

Place – Q1 23/24 Performance report

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.

Place Services encompasses Building Services; Housing Services; Neighbourhood Services; Planning, Sustainable Growth & Investment; Property & Facilities Management; and Protective Services.

Transformation Blueprint (2023-2028)

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 time and renew our focus on delivering our key priorities at the most local level possible. Rooted in the creation of a wellbeing economy, the vision of our new 5 year strategy focuses on reducing inequalities at the same time as looking after the health of our planet. Specifically we have three main aims:

- Individuals and communities have improved health and learning outcomes
- No child or household live in poverty
- Significant progress is made towards net zero carbon emissions by 2030

The pandemic has accelerated the financial challenges that we are facing. Reprioritisation and redesign is crucial to balancing the financial position, as well as preparing for further challenges and changes that we will face.

The strategic plan sets out our biggest challenges that need to be addressed over the next five years. We will continue to work to address the inequalities that our communities face, respond to the demands of being one of the fastest growing local authorities in mainland Scotland, and delivering our vision of being a great, green place to grow.

Transformation Blueprint Objectives

1. Support the Council to address the 5 year funding gap of outlined in the MTFs.
2. Follow the Money to ensure that the services we commission, contracts we manage and digital solutions we use deliver value for money.
3. Develop an organisational workforce that is flexible, ensuring the all staff have the necessary skills to work effectively, supported by digital technologies that fit for a 21st century workforce
4. Design a workplace for the future delivering services in a holistic and integrated way.
5. Drive forward multi-agency transformation to deliver systems-level change resulting in joined-up service delivery which improve outcomes

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 last presented to Cabinet at its meeting of 18 October 2022.

Economic Development continues to promote the Midlothian Business Green Pledge. Last year 50 businesses committed to the Pledge and a further 3 this quarter. The team worked with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers

are starting to share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding.

The Scottish Government's Heat in Buildings Strategy (2021) sets out its aims and objectives for achieving net zero emissions within the entire building stock in Scotland by 2045, including addressing poor energy efficiency as a driver of fuel poverty. As part of this Strategy, Local Heat & Energy Efficiency Strategies (LHEES) will set out the long-term plan for decarbonising heat in buildings and improving energy efficiency across an entire local authority area. The Strategies will draw on a standardised methodology to:

- set out how each section of the building stock needs to change to meet national objectives, including achieving zero greenhouse gas emissions in the building sector, and the removal of poor energy efficiency as a driver of fuel poverty;
- identify strategic heat decarbonisation zones, and set out the principal measures for reducing buildings emissions within each zone; and
- prioritise areas for delivery, against national and local priorities.

In conjunction with consultants, Midlothian are now at Stage 4 of the methodology and are currently reviewing the findings and in discussion with key stakeholders regarding the confirmation of data, and identification, review and potential priorities. A LHEES lead officer post has been advertised this quarter.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues this quarter with 3.82km of carriageway resurfaced, representing 0.55% of the total road network. Footpath resurfacing is slightly behind target at 0.26km of footways were resurfaced this quarter (0.03%) however footway schemes currently in progress and programmed should bring progress up to target for next quarter. 417.16 tonnes of material was used this quarter to fill potholes. 233.76 tonnes of material was used for temporary repairs and 183.4 tonnes for pothole pro permanent patching. It is not possible to provide accurate figures on the number of potholes this equates to.

The annual performance report from the Scottish Roads Network commissioner achieved "well managed" performance rating for a second year in a row.

Due to late procurement of the lighting capital contract last year, funding was diverted to the delivery of 1,796 new LED lanterns which were completed this quarter. In addition, 304 lighting column replacements were installed this quarter.

The Circular Economy (Scotland) Bill was published in June. It provides local authorities in Scotland with significant additional powers to tackle misuse and contamination of household kerbside recycling systems, including obligations on householders to “*place the waste for collection in receptacles of a kind and a number specified.*” It also requires local authorities to comply with the Code of Practice (CoP) on household waste, which until now has been voluntary, and provides Scottish Ministers with powers to set recycling and reuse targets for local authorities.

An Options Appraisal was presented to members to determine how best to transform waste and recycling collection services to comply with the Code of Practice, and a funding application will be made to the Zero Waste Scotland Recycling Improvement Fund for the capital costs associated with proposed service changes.

External funding of £20,030 awarded from the Material Focus Electrical Recycling Fund to allow a trial kerbside collection of small electrical appliances and batteries to be introduced.

Six new 12 tonne food waste collection vehicles have recently been delivered, including one funded from the Zero Waste Scotland Recycling Improvement Fund to allow the introduction of this service in rural, and previously excluded areas. A dedicated Project Officer will develop new collection routes during Q2.

The Garden waste service re-started in March with 17,839 customers signed up to the service by the end of quarter 1, totalling 18,840 garden waste bins to be collected. Customer sign ups have reduced by 2.2% compared to the same period last year.

Work continues on our parks and greenspaces with 21 improvements/new facilities completed up to the end of quarter 1 with a further 29 improvements planned for this year. Completed park improvements to date include North Middleton Park, Kings Park, Ironmills Park, Vogrie Country Park, Mayfield Skate Park, Roslin Glen Country Park, Waterfall Park and Auld Gala Park. Works in progression include Burnbrae Primary School play facilities, Millerhill Park loop path and Rosewell and Roslin Asphalt Pump Tracks. Completed green space improvements include work at Rosewell on the Dalkeith to Penicuik walkway, Straiton pond, Roslin gun powder mill, Roslin Walkway and the Miners Memorial at Penicuik.

The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives and events such as the Coronation tree planting volunteer event and various pond dipping sessions. This quarter 1,962 volunteer hours were spent in countryside sites ensuring an attractive, safe and welcoming environment for all to enjoy. School and group ranger led sessions have significantly increased from the same period last year. The Land and Countryside service continues to work with community groups such as the Danderhall Guerrilla gardeners, Dalkeith Guerrilla gardeners, Newtongrange Guerrilla Gardeners and groups in Bonnyrigg, Loanhead, Roslin, Gorebridge, Easthouses, Mayfield, Newtongrange, Cousland and Pathhead. Also the newly formed Penicuik Guerrilla gardeners. In addition, the ranger service completed all 7 countryside site checks and Green flags status bids were submitted for Kings Park and Straiton pond.

Public Health and Environmental Protection implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. The team have begun to issue licences to applicants this quarter and plans are in place to proactively contact known short-term let hosts to remind them of the deadline for their license application and publicise the scheme further on our social media platforms to increase the number of applications by the 1st of October 2023.

Air Quality Progress Reports for 2020-21 and 2021-22 were accepted by Scottish Government and SEPA. Our Air Quality monitoring programme which had been suspended due to resourcing issues has been successfully restarted. Work has now begun on the 2022-23 report.

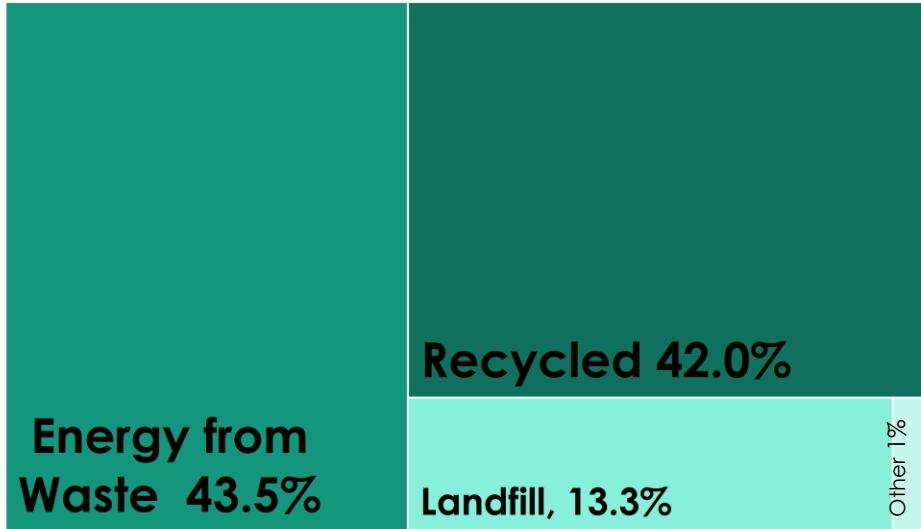
Protective Services: Business Regulations: A 'Food Alert for Action' was issued by Food Standards Scotland regarding the possible distribution of meat from a supplier, with food hygiene, labelling and traceability contraventions. 21 Midlothian food businesses were assessed over a weekend, with none of the food businesses provided with products by the named supplier. In addition, officers in the Food and Safety team secured a voluntary food surrender of American style sweets from a Midlothian retailer. The products were found to be labelled incorrectly with insufficient information on the additives they contained, in non-compliance with Food Standards legislation.

Following Trading Standards involvement, £8,780 has been returned to Midlothian consumers and businesses. This includes refunds as well as repairs and replacement goods.

This quarter approximately 1,400 disposable vapes were been seized from 6 shops in Midlothian. The largest seizure was 933. Vapes are seized due to contraventions of the safety law, mainly concerning the maximum quantity of nicotine. In addition, following complaints, under-age sales test purchase of vapes was attempted at two premises with volunteers supplied by West Lothian Council. One shop sold vapes to the under-age volunteers after which fixed penalty notices were issued.

Neighbourhood Services – performance

% OF ALL DISPOSED WASTE



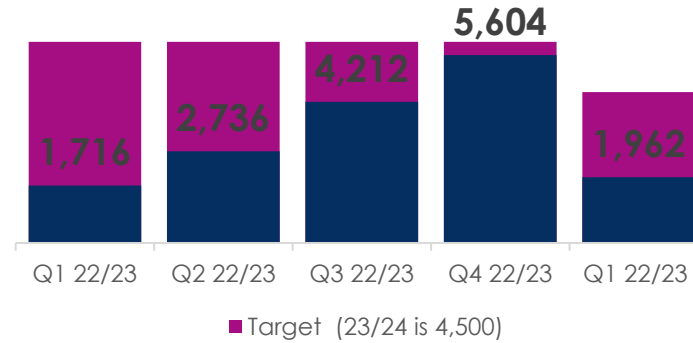
Energy from Waste 43.5%

Recycled 42.0%

Landfill, 13.3%

Other 1%

Number of vounteer hours in countryside sites

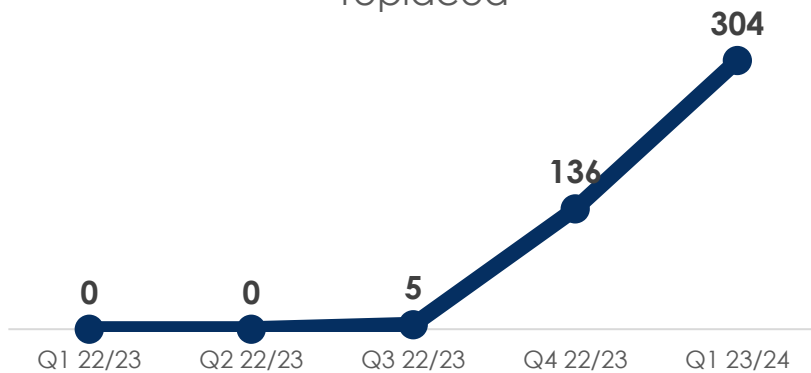


2

Environmental Green flags submissions made for Kings Park and Straiton pond

21 park and greenspace improvements/new facilities complete up to end of Q1 out of 50 planned

Number of street lighting columns replaced

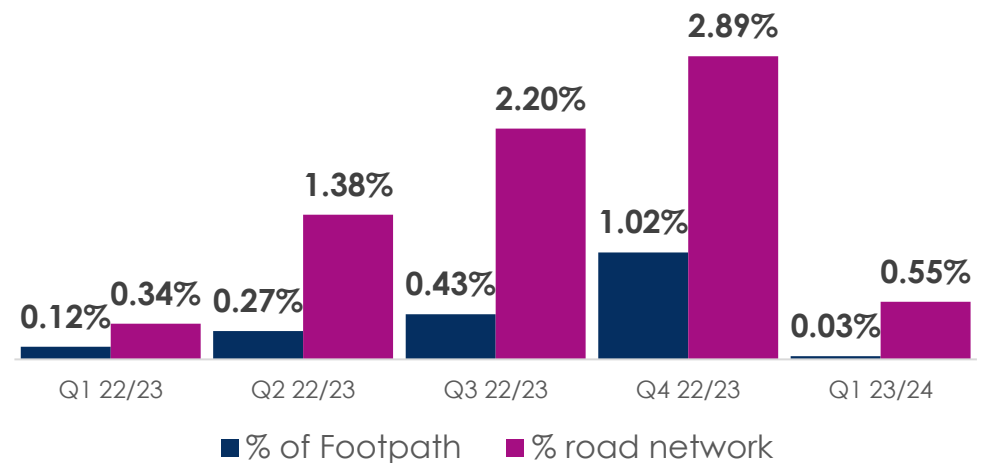


187 tonnes of carbon emissions saved from street lighting this quarter.

417

tonnes of material used to fill temporary and permanent potholes in Q1

% of Roads and footpath resurfaced



Protective Services – performance

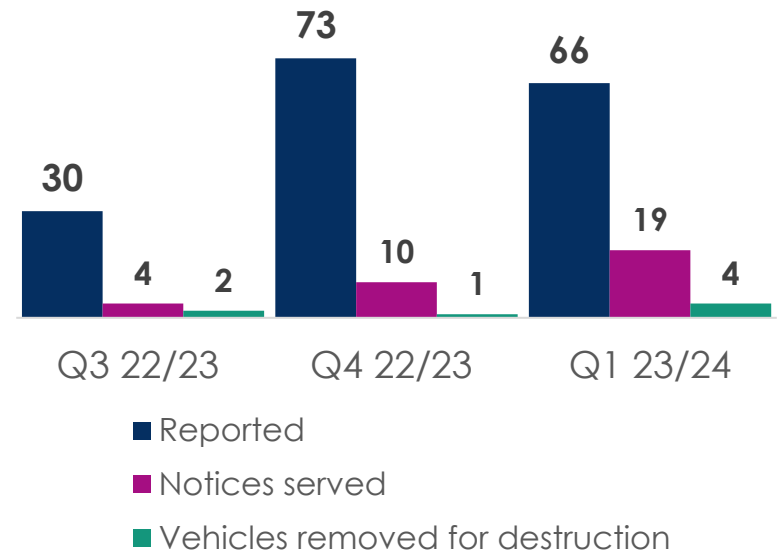
Food Standards

87% of food related service requests from mid residents and Businesses responded to with target of 5 working days

89% of Priority 1 and 2 premises receiving completed food law intervention in line with the service plan

60 food law service requests received this quarter

Number of abandoned vehicles



Public Health

345 Public Health service requests received from residents and businesses

52% of Public health complaints receiving first response within timescale

Trading Standards

58 consumer complaints received in Q1

% of Consumer complaints



11% of businesses registered for tobacco/vapes in Midlothian visited this quarter

16 interventions carried out where products seized from 6 premises

Housing

Midlothian Council's updated Rapid Rehousing Transition Plan (RRTP) sets out key actions for delivery this year 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 initiatives 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 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. Homelessness is not inevitable and can often be prevented. Our vision is for everyone to have a safe, warm and affordable home that meets their needs. Working with our partners to prevent homelessness from happening in the first place.

On 29 November 2022, the Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022 came into force. This gives people in housing crisis the freedom to settle where they choose with access to the support they need, and aims to help them integrate more fully into the local community and to reduce repeat homelessness. With both of these significant changes to homelessness legislation adding challenges to the service, we continue this quarter to avoid any breaches of the unsuitable accommodation order.

This quarter there is a 3% decrease in the number of live homelessness cases compared to last year due. During 2022/23, 114 households had their temporary accommodation converted to a permanent tenancy, all households who have been in their current accommodation, and accommodation suitable to be converted for over 3 months have been offered the opportunity to do so, leading to a 12% decrease in households in Temporary Accommodation. The Housing team are currently trialling a dedicated member of staff supporting tenants at risk of eviction.

The number of homeless cases provided with advice and assistance this quarter was 448 and prevented from homeless was 114. We continue to promote this service to ensure early successful intervention when possible.

There were 4,714 active housing applicants placed on the Common Housing Register at the end of this reporting period. The total number of lets made to the general needs applicants this quarter was 90 and 55 made to homeless applicants.

Re-let time for permanent properties has increased slightly to 27 days this quarter however remains significantly lower compared to this period last year at 45 days. The length of time homeless applicants waited until receiving a permanent housing outcome has further decreased this quarter to 58 weeks.

The Housing team continue to make good progress on better communications with our housing applicants and tenants. This quarter the team held a successful housing pop up day and have carried out a number of walkabouts throughout Midlothian.

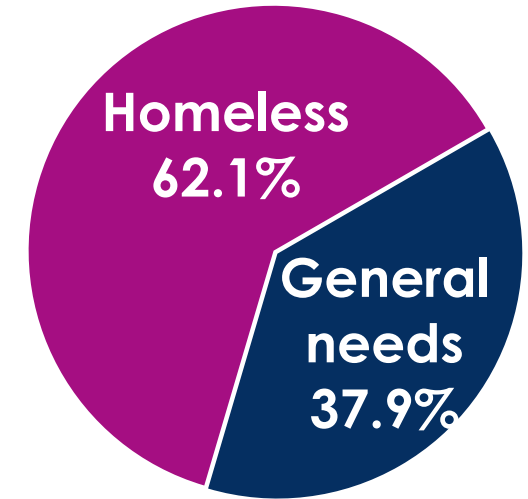
Housing – performance

4,714 applicants on housing waiting list (General needs and Homeless)

41 Lets to new build and open market purchases

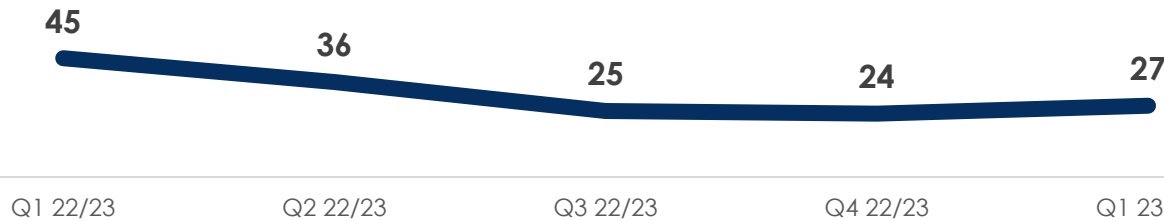
3 Lets to Housing First applicants

145 housing lets in Q1



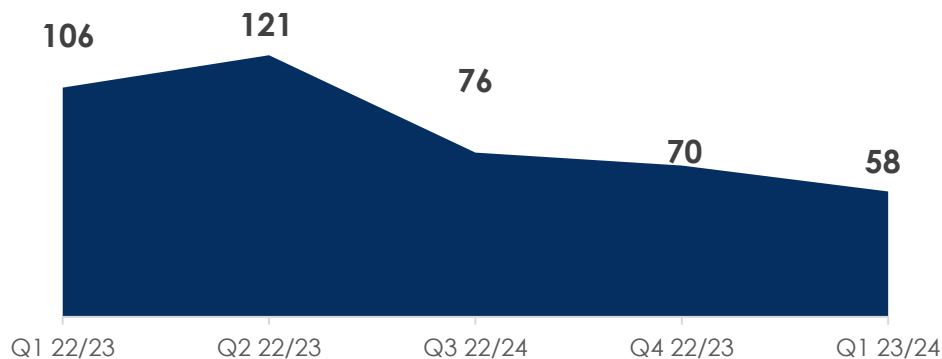
% of lets made to applicants

Time taken to re-let permanent accommodation properties (calendar days)

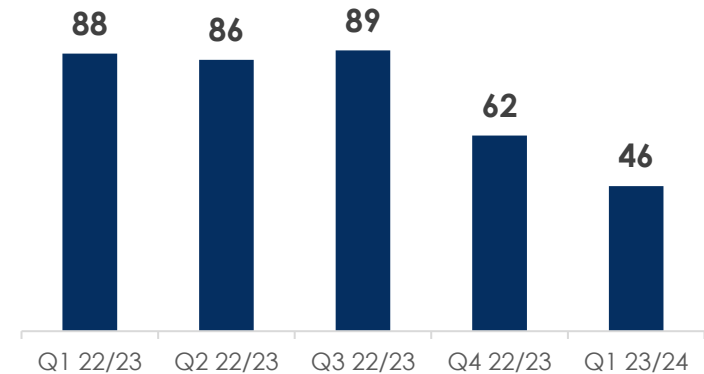


95.9% of Homeless applicants sustaining a permanent tenancy after 1 year

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

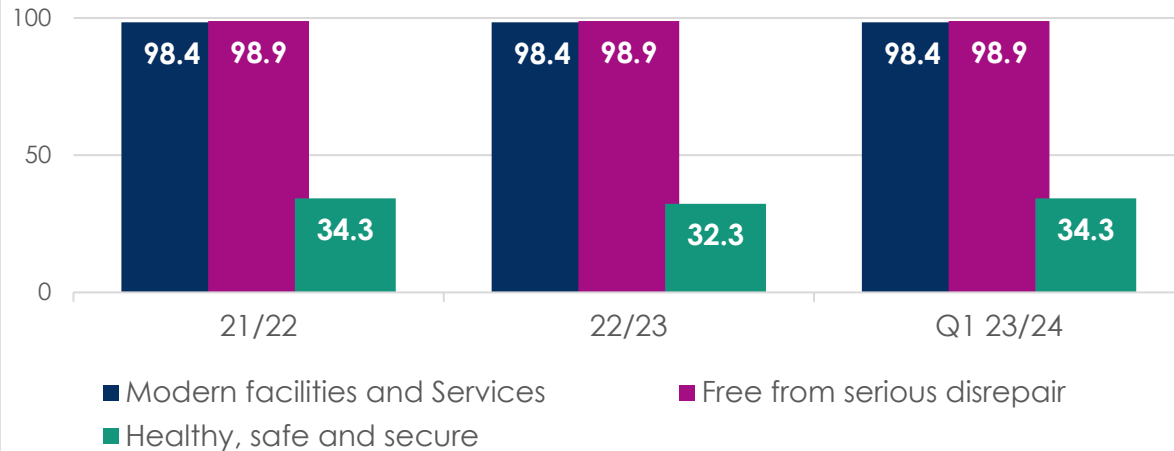


Length of time (weeks) homeless applicants spend in temporary accommodation



Building Services – performance

% of Council housing meeting Scottish Housing Quality Standards (SHQS)



Percentage of jobs completed within time is lower than expected due to a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the target date. (E.g. standby work carried out over weekends). As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting.

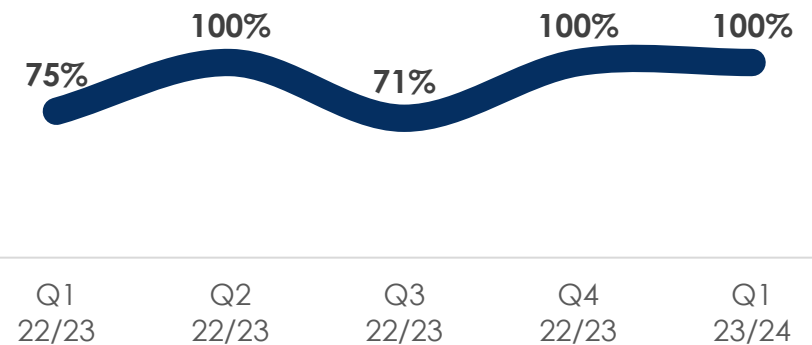
% of Housing repairs completed on time



19.37 days

Average time taken to complete non-emergency repairs

% of Building warrant assessments processed within 10 days



The nationally adopted target for processing warrant is 20 days, Midlothian aim to process all applications in 10 days.

Building standards customer satisfaction rate: **100%** for Q1.

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 is ongoing with Ekosgen which will inform the refresh of the Economic Strategy to be presented for approval to Council later in the year.

The Business Gateway team continue to promote localised procurement with clients, encouraging registration with the Supplier Development Programme and Public Contracts Scotland (PCS). We actively encourage businesses to register with the Supplier Development Programme which provides access to free training and support in all aspects of public sector tendering to improve the tender readiness of local suppliers. This quarter 16 new Midlothian businesses were registered with the Supplier Development which is a significant increase compared to a total of 20 during 22/23. The increase could be attributed to increased local engagement through targeted promotion of the national meet the buyer event held Edinburgh.

Working with our Procurement Team, Economic Development continue to identify upcoming procurement opportunities, promoting local procurement opportunities via digital channels and for any that suit a specific business the client is contacted directly. Support via the teams Procurement Mentor is available to clients via the Business Gateway adviser. The team also proactively identify regional and national opportunities that suit our client base on PCS.

Two officers were recruited this quarter via the Shared Prosperity Fund to progress our Community Wealth Building activities. Once appointed, resource will be used to go out into our communities via the Community Planning Partnership and work with procurement to analyse contracts to identify pipeline opportunities, liaising across the team to stimulate the local business/third sector base for access linking into the business associations.

The Business Gateway service continue to promote the social enterprise model to clients where their plans, objectives and values align to the model. Contributing to Community Wealth Building objectives, the team continue to support the projects from Social Enterprise Conversation sessions as they develop. 15 third sector organisations/enterprises were supported this quarter, one business claimed as a start up, 4 are exiting private business owners exploring the model for wellbeing of the workforce or community services and 10 are existing organisations requiring support.

The total number of new Business start-ups this quarter was 24. This should realise a forecasted creation of 39 jobs, with estimated turnover in year 1 of £1.25m.

44 'Planning to Start' enquiries were received this quarter from individuals that are considering setting up a business but need support to achieve this, these clients tend to have numerous sessions with their advisor covering areas such as business planning, access to finance, regularity compliance, routes to market and can take from 3 months to a year to reach the trading stage. To stimulate interest in starting a business the team will be delivering presentations in the community through the Single Midlothian Plan from September 2023. In addition, will provide Enterprise Hubs in community and educational facilities. Work is ongoing with our Library services where advisers will be on-site for drop in support, delivery is scheduled from Q2. In Q1 the team delivered a session at Edinburgh College to students that may consider self-employment on completion of their course.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 58 property enquires received via the site during Q1, all enquirers contacted by Business Gateway advisors to offer wider support. This quarter, Property and Facilities updated their 'Estates' webpages resulting in an improved general enquires section and introduction of a new GDPR compliant offers invited page, both pages are now on our Locate in Midlothian website.

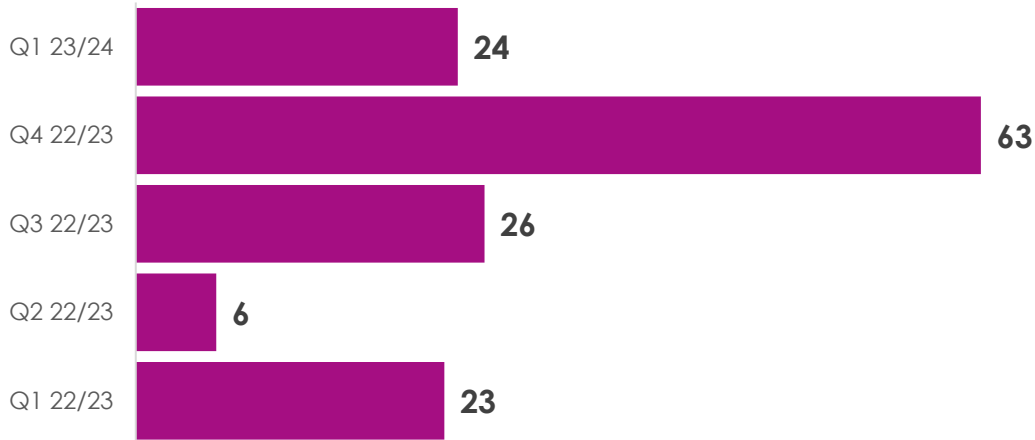
Our Estates team have had continued success in letting a number of properties within the existing PIA estate including two at the recently acquired Hardengreen Industrial Estate. Letting of office space at Hardengreen Business Centre and the newly acquired Hardengreen Business Park. Agreement in principle has been reached with a major retailer for the leasing of a new supermarket unit at Burnbrae in Bonnyrigg. Successful marketing and receipt of offers has been achieved for the former Orchard Centre in Bonnyrigg with Legal Services now instructed to formalise the sale which is subject to agree suspensive conditions.

Following the adoption of the National Planning Framework No.4, this quarter, the planning service has formally commenced its review of the Council's adopted spatial strategy, the Midlothian Local Development Plan 2. The first phase consists of engagement with community groups, key agencies, the development industry, local residents and elected members. This engagement will be ongoing throughout the year.

At its meeting in May 2023, the Planning Committee determined to adopt a Discretionary Charging Charter for its Planning Service introducing fees for providing pre application advice, requests to consider non-material variations, discharging conditions attached to a grant of planning permission and enhanced charges for retrospective planning applications. The Committee also confirmed a Tree Preservation Order to protect eight individual trees and four groups of trees on land at the Kiln, Quarrybank, Cousland and land at Northfield Farm, Cousland.

Planning, Sustainable Growth & Investment-performance

Number of new Business starts ups



Social media

1,503 Locate in Midlothian followers

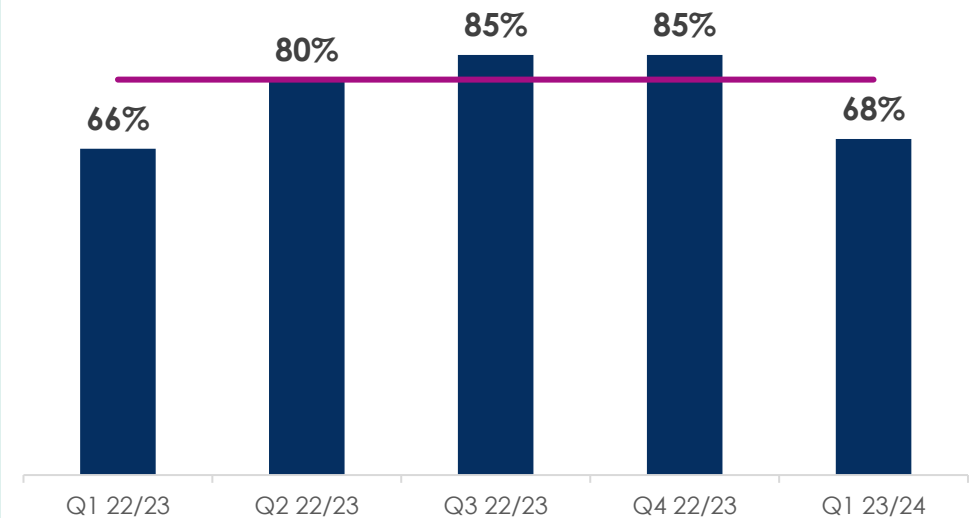
1,970 Business Gateway followers

3 Businesses signed up to the Midlothian Business Green Pledge in Q1

15 Social enterprises supported in Q1

44 'Planning to Start' enquires/submissions in Q1

% of planning applications completed within target of 80%



102.42 weeks

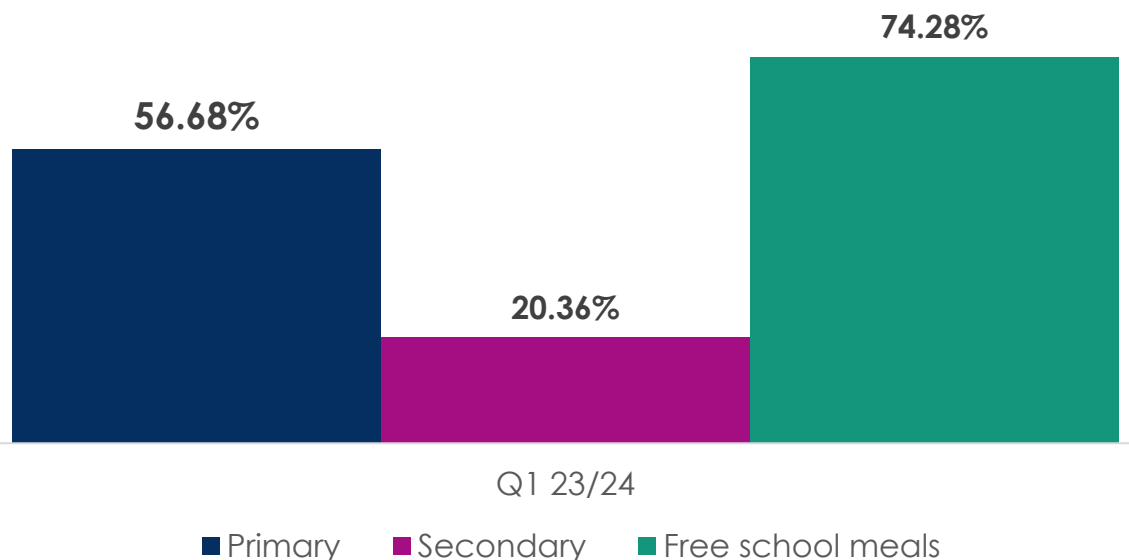
Average time to determine planning applications for **major** developments

8.61 weeks

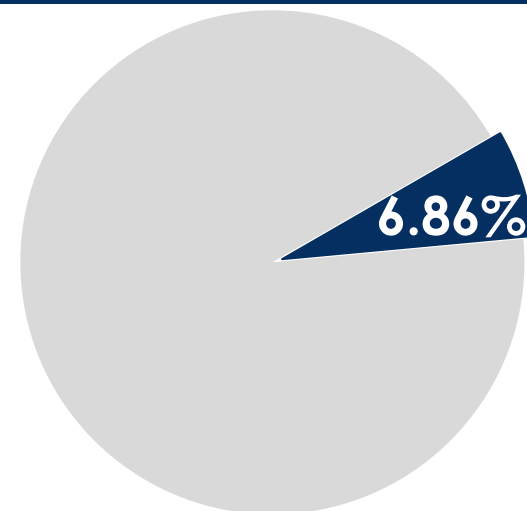
Average time to determine planning applications for **minor** developments

Property and Facilities – performance

% of school meal uptake



Percentage of school meal food waste Q1



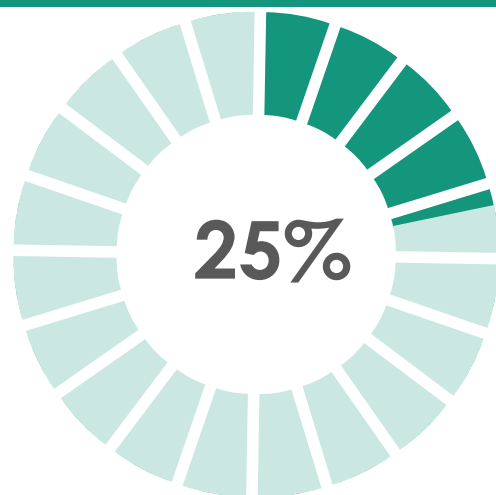
7.13 nursery and primary meals prepared per hour

TARGET: APSE national average 8.84 meals prepared per hour

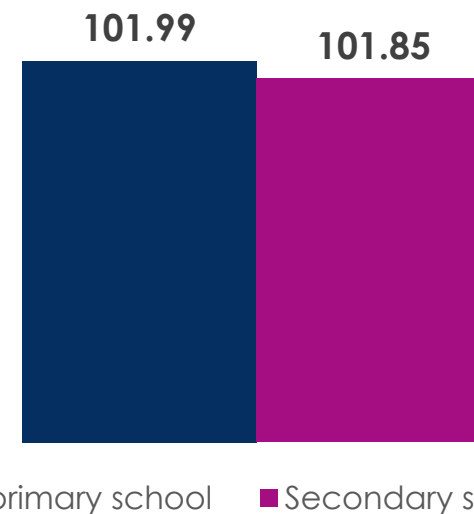
4.33

Secondary school meals prepared per hour

% of Local Heat & Energy Efficiency Strategies (LHEES) complete



Percentage of cleaning hours against budgeted hours achieved in Q1



Capital Investment 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 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 the pandemic. 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 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.

Challenges and risk

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. 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.

Growing Council

In addition to the financial sustainability challenges, other challenges for Midlothian continue with our recovery from the pandemic, the cost of living crisis, the growing and ageing population and the increasing demand for services that this brings.

Midlothian is consistently 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 fall 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:

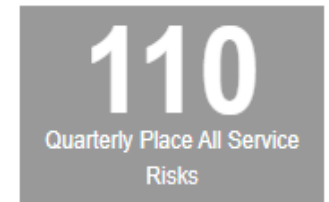
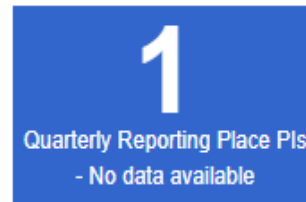
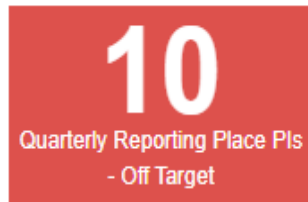
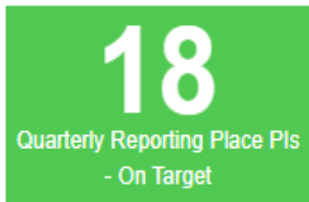
- Research, Development and Innovation: £751 million
- Integrated Regional Employability and Skills: £25 million
- Transport: £156 million
- Culture: £45 million
- Housing: £313 million

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.

Risk

The Council's Strategic Risk Profile is presented retrospectively to Audit Committee quarterly. The most critical risks to the Council are Financial Sustainability, Climate Change and the Change Programme. Corporate Solutions is key to the delivery of mitigating actions to these risks; through strategic planning and the Medium Term Financial Strategy and driving forward the Council's transformation programme to derive change and redesign services.

Pentana Performance Dashboard



Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	History
● HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		34.3%	100%	
● PLACE.MPI.01 Performance against revenue budget		£41.601m	£39.977m	
● PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		86%	90%	
● PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		88.79%	90%	
● PLACE.MPI.07 % of internal/external audit actions progressing on target or complet...		81.67%	90%	
● PLACE.P.5.2a Percentage of the Council's housing stock meeting the 'Free from seri...		98.9%	100%	
● PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		34.3%	100%	
● PLACE.PLAN.01 Determine 80% of planning applications within target (2 months for...		68%	80%	
● PLACE.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		73.68%	95%	
● PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor...		66.67%	95%	

← 1 of 1 →

Place PI summary

01. Manage budget effectively

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	N/A	£38.889 m	£41.601 m		Q1 23/24: Off Target £1.624,000 overspend.		£39.977 m		

02. Manage stress and absence

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	13.38	3.04	3.68		Q1 23/24: Data only The average number of working days lost due to sickness absence has increased compared to this time last year. While there is no identifiable trends either in short term or long term absences work continues with each service area to review attendance levels and support those staff who are absent to be able to return to work.			Number of days lost	2,977.38
									Number of FTE in service	809.6



03. Process invoices efficiently

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	78%	91%	86%		Q1 23/24: Off Target			Number of invoices received	7,183
									Number of invoices paid within 30 days (cumulative)	6,166



04. Improve PI performance

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	74.42%	72.97%	88.79%		Q1 23/24: Off Target 12 of 107 performance indicators off target. Please see the individual indicators for further information and improvement action.		90%	Number on tgt/complete or Data Only	95
									Total number of PI's	107

05. Control Risk

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%		Q1 23/24: All risks reviewed.		100%	Number of high risks reviewed in the last quarter	3
									Number of high risks	3

06. Implement Improvement Plans

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.	100%	100%	81.67%		Q1 23/24: Off Target 11 actions off target which were due to be completed by end of quarter 1. Work to complete these actions by Q2 is in progress.		90%	Number of internal/external audit actions on target or complete	49
									Number of internal/external audit actions	60

Place Complaints Indicator Summary





Commitment to valuing Complaints - Outcomes and Customer Feedback











Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	6,047	1,750	476		Q1 23/24: Data only		
Number of complaints closed in the year	5,062	1,658	343		Q1 23/24: Data only		
Number of complaints upheld (quarterly)	3,484	878	210		Q1 23/24: Data only		
Number of complaints partially upheld (quarterly)	617	124	70		Q1 23/24: Data only		
Number of complaints not upheld (quarterly)	43	12	29		Q1 23/24: Data only		
Number of complaints Resolved (quarterly)	663	632	34		Q1 23/24: Data only		
Average time in working days to respond to complaints at stage 1	2.13	2.47	2.5		Q1 23/24: On Target		5
Average time in working days to respond to complaints at stage 2	19.5	0	18.37		Q1 23/24: On Target		20
Average time in working days for a full response for escalated complaints	17	35	18.22		Q1 23/24: On Target		20
Percentage of complaints at stage 1 complete within 5 working days	91.1%	87.87%	85.95%		Q1 23/24: Off Target 263 of 306 stage 1 complaints were complete within 5 working days.		95%
Percentage of complaints at stage 2 complete within 20 working days	50%	100%	73.68%		Q1 23/24: Off Target 14 of 19 stage 2 complaints were complete within 20 working days.		95%
Percentage of complaints escalated and complete within 20 working days	75%	0%	66.67%		Q1 23/24: Off Target 12 of 18 escalated complaints were complete within 20 working days.		95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	1	0	0		Q1 23/24: Data only		
Number of Compliments	146	25	26		Q1 23/24: Data only		









Building Services Priorities



- Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.
- Continue to deliver the additional programmes of work identified by the house condition surveys to maintain the Scottish Housing Quality Standard for the 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

Building Services Measures

PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
		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%			Q1 23/24: Off Target Work planned to bring the percentage of Council's housing stock that does not meet 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)	32.28%	34.3%	34.3%			Q1 23/24: 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	100%

							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.	
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	17.33 days	13.71 days	19.37 days			Q1 23/24: Off Target Figures remain higher than expected due to a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the target date. As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting.	7.00 days
PLACE.BUILD S.01	Number of discretionary Building control advice applications			0			Q1 23/24: Data only Further measures to be implemented to increase awareness. One to Ones to be held with Major Developers and implementation of an advisory note to surveyors email signature.	
PLACE.BUILD S.02	Be on site with first modular housing development within 12 months			Yes			Q1 23/24: On Target Due to a required lead in time of more than 12 months it is expected by the end of 23/24 to be on site with our first modular housing build of approximately 6 units.	Yes
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%	75%	100%			Q1 23/24: On Target Service provision in the form of site inspections and building warrant application processing remains high.	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	96.4%	94%	100%			Q1 23/24: 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%			Q1 23/24: 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.	
PLACE.P.5.2c	Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	32.3%	34.3%	34.3%			Q1 23/24: 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 EESSH failure.	
RHM.a.07.1b	Average time in hours taken to complete emergency repair			24.65			Q1 23/24: Off Target Figures are higher than expected due to a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the target date. (E.g. standby work carried out over weekends). As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting.	24
RHM.a.07.1c	% of emergency repairs completed on time			84.67%			Q1 23/24: Data only Figures are higher than expected due to a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the target date. (E.g. standby work carried out over weekends). As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will	























							be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting.
RHM.a.07.2c	% of non-emergency repairs completed on time			86.91%			Q1 23/24: Data only Figures are higher than expected due to a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the target date. As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting.











Property and Facilities Management Priorities

- Develop carbon reduction targets for Council properties and work with energy partners to develop energy efficiency projects, including renewable energy, in support of sustainable low carbon energy targets and district heating schemes.
- Support the delivery of the Economic Renewal Strategy through the letting and sale of 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	2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Status	Short Trend	Note	
PLACE.PFM.01	Electricity Consumption (non-Heat) kWh/year/m2 – Offices		12			Q1 23/24: Data only Data incomplete for all the sites due to billing cycles and only some sites having half-hourly (HH) automated meter reading. Gas and Electricity only.	
PLACE.PFM.02	Electricity Consumption (non-Heat) kWh/year/m2 – Schools		8			Q1 23/24: Data only Data incomplete for all the sites due to billing cycles and only some sites having half-hourly (HH) automated meter reading. Gas and Electricity only.	
PLACE.PFM.03	Electricity Consumption (non-Heat) kWh/year/m2 – Schools with pool		9.3			Q1 23/24: Data only Data incomplete for all the sites due to billing cycles and only some sites having half-hourly (HH) automated meter reading. Gas and Electricity only.	
PLACE.PFM.04	Electricity Consumption (non-Heat) kWh/year/m2 – Leisure centres		24			Q1 23/24: Data only Includes Hubs.	
PLACE.PFM.05	Electricity Consumption (non-Heat) kWh/year/m2 – Leisure centres with pool		30.22			Q1 23/24: Data only This relates to only one site, Penicuik Pool and Library, as the hubs have been included under schools.	
PLACE.PFM.06	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Offices		10			Q1 23/24: Data only Data incomplete for all the sites due to billing cycles and only some sites having half-hourly (HH) automated meter reading. Gas and Electricity only.	
PLACE.PFM.07	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Schools		10			Q1 23/24: Data only Data incomplete for all the sites due to billing cycles and only some sites having half-hourly (HH) automated meter reading. Gas and Electricity only.	
PLACE.PFM.08	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Schools with pool		10.8			Q1 23/24: Data only Data incomplete for all the sites due to billing cycles and only some sites having half-hourly (HH) automated meter reading. Gas and Electricity only.	











PI Code	PI	2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Status	Short Trend	Note	
PLACE.PFM.09	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Leisure centres		19			Q1 23/24: Data only Data incomplete for all the sites due to billing cycles and only some sites having half-hourly (HH) automated meter reading. Gas and Electricity only.	
PLACE.PFM.10	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Leisure centres with pool		39.93			Q1 23/24: Data only Based on currently available utilities data sets.	
PLACE.PFM.11	Water Consumption M3/Year – Offices		0.03			Q1 23/24: Data only Based on currently available utilities data sets.	
PLACE.PFM.12	Water Consumption M3/Year – Schools		0.15			Q1 23/24: Data only Based on currently available utilities data sets.	
PLACE.PFM.13	Water Consumption M3/Year – Schools with pool		1			Q1 23/24: Data only Based on available meter reading data.	
PLACE.PFM.14	Water Consumption M3/Year – Schools with pool		0			Q1 23/24: Data only Based on available meter reading data.	
PLACE.PFM.15	Water Consumption M3/Year – Leisure centres with pool		29			Q1 23/24: Data only Based on available meter reading data.	
PLACE.PFM.16	Percentage of Local Heat & Energy Efficiency Strategies (LHEES) complete		25%			Q1 23/24: Data only Advertisement for New Local Heat & Energy Efficiency Strategies officer has been issued on My Jobs Scotland.	
PLACE.PFM.17	Number of secondary school meals prepared per hour (APSE)		4.33			Q1 23/24: Off Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 8.84 meals per hour.	8.84
PLACE.PFM.18	Number of nursery and primary meals prepared per hour (APSE)		7.13			Q1 23/24: Off Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 8.84 meals per hour.	8.84
PLACE.PFM.19	Percentage of primary school meal uptake		56.68%			Q1 23/24: On Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 41.24% uptake for meals in Primary Schools.	41.24%

PI Code	PI	2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Status	Short Trend	Note	
PLACE.PFM.2 0	Percentage of secondary school meal uptake		20.36%			Q1 23/24: Off Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 36.23% uptake for meals in Secondary Schools.	36.23%
PLACE.PFM.2 1	Percentage of free school meal uptake (P1-P5)		74.28%			Q1 23/24: Off Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 77.57% uptake for P1-P5 free meals.	77.57%
PLACE.PFM.2 2	Percentage of school meal food waste		6.86%			Q1 23/24: On Target The target is that we have less than 7.5% of food waste from meals prepared, this period there was 6.86% of food waste from meal prepared.	7.5%
PLACE.PFM.2 3	Percentage of cleaning hours against budgeted hours achieved in primary schools		100.99%			Q1 23/24: On Target Based on the Association for Public Service Excellence (APSE) national average of cleaning 195m per hour, the required hours for cleaning our Primary Schools would need 2375.3 hours per week. We are currently using 2352 hours per week meaning that productivity is 100.99%.	100%
PLACE.PFM.2 4	Percentage of cleaning hours against budgeted hours achieved in secondary schools		101.85%			Q1 23/24: On Target Based on the Association for Public Service Excellence (APSE) national average of cleaning 195m per hour, the required hours for cleaning our Secondary Schools would need 1444.2 hours per week. We are currently using 1417.5 hours per week meaning that productivity is 101.85%.	100%

Housing Priorities

- Continue to develop the Rapid Rehousing Transition Plan to increase the number of homeless households that obtain permanent accommodation, and further reduce the time taken for the Council to complete its homeless duty
- Develop the Local Housing Strategy, the Strategic Housing Investment Plan, and a Tenant Participation and Customer Engagement 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.
- Revise Midlothian Council's Allocation Policy
- Continue to provide housing those with complex needs through a 'Housing First' model
- 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
- Establish Homeless Prevention Service for young persons
- Introduce a new strategy to reduce drug deaths within Midlothian homelessness accommodation
- Work with Procurement to tender the Tenancy Support and Hostel Management contract
- 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	2022/23	Q1 2022/23	Q1 2023/24			Annual Target 2023/24	
		Value	Value	Value	Status	Short Trend		Note
BS.PLACE.HS N.01	Re-let time permanent accommodation properties (calendar days)	33 days	45 days	27 days			Q1 23/24: On Target Re-let time for permanent properties has increased slightly to 27 days this quarter however remains significantly lower compared to this period last year at 45 days.	35 days
BS.PLACE.HS N.02	Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome	70	106	58			Q1 23/24: On Target The length of time homeless applicants waited until receiving a permanent housing outcome has further decreased this quarter to 58 weeks.	85
PLACE.HSN.0 3	Length of time (weeks) homeless applicants spend in temporary accommodation	62	88	46			Q1 23/24: On Target The length of time homeless applicants spent in temporary accommodation has further decreased this quarter to 46 weeks.	60
PLACE.HSN.0 4	Total applicants on waiting lists (General Needs & Homeless)	4,612	4,523	4,714			Q1 23/24: Data only 4,071 general needs applicants and 643 homeless applicants.	
PLACE.HSN.0 5	Total number of lets	475	96	145			Q1 23/24: Data only 90 lets to homeless applicants and 55 lets to general needs applicants.	

PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Value	Status	Short Trend	Note	
PLACE.HSN.06	Number of lets to new build and open market purchases			41			Q1 23/24: Data only 35 lets to new builds and 6 lets to buy backs.	
PLACE.HSN.07	Number of lets to Housing First applicants			3			Q1 23/24: Data only	
RHM.a.04.4mi	Percentage of lets made to homeless list applicants	60.6%		62.1%			Q1 23/24: On Target	60%
RHM.a.04.4oi	Percentage of lets made to general needs list applicants	40.58%		37.9%			Q1 23/24: On Target On course to achieve 40% target by year-end.	40%
RHM.h.05.5aiii	Percentage of Homeless applicants sustaining a permanent tenancy after one year	95.12%		95.9%			Q1 23/24: On Target 47 out of 49 homeless applicant tenancies sustained after one year.	95%













Neighbourhood Services Priorities

- Deliver targeted Roads Capital Programme within Midlothian's Residential Streets
- Continue to progress the capital programme for classified carriageway (£1.5m) and footway (£0.5m) renewal and improvement schemes.
- Improve and expand active travel and public transport for Midlothian residents
- Work with Transport Scotland to deliver £605,00 Cycling Walking Safer Routes programme
- Further reduce the Council's energy consumption by increasing the use of LED street lighting
- 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 the low number 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.

- Maintain meadowland areas to create greater diversity and continue to develop areas of bio-diversity and foster community support.
- 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.
- Transform service delivery through the adoption of digital and mobile platforms
- Develop a comprehensive asset database management plan for all Neighbourhood Services assets
- 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	2022/23	Q1 2022/23	Q1 2023/24			Annual Target 2023/24	
		Value	Value	Value	Status	Short Trend		Note
BS.PLACE.01	Number of environmental awards e.g. Green flags	2	0	0			Q1 23/24: On Target Submissions made for Kings Park Dalkeith and Straiton Pond. Judging took place in May.	2
BS.PLACE.P.1 5.1c	Percentage of all street light repairs completed within 7 days (cumulative)	98.74%	100%	99.27%			Q1 23/24: On Target	90%
BS.PLACE.P.1 5.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%			Q1 23/24: On Target	8%
BS.PLACE.P.1 5.6a	Percentage of waste going to landfill per calendar year (quarterly)	13.3%	10.4%	N/A			Q1 23/24: Data not available until Q2 2023/24. Q4 2022/23 was 13.3%. 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.	15.0%
PLACE.P.14.2f	Percentage of the footpath network resurfaced (cumulative)	1.02%	0.12%	0.03%			Q1 23/24: On Target 0.2km of footways resurfaced in Q1 under combined programmes of annual Capital Works and Residential Streets. Delayed start to programme, but schemes currently underway and others due to start in July.	0.6%
PLACE.P.15.1 a	Total savings in street lighting carbon emissions (cumulative)	1075 Tonnes	183 Tonnes	187 Tonnes			Q1 23/24: Data only Energy consumption has dropped, however emission factor has increased from 0.20871 > 0.22269KG/KWH.	
PLACE.P.13.1 a	Number of volunteer hours in countryside sites	5,604	1,716	1,962			Q1 23/24: On Target There has been 327 volunteer days/1962 hours. Despite ranger staff depletion due to	4,500









PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24			Annual Target 2023/24	
		Value	Value	Value	Status	Short Trend		Note
							Ranger post secondment extension from 6 months to 1 year, service delivery is very high.	
PLACE.P.14.2e	Percentage of total road network resurfaced (cumulative)	2.89%	0.34%	0.55%			Q1 23/24: On Target 3.82km of carriageway resurfaced in Q1 under combined programmes of annual Capital Works and Residential Streets.	2.2%
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	136	0	304			Q1 23/24: On Target Due to late procurement of the lighting capital contract last year, funding was diverted to the delivery of 1,796 new LED lanterns which were completed this quarter. 304 lighting column replacements were installed this quarter from 403 that were carried over from 22/23. Completion of these are expected in July.	752
PLACE.P.16.3a	Number of ranger events undertaken			3			Q1 23/24: On Target	20
PLACE.P.16.4a	Number of parks and green space improvements complete			21			Q1 23/24: On Target 29 improvements to parks and green spaces remaining for the year. 20 of these will be play area improvements.	50
PLACE.P.17.1a	Total tonnes of material used to fill temporary and permanent potholes			417.16			Q1 23/24: Data only 417.16 tonnes of material was used in Q1 to fill potholes. 233.76 tonnes of material was used for temporary repairs and 183.4 tonnes for pothole pro permanent patching. It is not possible to provide accurate figures on the number of potholes this equates to.	
PLACE.P.20.1	Percentage of household waste used to generate heat and electric (Energy from Waste)	43.5%	35.7%	N/A			Q1 23/24: Data not available until Q2 2023/24. Q4 2022/23 was 43.5%. Incineration waste includes grey bin (black bag) waste, plus fine and non-recyclable waste collected in the bulky waste at the two household waste recycling centres, as well as non-target materials placed in the blue recycling bins.	









Planning and Economy Priorities

- Continue to work on achieving the aims sets out in the Planning Performance Framework (PPF)
- Review the 2020 Climate Change Strategy and identify costings for implementing the Council's net zero ambitions Conclude module
- 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.
- Complete the Planning, Sustainable Growth and Investment Service Review
- Draft, adopt and publish an updated Economic Growth Strategy
- Maintain and grow the client reach of Business Gateway services in Midlothian and continue to develop Locate in Midlothian
- Continue to provide Business support/advice in response to all 'Planning to Start a Business', 'Established Business' and 'Emerging and Established Social Enterprises' enquiries
- Develop a Local Transport Strategy, setting out policies for active travel, the promotion of public transport and operation standards for parking and electric vehicle charging and the Council's ambition for the delivery of an orbital bus service and the potential for trams to Midlothian
- Develop an Active Travel Strategy to be used as a basis to attract external funding towards active travel projects
- Prepare the MLDP2 'Evidence Report' and present it to Planning Committee for sign off before submission to Scottish Government
- Conclude the guidance on developer contributions – to progress as supplementary/planning guidance and future incorporation into MLDP2
- Review the Local Review Body processes and procedures
- Prepare a Local Transport Strategy, setting policies for active travel, the promotion of public transport and operation standards for parking and electric vehicle charging. The strategy shall also set out the Council's ambition for the delivery of an orbital bus service and the potential for trams to Midlothian
- Deliver a project plan for the A7 Urbanisation scheme.
- Deliver an Active Travel Strategy to be used as a basis to attract external funding towards active travel projects

Planning and Economy Measures

PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24			Annual Target 2023/24
		Value	Value	Value	Status	Short Trend	
ECON5a	Number of New Business Start Ups (LGBF)	118	23	24			Q1 23/24: Data only 24 businesses claimed as starting to trade in Quarter 1. Job creation for Quarter 1 2022-23 was 27, this year it has increased to a projected 39 jobs, with estimated turnover in year one of £1.25M.
PLACE.ECON.01	Number of Businesses signed up to the Midlothian Business Green Pledge	35	6	3			Q1 23/24: Data only Economic Development continues to promote the Midlothian Business Green Pledge. The team work with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers are starting to share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding.

PLACE.ECON.02	Number of social enterprises supported	14	2	15			Q1 23/24: Data only Recorded 15 third sector organisations/social enterprises supported in Q1, one claimed as a start up in the quarter, 4 are existing private business owners exploring the model for wellbeing of workforce or community services and 10 are existing organisations requiring support.	
PLACE.ECON.03	Number of Locate in Midlothian social media followers	1,491	1,340	1,503			Q1 23/24: Data only Facebook followers is 599, and Instagram followers is 904. Instagram launched a new social channel, Threads, on the 6th July. An account of Locate in Midlothian has been set up and channel will be monitored closely to see if it is a worthwhile channel to be on.	
PLACE.ECON.04	Number of Business gateway social media followers	1,880	1,573	1,970			Q1 23/24: Data only Facebook followers is 901, Twitter followers is 245, LinkedIn followers is 824.	
PLACE.ECON.05	Number of meet the buyer events held	1	0	0			Q1 23/24: Data only No Meet the Buyer events have been held in Q1 although we continue to work with Procurement to identify suitable upcoming tender opportunities to promote via an event.	
PLACE.ECON.06	Number of 'Planning to Start' business enquiries/submissions	195	44	44			Q1 23/24: Data only 44 'Planning to Start' enquiries were received this quarter from individuals that are considering setting up a business but need support to achieve this, these clients tend to have numerous sessions with their advisor covering areas such as business planning, access to finance, regularity compliance, routes to market and can take from 3 months to a year to reach the trading stage. To stimulate interest in starting a business the team will be delivering presentations in the community through the Single Midlothian Plan from September 2023. In addition, will provide Enterprise Hubs in community and educational facilities. Work is ongoing with our Library services where advisers will be on-site for drop in support, delivery is scheduled from	





							Q2. In Q1 the team delivered a session at Edinburgh College to students that may consider self-employment on completion of their course.	
PLACE.PLAN. 01	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	85%	66%	68%			Q1 23/24: Off Target Below target due to high workloads, vacant planning and other officer posts, high turnover of staff and the introduction of a new planning system (NPF4) with additional task requirements.	80%
PLACE.PLAN. 02	Average timescale (weeks) to determine planning applications for major developments			102.42			Q1 23/24: Off Target Below target due to high workloads, vacant planning and other officer posts, high turnover of staff and the introduction of a new planning system (NPF4) with additional task requirements.	50
PLACE.PLAN. 03	Average timescale (weeks) to determine planning applications for local developments			8.61			Q1 23/24: On Target	10
PLACE.PLAN. 04	Number of discretionary pre-planning advice applications			0			Q1 23/24: Data only Discretionary charging introduced from 1 July 2023; data will be available from Q2. The target is to raise £10,000 a year from discretionary charging.	























Protective Services Priorities

















- Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations.
- Deliver the Scottish Governments Clean Air for Scotland (CAFS) objectives including the review and assessment of air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads.
- Continue to deliver the statutory duty to identify and secure remediation of contaminated and review contaminated land strategy.
- Continue to manage the CO2 gas ingress to non- council stock 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.
- Develop new commercial opportunities within the Council and external to the Council.
- To raise the profile of health and safety across the Council by providing comprehensive health and safety support, including a training and development offering which meets the Council's needs and generates income for the Council.
- To promote and provide support to managers by providing them with the tools to self-assess their services to achieve full compliance with health and safety standards in advance of audit programme.
- To encourage a pro-active approach to Occupational Health Service and to promote a positive health and safety culture across the Council.
- To review the Council's current fire safety arrangements and further develop these arrangements to fully reflect the Council's legal obligations under the Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006.
- Support the Council to enhance resilience arrangements, leading to confidence in Contingency Planning and Emergency Preparedness.
- To develop and maintain a strategy, including methodology for Business Continuity planning that in turn enables managers to produce their own service Business Continuity arrangements in a coordinated and consistent approach, which recognises dependencies across Council wide resources.
- Support the Council to assess the risk and opportunities before the council in the short and longer time to support and improve decision making.
- Review of Licensing Service

















Protective Services Measures

PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Value	Status	Short Trend	Note	
PROSERVICE S.01	Number of food law service requests received from Midlothian Residents and businesses (includes food safety and food standards)			60			Q1 23/24: Data only	
PROSERVICE S.02	Percentage of food related service requests from Midlothian residents and businesses responded to within the target response time of 5 working days. (includes food safety and food standards)			87%			Q1 23/24: Data only	


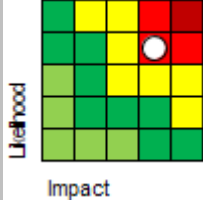


PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Value	Status	Short Trend	Note	
PROSERVICE S.03	Number of Food law interventions carried out (Food Hygiene/Food Standards)	355	72	101			Q1 23/24: Data only	
PROSERVICE S.04	Percentage of priority 1 and 2 premises receiving completed food law interventions in line with the Service plan			89%			Q1 23/24: Data only 28 priority inspections planned, 25 completed. An additional 5 unplanned priority inspections were completed in Q1.	
PROSERVICE S.05	Number of workplace safety RIDDOR reports received			18			Q1 23/24: Data only	
PROSERVICE S.06	Number of RIDDOR related visits to investigate business workplace health and safety incidents			1			Q1 23/24: Data only The majority of reported incidents did not meet our incident selection criteria.	
PROSERVICE S.07	Number of Public Health Service requests from Midlothian residents and businesses received			345			Q1 23/24: Data only	
PROSERVICE S.08	Percentage of Public Health complaints receiving first response within timescales			52%			Q1 23/24: Data only	
PROSERVICE S.09	Number of Public Health Service requests from internal sources received			55			Q1 23/24: Data only	
PROSERVICE S.10	Percentage of Public Health complaints from internal sources receiving first response within timescales			56%			Q1 23/24: Data only	
PROSERVICE S.11	Number of Abandoned Vehicles reported			66			Q1 23/24: Data only	
PROSERVICE S.12	Number of abandoned vehicle notices served			19			Q1 23/24: Data only	
PROSERVICE S.13	Number of abandoned vehicles removed for destruction			4			Q1 23/24: Data only	


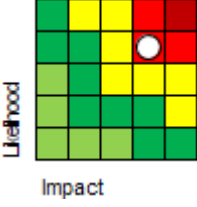
PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Value	Status	Short Trend	Note	
PROSERVICE S.14	Number of private water supplies inspected			0			Q1 23/24: Data only	
PROSERVICE S.15	Number of private water supplies sampled			10			Q1 23/24: Data only	
PROSERVICE S.16	Number of short term let applications received			9			Q1 23/24: Data only	
PROSERVICE S.17	Number of short term let Licences issued			4			Q1 23/24: Data only	
PROSERVICE S.18	Number of consumer complaints received by Trading standards	287	72	58			Q1 23/24: Data only Consumer complaints are those received directly or referrals from Advice Direct Scotland (ADS) acted upon.	
PROSERVICE S.19	Percentage of consumer complaints responded to within 5 working days			100%			Q1 23/24: Data only	100%
PROSERVICE S.20	Percentage of consumer complaints completed within 14 days (quarterly).		81.1%	80%			Q1 23/24: On Target A total of 58 consumer complaints were received this quarter with 49 complete. (39 within 14 days). Most of incomplete complaints will exceed the 14 days. In addition we acted at our discretion on 7 Notifications from Advice Direct Scotland, the national call centre. It should be noted that completion is not fully within service control such as under-age sales complaints and 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%
PROSERVICE S.21	Number of business advice requests received by Trading Standards			1			Q1 23/24: Data only	

PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Value	Status	Short Trend	Note	
PROSERVICE S.22	Percentage of business advice requests responded to within 5 working days			100%			Q1 23/24: Data only	100%
PROSERVICE S.23	Percentage of business advice requests completed within 14 days			100%			Q1 23/24: On Target	75%
PROSERVICE S.24	Number of intelligence logs input to Intelligence Database (IDB)			33			Q1 23/24: Data only Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.	
PROSERVICE S.25	Number of Trading Standards Primary inspections		37	56			Q1 23/24: On Target 56 inspections were carried out this quarter including 6 under Animal Health and Welfare. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Most inspections are carried out in later in the year. Some fluidity is required in that some target premises will have ceased trading. These may be replaced by and new premises open and these may be inspected. Also, new businesses found can also be inspected.	276
PROSERVICE S.26	Percentage of planned inspections achieved in line with Service plan			20%			Q1 23/24: Data only	
PROSERVICE S.27	Develop and implement a Trusted Trader Scheme			N/A			Q1 23/24: Data not available Following a meeting with the trusted directory service (TDS), who provide schemes for Edinburgh & East Lothian, approval obtained to pay for a Midlothian scheme.	
PROSERVICE S.28	Number of Interventions carried out regarding Tobacco & nicotine containing products			16			Q1 23/24: Data only A large numbers of vapes were seized from 6 shops. Visits were made to a further 6 shops. 4 shops were advised to register with Scottish Government and did so.	

PI Code	PI	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24
		Value	Value	Value	Status	Short Trend	Note	
PROSERVICE S.29	Percentage of businesses registered for tobacco/vapes in Midlothian visited			11%			Q1 23/24: On Target A total of 145 premises are believed to be registered and selling tobacco and/or vapes at 01/04/23. The target is 29 are visited. 16 visited this quarter.	20%
PROSERVICE S.30	Percentage of businesses registered for tobacco/vapes in Midlothian where a test purchase was carried out			1.4%			Q1 23/24: On Target The target would be 15 premises. Test purchases were carried out in 2 premises. Challenges in recruiting under-age volunteers.	10%
PROSERVICE S.31	Number of Liquor Licencing applications received			0			Q1 23/24: Data only	
PROSERVICE S.32	Percentage of Liquor Licence applications determined			0%			Q1 23/24: Data only	
PROSERVICE S.33	Percentage of Liquor Licence Applications referred to the Licensing Board			0%			Q1 23/24: Data only	
PROSERVICE S.34	Number of Civic Government Licence applications			99			Q1 23/24: Data only	
PROSERVICE S.35	Percentage of Civic Government Licence applications determined			61%			Q1 23/24: Data only	
PROSERVICE S.36	Percentage of Civic Government Act applications referred to the General Purposes Committee			1%			Q1 23/24: Data only	

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

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



Corporate Asset

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	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%	67.86%	65.24%	21/22 Rank 32 (Bottom Quartile) 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%	85.82%	82.78%	21/22 Rank 27 (Bottom Quartile) 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	2021/22	2022/23	External Comparison
		Value	Value	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	£5,857.00	Not available yet	21/22 Rank 2 (Top Quartile) 20/21 Rank 4 (Top Quartile) 1 9/20 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%		83%	Not available yet	21/22 Rank 20 (Third Quartile) 19/20 Rank 22 (Third Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 28 (Bottom Quartile). 16/17 Rank 31 (Bottom Quartile).

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
									15/16 Rank 29 (Bottom Quartile). 14/15 Rank 22 (Third Quartile).

Economic Development and Planning

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	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%	16.17%	Not available yet	21/22 Rank 17 (Third Quartile) 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	£5,142.00	Not available yet	21/22 Rank 20 (Third Quartile) 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	6.8 weeks	Not available yet	21/22 Rank 11 (Second Quartile) 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	13.1	12.46	21/22 Rank 25 (Bottom Quartile) 20/21 Rank 25 (Bottom Quartile) 19/20 Rank 23 (Third Quartile) 18/19 Rank 20 (Third Quartile). 17/18 Rank 6 (Top Quartile). 16/17 Rank 14 (Second Quartile).

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
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	£60,659.02	Not available yet	21/22 Rank 21 (Third Quartile) 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	15.4%	Not available yet	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). 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%	94.7%	Not available yet	21/22 Rank 19 (Third Quartile) 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%	13.49%	Not available yet	21/22 Rank 21 (Third Quartile) 20/21 Rank 3 (Top Quartile) 19/20 Rank 4 (Top Quartile) 18/19 Rank 9 (Second Quartile). 17/18 Rank 2 (Top Quartile). 16/17 Rank 5 (Top Quartile).
ECON10	Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan (LGBF)	57.14%	55.49%	43.08%	41.95%	39.64%	31.12%	Not available yet	21/22 Rank 17 (Third Quartile) 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		Not available yet	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%	2.7%	Not available yet	21/22 Rank 7 (Top Quartile) 20/21 Rank 12 (Second Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 10 (Second Quartile).

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
									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%	3.3%	Not available yet	21/22 Rank 7 (Top Quartile) 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	2021/22	2022/23	External Comparison
		Value	Value	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	£59.60	Not available yet	21/22 Rank 12 (Second Quartile) 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	£53.53	Not available yet	21/22 Rank 2 (Top Quartile) 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	£11,744.82	Not available yet	21/22 Rank 12 (Second Quartile) 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%	89.1%	Not available yet	21/22 Rank 21 (Third Quartile) 20/21 Rank 26 (Bottom Quartile) 19/20 Rank 13 (Second Quartile) 18/19 Rank 23 (Third Quartile). 17/18 Rank 5 (Top Quartile). 16/17 Rank 2 (Top Quartile).

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
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	£8,815.00	Not available yet	21/22 Rank 10 (Second Quartile) 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%	24.27%	Not available yet	21/22 Rank 13 (Second Quartile) 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%	27.03%	Not available yet	21/22 Rank 15 (Second Quartile) 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%	30.33%	Not available yet	21/22 Rank 17 (Third Quartile) 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%	41.89%	Not available yet	21/22 Rank 24 (Third Quartile) 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%	47.5%	42.0%	21/22 Rank 15 (second Quartile) 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).

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
ENV7a	Corporate Indicator - Percentage of Adults satisfied with refuse collection (LGBF)	86.67%	89.67%	87.1%	83.1%	80.1%	N/A	Not available yet	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%	58.63%	N/A	Not available yet	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).

Housing Services

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value	Value	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%	77.55%	32.28%	2021/22 Rank 10 (Second Quartile) 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	9.36 days	17.33 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%	85.7%	Not available yet	21/22 Rank 14 (Second Quartile) 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	2021/22	2022/23	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
CLIM1	CO2 emissions area wide per capita (LGBF)	5.09	4.79	4.61	4.42	3.89	N/A	Not available yet	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	N/A	Not available yet	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).