating and management agreements for the energy centre and undertaking of the installation of the distribution network. Contractors are now appointed and work progressing.

During Q3 we ran a consultation on our Electric Vehicle charging network to gather feedback on providing accessibility, reliability and affordability of a charging network across the Midlothian area. The consultation will shape our Electric Vehicle Infrastructure strategy and expansion plan for 2023. A business case has been developed and considers the expected future increase in EVs and associated need for additional chargers throughout Midlothian. It also sets out possible funding options and what the future EV charging network could look like.

Successful delivery of the first 9 weeks of the winter service was delivered through a challenging severe weather period due to widespread snow followed by a deep freeze in December. 4,303 hours of resource was spent in response, including collaborative working with land services, positive testing of our resilience levels for plant, resource and salt.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues to make good progress this quarter with 15.26km of carriageway resurfaced over Q1 to Q3 (2.2% of the total road network) with our annual target of resurfacing 2.2% of the total road network being achieved. In addition 3.03km of footways were resurfaced to the end of this quarter (0.43%), meeting our target for this quarter and expected target to be met for the year.

Successful procurement of new contracts for both lighting capital and traffic signal maintenance will deliver best value for the service. Funding has been diverted to the delivery of 1,796 new LED lanterns and 151 lighting column replacements in 22/23 due to late procurement of these contracts

Community benefit fund from Levensseat Recycling Centre was awarded to Loanhead Bike Refurbishment project, allowing the purchasing of spares to repair bikes for reuse, as well as bike maintenance. The "Sew Far so Good" project in Glencourse Centre in Penicuik is supporting local residents to mend and repair clothes and to Playbase, Dalkeith for support in operating the Bric-a-brac re-use cabin at Stobhill. The re-use cabin for the collection of household bric-a-brac for "play through learning" was opened this quarter.

The kerbside garden waste collection season was extended to offer an additional collection to customers whose service was affected by Industrial Action. For 2023, a total of 18,680 householders have subscribed to the service with a total of 19,686 bins.

This quarter, the Waste Services team began working on an options Appraisal with Zero Waste Scotland to consider how waste/recycling might be collected in the future considering the Household Waste Charter, and the impacts of both the Deposit Return Scheme and Extended Producer Responsibility.

Land and Countryside project work has been progressing well this quarter. Play areas at Danderhall and Kings Park Nursery have now been completed with new play equipment and planting. Waterfall park

refurbishment is now complete and North Middleton Pump Track Pump track completed and is being well used by community. Dalhousie Mains, one of our large soft landscaping projects, is near completion. Other works in progression include Burnbrae primary, Penicuik park, Millerhill park.

The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives such as the Midlothian Outdoor Festival, attracting 1,072 visitors taking part in walks, talks and activities throughout the county. Tree survey work was completed on Penicuik to Dalkeith walkway, Springfield Mill and Straiton pond. Up to Q3, 4,212 volunteer hours were spent in countryside sites. In addition, the ranger service secured partnership funding with Scottish Water for a ranger post at Gladhouse reservoir and delivery of equipment as part of the Scottish Government Nature Restoration Fund for biodiversity which will be utilised for maintenance of grassland and wild flower meadows.

Public Health and Environmental Protection have successfully implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. To date only a handful of applications have been received but plans are in place to proactively contact known short-term let hosts early this year to remind them of the deadline for their license application and publicise the scheme further on our social media platforms.

Air Quality Progress Reports for 2020-21 and 2021-22 were submitted to Scottish Government on 31st October 2022 for appraisal. Our Air Quality monitoring programme which had been suspended due to resourcing issues has been successfully restarted with Edinburgh Scientific Services changing the Nitrogen Dioxide (NO₂) tubes on our behalf. This work is done for us at no additional costs as part of our contact with the lab.

The vast majority of animal welfare licensing visits have taken place in November and December 2022. This has meant, where the license fee has been paid, the license for 2023 has been granted prior to expiry of the 2022 license. The remaining licensing visits will be concluded early in 2023.

An Abandoned Vehicle Procedure, introduced during 2022, continues to be refined this quarter but is working well. Officers are having a lot of success in contacting owners early in the process prior to having to go to formal notice by affixing 'awareness' notices at their first visit to the vehicle which encourages the owners to contact us. This allows the owner to informally deal with the issue before moving to formal notice.

The Protective Services Business Regulation team hosted a number of visitors who were keen to better understand our roles in food safety and public health, building relationships for effective joint working. This included deputy CEO of Food Standards Scotland and a Clinical Fellow from the Health Protection Team. In addition, the Business Regulation Team has been working with an Environmental Health contractor to carry out our lowest risk food premises inspections. This has allowed the team to progress the backlog of food inspections after all inspection work ceased due to COVID restrictions.

Economy & 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 and work has commenced with Ekosgen which will inform the refresh of the Economic Strategy to be presented for approval to Council in early 2023.

In addition, the Local Authority Covid Economic Recovery Fund (known as LACER) provides grants to support businesses, social enterprises and tourism in Midlothian. Funding allocation has been spilt across the following areas:

- Business Associations £15,000
- Social Enterprise Start and Grow fund £80,000
- Tourism, Culture & Heritage Officer £43,859
- Tourism Support £10,000
- Green Transition Fund £249,922

The Business Gateway team continue to promote localised procurement with clients and have made 6 referrals to the Supplier Development Programme. The team continue to promote opportunities via our digital channels and clients are contacted directly if they suit a specific business.

Social enterprise enquiries are received via the Business Gateway service who promote the model to clients with plans where the objectives and values align to the social enterprise model. Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives and the team continue to support the projects from Social Enterprise Conversation sessions as they develop. The “Newtongrange Development Trust and a Social Entrepreneur” session was held in Q3.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 23 property enquires received via the site during Q3, all enquirers contacted by Business Gateway advisors to offer wider support. In total the team have received 119 enquires. The Locate in Midlothian website received 1,458 visits from 1st of Oct to 10th to November. (It should be noted that website visits are expected to be significantly higher across the quarter but due to a switch in software during the quarter reporting issues are being progressed with the developer). Each social media channel is targeting different audiences and each is performing well in terms of audience growth and interaction with 1,767 ‘Business Gateway Midlothian’ followers and 1,621 ‘Locate in Midlothian’ followers across Facebook, Twitter and LinkedIn.

The level of Business start-ups took a significant drop in Q2 (with 6 start ups) but has recovered this quarter (26 start ups). New client reasons for starting up include:

- Part time work sufficient before but not during cost of living crisis
- Developing in order to create additional income to cover gaps in earnings, whilst remaining in employment

- Redundancies or threat of job loss motivating clients to investigate self-employment

Most of the start-ups that Business Gateway work with are either self-employed (sole traders/gig economy), or setting up a micro enterprise (employ <10) or as a social enterprise. All business types are finding it challenging to access funding in the current economic conditions which is a key element in the community wealth building approach; to support individuals and grass roots organisations develop and prosper. The transition to a wellbeing economy is dependent upon organisations and communities having access to grants and loans. We are fortunate that we have a small start-up fund and the lacer social enterprise funds at present however it should be noted that those seeking to set up a micro enterprise are likely to require access to larger amounts via the Start-up Loan fund or Business Loan Scotland and the cost of living crisis is having an impact on their borrowing ability as personal outgoings increase.

In addition, start-up businesses are reporting increasing difficulties in accessing funds, including those backed by the UK Government with credit assessments are becoming more rigorous. Established businesses have reported difficulty in accessing lending from mainstream providers too, restricting their opportunities for growth. This is both within the mainstream and third sector. Consideration in Midlothian's Community Wealth Building plan should be access to low cost borrowing/seed funding for businesses and social enterprises with a clearly defined income generation model.

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.

Whilst work is progressing to develop proposals for the Hopefield Economic Development site, the acquisition of Hardengreen H1 and H2 Economic development sites was concluded in Q3 providing mixed Industrial and office spaces. 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.

At its meeting in October 2022 the Planning Committee approved an Enforcement Charter which sets out the Council's approach to investigating and resolving breaches of planning control. At its meeting in November 2022 the Planning Committee determined to grant planning permission for two strategic planning applications; the first for the erection of 96 dwelling houses and associated works at Newbyres Site B, River Gore Road, Gorebridge and the second for the erection of a Farmfoods foodstore retail unit and associated works at 18-20 Edinburgh Road, Penicuik.

Housing and homelessness

Midlothian Council's updated Rapid Rehousing Transition Plan (RRTP) 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.

The number of applicants requiring temporary accommodation has increased this quarter to 140 new cases, reaching a total number of households in temporary accommodation at 362. The number of cases provided with advice and assistance in Q3 was 226 and 77 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 4,628 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 25 days this quarter compared to 45 days for Q1 and 36 day in Q2. The length of time homeless applicants wait until receiving a permanent housing outcome has decreased to 76 weeks from 121 in Q2.

The first year review of the Homeless Prevention Forum took place this quarter. This is a partnership arrangement established 2021, with an aim to reduce children going into homelessness through evictions. Referrals are triggered when there is risk of eviction via the arrears and housing services teams within Midlothian Council.

Homelessness Officers ensure the necessary partnerships and protocols are in place to plan for addressing the housing needs of people leaving institutions by delivering a Personal Housing Planning approach for vulnerable groups, which contributes to the prevention of homelessness, including those subject to Multi-Agency Public Protection Arrangements (MAPPA) and Multi Agency Risk Assessment Conferences (MARAC).

This quarter the Scottish Housing Regulator met with Housing Services to review and discuss our engagement plan surrounding homelessness and health and safety within our tenancies. In addition, the Scottish Housing Network concluded a benchmarking exercise against similar sized Local Authority Housing teams. Both meetings praised our material improvements around housing and homelessness and supported the continuation of engagement going forward.

During this quarter we have worked to better improve communications with our housing applicants and tenants, housing duty telephone lines were moved onto Liberty telephony system allowing call recording and ability to report on call handling performance. New private meeting room spaces were opened in Midlothian House for customer engagement. As part of the Midlothian Council rent consultation which presented options for all tenants and waiting list applications on setting next year's rent levels, a series of five public meetings were held across various locations in Midlothian which were promoted by staff, social media and text messaging.

Work continues as part of the resettlement scheme to support and provide routes for people who may be fleeing conflict from a range of different countries. This includes, Afghan Resettlement Schemes, the Homes for Ukraine Scheme which provides a range of routes for people fleeing the conflict in Ukraine and the Asylum Dispersal Programme through which people seeking asylum are provided with accommodation in specified nations. The main activities this quarter are, our third Military of Defence sub-let property in Milton Bridge and we have transformed two small hostels into large family accommodation in Dalkeith.

We have worked with Social Work Children and Families to support with responsibilities around Unaccompanied Asylum Seeking Children.

Specialist Housing projects: Housing First has supported 38 individuals to date. We have accommodated our first Veteran from our new Forces nomination agreement in Penicuik. The National Housing Project has provided six properties for young persons in 2022.

As part of Midlothian Council's Tenant Participation and Customer Engagement Strategy, Midlothian undertakes annual surveys to determine the level of tenant satisfaction within Housing services provided by the Council. Survey feedback was received this quarter with 81.5% of council tenants satisfied with services overall during 2022. The next steps will include the delivery of focus groups to gather further feedback on two key themes:

- How tenants can work with the Council to assist in the improvement of areas of the repair services, to improve overall customer satisfaction levels.
- Further steps can be explored to improve customer satisfaction levels to ensure tenants feel more informed about their services and also have the opportunity to participate in the future development and delivery of these services.

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.

Midlothian Council is overseeing a significant housing programme. Phase 1, now complete, provided 864 additional houses within Midlothian. The total number of new homes from phase 2, 3 and 4 is currently estimated at 1201, comprising of 489 from phase 2 budget and 712 from phase 3 and 4 budgets. Progress during 2022 continues with 661 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. This includes the largest Passivhaus programme in Scotland, with 189 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.

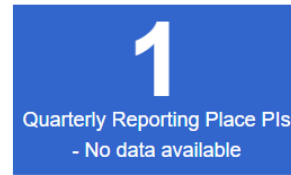
This growth creates the opportunity to meet the housing need with 25% of new homes being built in the affordable housing bracket, in addition to the expansion in Council house building. This construction will directly support employment and will see a steady increase in the value of Council Tax income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

Quarter 3 - Place ▾



Quarterly Reporting Place PIs - Off Target							
Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History	
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		34.3%	100%	01 Apr 2023	Q3 2022/23		
PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		84%	90%	01 Apr 2023	Q3 2022/23		
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		74.42%	90%	01 Apr 2023	Q3 2022/23		
PLACE.P.4.2b Re-let time temporary accommodation properties (calendar days)		31	28	01 Apr 2023	Q3 2022/23		
PLACE.P.5.2a Percentage of the Council's housing stock meeting the 'Free from seri...		98.9%	100%	01 Apr 2023	Q3 2022/23		
PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		34.3%	100%	01 Apr 2023	Q3 2022/23		
PLACE.P.10.2a Percentage of Building warrant assessments processed within 10 da...		71.43%	80%	01 Apr 2023	Q3 2022/23		
PLACE.P.13.1a Number of volunteer hours in countryside sites		4,212	4,500	01 Apr 2023	Q3 2022/23		
PLACE.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d...		92.88%	95%	01 Apr 2023	Q3 2022/23		

← 1 of 1 →

Place PI summary

01. Manage budget effectively

Priorities	Indicator	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£37.487m	£36.156m	£38.889m	£39.098m	£40.452m		Q3 22/23: On Target		£38.067m		



02. Manage stress and absence

Priorities	Indicator	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	11.03	9.04	3.04	5.50	9.13		Q3 22/23: Data only The average number of working days lost due to sickness absence has remained static compared to 9.04 days lost during Q3 21/22. There are no identifiable trends either in short term or long term absences.			Number of days lost	8,153.65
											Number of FTE in service	893.02



03. Process invoices efficiently

Priorities	Indicator	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	89%	89%	91%	88%	84%		Q3 22/23: Off Target Additional analysis carried out this quarter to identify service areas where processing performance times are late.		90%	Number of invoices received	16,265
											Number of invoices paid within 30 days (cumulative)	13,622



04. Improve PI performance

Priorities	Indicator	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	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 %	71.43 %	72.97 %	73.81 %	74.42 %		Q3 22/23: Off Target There are 9 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	32
												Total number of PI's

05. Control Risk

Priorities	Indicator	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	0%	100%	100%	100%		Q3 22/23: All risks reviewed.		100%	Number of high risks reviewed in the last quarter	3
												Number of high risks

06. Implement Improvement Plans

Priorities	Indicator	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.		100%	100%	100%	90.7%		Q3 22/23: On Target All audits have been reviewed this quarter.		90%	Number of internal/external audit actions on target or complete	39
												Number of internal/external audit actions





Place Complaints Indicator Summary











Commitment to valuing Complaints 4. Outcomes and Customer Feedback





Indicator	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23
	Value	Value	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	6,064	1,149	1,750	1,552	1,368		Q3 22/23: Data only 1,164 of 1,368 complaints for Waste Services.		
Number of complaints closed in the year	5,922	1,054	1,658	1,253	1,096		Q3 22/23: Data only		
Number of complaints upheld (quarterly)	4,685	908	878	883	904		Q3 22/23: Data only		
Number of complaints partially upheld (quarterly)	168	5	124	92	174		Q3 22/23: Data only		
Number of complaints not upheld (quarterly)	128	12	12	21	6		Q3 22/23: Data only		
Number of complaints Resolved (quarterly)	936	128	632	14	12		Q3 22/23: Data only		
Average time in working days to respond to complaints at stage 1	3.14	2.59	2.47	2.41	1.97		Q3 22/23: On Target		5
Average time in working days to respond to complaints at stage 2	28	11	0	19.5	0		Q3 22/23: No stage 2 complaints.		20
Average time in working days for a full response for escalated complaints	33.5	21	35	6.5	20		Q3 22/23: On Target		20
Percentage of complaints at stage 1 complete within 5 working days	87.9%	88.11%	87.87%	88.95%	92.88%		Q3 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%	50%	100%		Q3 22/23: No stage 2 complaints.		95%
Percentage of complaints escalated and complete within 20 working days	33.33%	50%	0%	100%	100%		Q3 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	0		Q3 22/23: Data only		
Number of Compliments	99	39	25	42	34		Q3 22/23: Data only		

Building Services narrative and measures

- . 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 (ESSH) 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	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	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%	98.4%			Q3 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%
HSN3	Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	77.55%	85.16%	34.3%	34.3%	34.3%			Q3 22/23: Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses have been identified as failing the Energy Efficiency Standard for Social Housing (ESSH). 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 the 31st March 2022 we have found that 4733 fail assessment and have 34.3% meeting standard. 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for ESSH failure.	100%

PI Code	PI	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	9.36 days	14.38 days	13.71 days	18.65 days	17.52 days			Q3 22/23: Off Target Improvement from Q2 figures although increased time taken from this time last year. The Building Maintenance Service are undergoing a whole systems service transformation. There are a number of work streams included in this programme and job performance will be addressed within the programme improvements.	7.00 days
PLACE.P.10.2 a	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%	100%	75%	100%	71.43%			Q3 22/23: Off Target The service continues to receive a high level of building warrants and requests for site inspections. 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%
PLACE.P.17.8 a	Measure satisfaction relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service	96%	93%	94%	96.2%	96.4%			Q3 22/23: On Target	90%
PLACE.P.5.2a	Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	98.9%	98.9%	98.9%	98.9%	98.9%			Q3 22/23: Off Target 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.	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%	34.3%	34.3%			Q3 22/23: Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses have been identified as failing the	100%

PI Code	PI	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
										Energy Efficiency Standard for Social Housing (ESSH). 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 the 31st March 2022 we have found that 4733 fail assessment and have 34.3% meeting standard. 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for EESSH failure.
PLACE.P.5.2d	Percentage of completed first priority housing repairs within target of 24 hrs	90.67%	88.71%	93.51%	91.6%	94.26%			Q3 22/23: Data only	
PLACE.P.5.2e	Percentage of completed second priority housing repairs within target of 7 days	88.16%	87.7%	85.96%	87.13%	93.87%			Q3 22/23: Data only	

Property and Facilities Management narrative and measures







- . 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	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	68,768	9,576	40,626	7,581	30,423			Q3 22/23: Data only 30,423 meals served with 52 days in this quarter.	

PI Code	PI	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	32,497	3,635	23,428	21,012	55,458			Q3 22/23: Data only 55,458 meals served with 52 days in this quarter.	
PLACE 1.1c	Number of Free school meals provided (Primary 1-3) (quarterly)	419,365	98,390	116,176	93,321	182,250			Q3 22/23: Data only 182,250 meals served with 52 days in this quarter.	
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	102,265	29,380	24,860	12,430	29,380			Q3 22/23: Data only Q3 figure shows 29,380 hours used, with 52 days in this quarter. Enhanced cleaning and additional Janitorial services remain in place. Sanitising/fogging of classrooms and schools continues to be carried out. Budgeted weekly hours are 2,105 however we currently use 2,825 hours per week.	
PLACE 17.1b	Total hours used for cleaning in secondary schools (quarterly)	59,078.4	16,972.8	14,388	7,180.8	16,972.8			Q3 22/23: Data only Q3 figure shows 16,972.8 hours used, with 52 days in this quarter. Enhanced cleaning and additional Janitorial services remain in place. Sanitising/fogging of classrooms and schools continues to be carried out. Budgeted weekly hours are 1.392, however 1,632 hours are used per week.	
PLACE 17.1c	Total hours used for Janitorial services in schools (quarterly)	51,784.1	14,877.2	12,588.4	6,294.2	14,877.2			Q3 22/23: Data only Q3 figure shows 14,877.2 hours used, with 52 days in this quarter. Enhanced cleaning and additional Janitorial services remain in place. Sanitising/fogging of classrooms and schools continues to be carried out. Budgeted weekly hours are 1,140, 1,430.5 hours used per week.	

Housing narrative and measures

- . 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

PI Code	PI	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.P.1 7.1	Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome	85	99	106	121	76			Q3 22/23: On Target The team continues to focus on targeting long term cases where permanent housing options are more challenging due to specific housing needs.	85
BS.PLACE.P.4. 2a	Re-let time permanent accommodation properties (calendar days)	46 days	52 days	45 days	36 days	25 days			Q3 22/23: On Target	35 days
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	70	77	88	86	89			Q3 22/23: Off Target Some delays to new build handovers and low turnover of tenancies have resulted in a slight increase in the length of time homeless applicants spend in temporary accommodation compared to figures in Q2.	60













PI Code	PI	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE.P.19.1	Total applicants on waiting lists (General Needs & Homeless)			4,523	4,596	4,628			Q3 22/23: Data only General Needs applicants - 3990 Homeless applicants - 638	
PLACE.P.19.2	Total number of lets			96	112	114			Q3 22/23: Data only The cumulative total is 322 lets, of which 128 were made to General Need's applicants and 194 to Homeless applicants.	
PLACE.P.19.3	Number of clients accessing homelessness advice & assistance			232	211	226			Q3 22/23: Data only Cumulative total - 669	
PLACE.P.19.4	Number of clients prevented from homelessness by advice & assistance			67	69	77			Q3 22/23: Data only Cumulative total - 213	
PLACE.P.4.2b	Re-let time temporary accommodation properties (calendar days)	37	40	34	25	31			Q3 22/23: Off Target A small number of properties held up due to utilities, scale of repair works required and some delays with the furnishing contractor.	28

Neighbourhood Services narrative and measures

- . 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

PI Code	PI	2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	1	0	2	2			Q3 22/23: On Target Green flags were awarded to Vogrie Country park and Memorial Park Loanhead in Q2.	2
BS.PLACE.P.1 5.1c	Percentage of all street light repairs completed within 7 days (cumulative)	100%	100%	100%	93%	99.7%			Q3 22/23: On Target	90%
BS.PLACE.P.1 5.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	8.2%	8.2%			Q3 22/23: On Target	8%
BS.PLACE.P.1 5.6a	Percentage of waste going to landfill per calendar year (quarterly)	12.3%	13.8%	10.4%	12.1%	N/A			Q3 22/23: Q3 data not available until Q4. Landfill waste is rejected material from dry mixed recycling and food waste plus 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 Q2 figure is only an estimate. Actual figures will be available in Q4.	15.0%
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.54%	0.34%	0.12%	0.27%	0.43%			Q3 22/23: On Target 3.03km of footways resurfaced to end Q3, under combined programmes of annual Capital Works and Residential Streets.	0.6%

PLACE.P.15.1 a	Total savings in street lighting carbon emissions (cumulative)	1256 Tonnes	824 Tonnes	183 Tonnes	394 Tonnes	751 Tonnes			Q3 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%	45.1%	51.9%	48.2%	N/A			Q3 22/23: Q3 data not available until Q4. It should be noted that SEPA now report data by calendar year and the Q2 figure is only an estimate. Actual figures will be available in Q4.	54.0%
PLACE.P.13.1 a	Number of volunteer hours in countryside sites	4,821	3,549	1,716	2,736	4,212			Q3 22/23: Off Target Although volunteering was impeded by covid earlier last year and has also been affected further by the secondment of one of our three Rangers. Volunteer hours have increased from this time last year with 4,212 hours (702 days) spent in countryside sites. In addition the ranger service has undertaken the following: Schools and Groups: 1021 participants or 68 ranger led sessions. Ranger Events: 45 events with 3079 participants.	6,000
PLACE.P.14.2 e	% of total road network resurfaced (cumulative)	2.05%	0.93%	0.34%	1.38%	2.2%			Q3 22/23: On Target 15.26km of carriageway was resurfaced to the end of Q3 under the combined programmes of annual Capital Works and Residential Streets Programmes.	2.2%
PLACE.P.15.1 b	Number of lighting columns replaced (cumulative)	702	411	0	0	5			Q3 22/23: On Target The annual target for the replacement of lighting columns has been revised where we aim to complete 151 by end of 22/23 this is due to late procurement in awarding the new capital contract, as a result funding has been diverted to the delivery of 1,796 new LED lanterns in 22/23.	151
PLACE.P.20.1	Percentage of household waste used to generate heat and electric (Energy from Waste)		40.7%	35.7%	38.6%	N/A			Q3 22/23: Q3 data not available until Q4. Incineration waste includes grey bin (black bag) waste, plus fine and non-recyclable waste collected in the bulky waste at the two HWRCs.	









Planning and Economy narrative and measures







- . 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	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23				Annual Target 2022/23
		Value	Value	Value	Value	Value	Status	Short Trend	Note	
ECON5a	Number of New Business Start Ups (LGBF)	124	31	23	6	26			Q3 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%	79%	66%	80%	85%			Q3 22/23: On Target 85% of planning applications have been determined within target.	80%


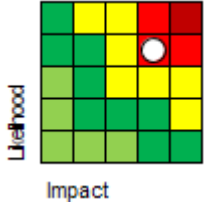

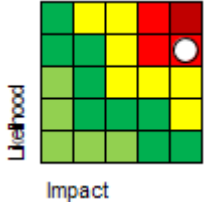

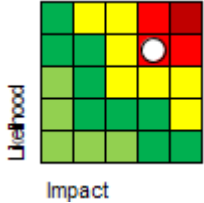
Protective Services narrative and measures

- . 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

PI Code	PI	Q1 2022/23	Q2 2022/23	Q3 2022/23	Status	Short Trend	Note
		Value	Value	Value			
PROSERVICE S.1.1	Number of food law service requests/complaints received (includes food safety and food standards)	146	116	88			Q3 22/23: Data only
PROSERVICE S.1.2	Number of food law service requests/complaints responded to (includes food safety and food standards)	142	110	88			Q3 22/23: Data only 100% of all food law service requests and complaints were responded to during Q3.
PROSERVICE S.1.3	Number of Food law interventions carried out (Food Hygiene/Food Standards)	72	59	98			Q3 22/23: Data only
PROSERVICE S.1.13	Number of Public Health Complaints received			273			Q3 22/23: Data only

PI Code	PI	Q1 2022/23	Q2 2022/23	Q3 2022/23			
		Value	Value	Value	Status	Short Trend	Note
PROSERVICE S.1.14	Number of Public Health complaints responded to			243			Q3 22/23: Data only 89% of public health complaints were responded to during Q3.
PROSERVICE S.2.1	Number of consumer complaints received	72	82	75			Q3 22/23: Data only 75 consumer complaints received including 15 Notifications from the national call centre, Advice Direct Scotland.
PROSERVICE S.2.2	Number of consumer complaints responded to	72	82	75			Q3 22/23: Data only 100% of consumer complaints responded to this quarter.

Place Service Risks

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
PL.HHS.02 Staff Wellbeing	1. Monitor new build numbers and phase them in in small manageable groups. 2. Training and regular 1:1s and team meeting to discuss the difficult conversations we deal with daily. 3. Reliance badges have been provided. 4. 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
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



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)	£7,843.36	£8,091.91	£4,718.63	£1,297.86	£3,714.44	20/21 Rank 4 (Top Quartile) 19/20 Rank 2 (Top Quartile) 18/19 Rank 4 (Top Quartile). 17/18 Rank 4 (Top Quartile). 16/17 Rank 4 (Top Quartile).
C&L5b	Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF)	78.33%	78.67%	84.67%	81.33%	N/A	19/20 Rank 22 (Third Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 28 (Bottom Quartile). 16/17 Rank 31 (Bottom Quartile).

Economic Development and Planning

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council (LGBF)	16.44%	6.71%	25.47%	14.25%	12.94%	20/21 Rank 6 (Top Quartile) 19/20 Rank 15 (Second Quartile) 18/19 Rank 2 (Top Quartile). 17/18 Rank 23 (Third Quartile). 16/17 Rank 8 (Top Quartile).
ECON2	Cost of Planning and Building Standards Services per planning application (LGBF)	£5,570.72	£5,461.87	£4,160.44	£4,220.49	£7,221.05	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)	£137,973.00	£44,214.00	£51,520.00	£59,695.00	£60,659.00	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	20/21 Rank 13 (Second Quartile) 19/20 Rank 7 (TOP Quartile) 18/19 Rank 2 (TOP Quartile). 17/18 Rank 1 (TOP Quartile). 16/17 Rank 3 (TOP Quartile).
ECON8	Proportion of properties receiving superfast broadband (LGBF)	85%	91%	92%	94%	95%	20/21 Rank 18 (Third Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 19 (Third Quartile). 16/17 Rank 19 (Third Quartile).
ECON9	Town Centre vacancy rates (LGBF)	5.7%	6.72%	7.48%	5.45%	5.1%	20/21 Rank 3 (Top Quartile) 19/20 Rank 4 (Top Quartile)

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
							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 25 (Bottom Quartile) 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	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
ENV1a	Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF)	£82.23	£81.71	£73.57	£53.55	£71.16	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)	£93.82	£93.44	£93.16	£57.16	£34.91	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)	£13,892.34	£12,975.91	£12,984.45	£11,356.26	£14,020.40	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)	£8,613.00	£9,029.00	£12,594.00	£8,879.00	£7,559.00	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)

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
							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%	80.1%	19/20 Rank 7 (TOP Quartile) 18/19 Rank 3 (TOP Quartile). 17/18 Rank 4 (TOP Quartile). 16/17 Rank 10 (Second Quartile).
ENV7b	Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF)	73%	71.33%	67.97%	62.3%	58.63%	19/20 Rank 19 (Third Quartile) 18/19 Rank 16 (Second Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 18 (Third Quartile).

Housing Services

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
HSN3	Corporate Indicator - Percentage of the Council's 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 15 (Second 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	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
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 area 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).