

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; Protective Services; and, since September, Sport & Leisure.

Transformation Blueprint (2023-2028)

We are committed to building on the learning and new ways of working that were adopted during the pandemic 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 the fastest growing local authority in 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 outlined in the Medium-Term Financial Strategy.
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 that 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 24 October 2023.

Economic Development continues to promote the Midlothian Business Green Pledge. 66 businesses have committed to the Pledge with 15 of those signing up during quarter 2. The team continue to work with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding. This quarter an event was hosted during Scotland's Climate change week at the Energy Training Academy where Economic Development gave an overview of progress in supporting businesses to be greener and further promote Midlothian's Green Pledge.

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.
- prioritise areas for delivery, against national and local priorities.

A Local Heat & Energy Efficiency Strategy (LHEES) lead officer is now in post. Work is now progressing at pace to review the findings of the previously reported Stage 4 LHEES study, the outcome of which is confirmed as providing a good foundation for the remaining stages. The aim is to now have a draft LHEES strategy and delivery plan prepared for the end of the year. There has been positive and good engagement with internal stakeholders' business and community representatives, and regular engagement with Joint Venture Partners Midlothian Energy who will be an essential partner in delivering an effective and viable plan.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues this quarter with 8.61km of carriageway resurfaced, representing 1.23% of the total road network. Footpath resurfacing was brought back on target this quarter with 1.63km of footpaths resurfaced this year to date (representing 0.22% of the footpath network) compared to 0.26km of surfacing that took place in Q1. This quarter a total of 396.4 tonnes of material was used to fill potholes.

168.7 tonnes of material was used for temporary repairs and 227.7 tonnes for pothole pro permanent patching. The Pothole Pro project equated to 2,020m² of permanent patching, repairing 866 potholes.

Work continues with the lighting capital programme with 176 new lighting column replacements this quarter, representing 64% of our annual target now complete. A further 213 street lights were upgraded to LED lanterns to include a central management system for dimming.

Land and Countryside Services have been heavily involved in the Neighbourhood Services joint working project to make a visible change to the aesthetics of 16 villages across Midlothian. These have included Pathhead Leadburn, Fala, Howgate, Lasswade, Ford, Edgehead, Auchendinny, Newton village and Silverburn with works planned for Cousland, Carrington, Millerhill, Temple, Whitehill and Middleton.

Work continues on our parks and greenspaces with 30 improvements/new facilities completed up to the end of quarter 2 with a further 20 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 Millerhill Park loop path, Rosewell and Roslin Asphalt Pump Tracks, Cousland, Birkenhead, Clarinda gardens and Ironmills play improvements. 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. Activities this quarter include, new bench installations, tree planting, fencing and ground works across Midlothian.

The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives and events. Grassland management, to increase pollinator species and carbon sequestration rates, was carried out at Vogrie, Roslin and Straiton Pond by volunteers cutting and lifting wildflower rich meadow areas. 'Vogrie Bioblitz' of the former golf course took place with partners and volunteer recorders to gather information on species as a benchmark for future management interventions in species diversity. Butterfly Surveys were carried out weekly from April to September by volunteers as part of national monitoring scheme. Work continues this quarter with the river Esk giant hogweed eradication project.

This year 3,300 volunteer hours were spent in countryside sites ensuring an attractive, safe and welcoming environment for all to enjoy. Volunteer numbers have increased significantly over the last few years, with a 20% increase in volunteer hours this quarter compared to the same period last year. Green flag status was awarded for Kings Park Dalkeith and Straiton pond. The awards for Countryside sites would not be possible without close partnership working between volunteers and their coordination by our Ranger service.

Public Health and Environmental Protection implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. This quarter the scheme was further publicised via our social media platforms to increase the number of applications by the 1st of October. 100 short term licence applications were received by the deadline, 77 of which were received this quarter.

The Environmental Crime Pilot team commenced in July 2023 with an increased emphasis on fly-tipping, littering and dog fouling. The year long pilot with a team of wardens has the power to issue statutory and fixed penalty notices between £80-£200 to offenders and report potential crimes to the procurator fiscal. 171 fixed penalty notices were issued this quarter with the vast majority in relation to littering.

Our business regulations team was involved in the pilot of a whole systems approach to type II diabetes prevention in Mayfield, Easthouses, Woodburn and Dalkeith areas. An officer visited selected food businesses within these areas to encourage them to trial the free Food Standards Scotland Menucal tool. This tool provides information about the number of calories within the foods offered on their menu, to help customers to make informed choices. To date 3 of the 8 businesses have signed up to the pilot.

Further interventions took place this quarter, a business of concern who had applied for an animal welfare licence was referred to Police Scotland. Reports indicate the Police identified ongoing criminality at the address. As a result of a Dog control investigation an unlicensed business was identified to be reported to the Crown Office and Procurator Fiscal Service.

Trading Standards received 56 consumer complaints this quarter, 48 of which were completed. Completion is not fully within service control and is dependant on traders and complainants responding to investigations. 65 Trading Standards primary inspections took place this quarter including 25 under Animal Health and Welfare. This is an increase of 54% compared to this period last year. Compared to last quarter a marked decline in the number of illegal vapes being found for sale in the Midlothian area has been noted. It is possible, that following the seizure of approximately 1,400 disposable vapes from 6 shops in quarter 1, that illegal vapes are now less prevalent in Midlothian. This quarter 72 disposable vapes were seized. Vapes are seized due to contraventions of the safety law, mainly concerning the maximum quantity of nicotine.

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. Our Rapid Rehousing Transition Plan is in its final year, this has brought significant change for homelessness over the last 4 years with ending the use of Bed and Breakfast type accommodation and developing better quality temporary accommodation, developing nomination agreements for people experiencing domestic abuse, and leaving the armed forces to enable access to permanent housing, preventing the need for a homeless assessment. Midlothian Council also adopted a model of Housing First which finds suitable properties before inviting nominations from a multi-disciplinary core group.

There continues to be a significant demand placed on homeless and temporary accommodation services, alongside the increase in energy, food and fuel costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan. Homelessness is not inevitable and can often be prevented. Our refreshed vision for the service is that individuals and families will be able to access housing that is affordable and of good quality in sustainable communities. Housing Services are currently exploring a new approach to deliver services and are trialling new team set ups consisting of a community housing team, aiming to ensure every tenant and resident has their individual needs and rights recognised and is treated fairly with respect to enable tenancy sustainment. A core housing team, improving quality

and turnaround of our properties, ensuring residents are informed of housing options and homeless applicants are provided temporary accommodation and a Homelessness team focused on preventing and supporting homelessness.

The number of homeless cases provided with advice and assistance this quarter was 509 and prevented from homeless was 171. We continue to promote this service to ensure early successful intervention when possible. This represents a 141% increase in advice and assistance compared to the same period last year.

There were 5,251 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 39 and 58 made to homeless applicants.

The length of time homeless applicants waited until receiving a permanent housing outcome remains the same as last quarter at 58 weeks showing a continued downward trend from 121 weeks at the same period last year.

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. Work is ongoing to refresh the Economic Strategy and will 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). The team 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, a further 8 new Midlothian businesses were registered with the Supplier Development, with 16 signed up in quarter 1, this is a significant increase compared to a total of 20 during 22/23. The increase could be attributed to local engagement through targeted promotion of meet the buyer events. A digital meet the buyer event was held in July in conjunction with FES who were awarded the Shawfair low carbon district heating system project in partnership with Midlothian Energy Ltd. Not all who registered attended so the team worked with FES to create messaging for direct and online promotion inviting specific business types to contact them directly to be added to their supply chain for the District Heating Network and future projects.

Linking into local procurement and locally led economic development, the team continue to work with the local business base to develop locality based and thematic business associations. Dalkeith Means Business

and Rosemains Steading are now legal entities, Gorebridge and Penicuik are still in the development phase. Midlothian's Wellbeing Business Association is formally constituted and has had several meetings with members to include economic development support.

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. 12 third sector organisations/enterprises were supported this quarter, one business claimed as a start-up. These organisations are a mix of existing third sector organisations, new business associations, and existing social enterprises with growth aspirations.

The total number of new Business start-ups this quarter was 32. This should realise a forecasted creation of 40 jobs and an estimated contribution of £1.46M to the Midlothian economy in their first year of trading.

56 '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 held 5 'Meet the Adviser' sessions at libraries across Midlothian (Dalkeith, Gorebridge, Lasswade, Penicuik, Danderhall) during August and September. The sessions were published across our digital channels and in the libraires and supporting agencies via posters to encourage local residents that may be considering setting up businesses to engage with the service. Client feedback was that it is difficult to take time out of existing business or from work in the case of early-stage start-ups to attend these sessions in person and the preference is to meet on digital platforms going forward to negate travel time and have more flexibility in timing.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 32 property enquires received via the site during Q2, all enquirers contacted by Business Gateway advisors to offer wider support.

Our Estates team have had continued success in managing our PIA estate including the letting of an industrial unit in Mayfield. The lettings of two retail units on Buccleuch Street, which are due for completion at the end of October 2023, have entered into the negotiation stage with two prospective parties. Surveys have been concluded in relation to potential presence of Reinforced Autoclaved Aerated Concrete (RAAC) in our Schools. All schools within the at-risk date range of 1930-2000 have been surveyed by consultant engineers who have confirmed that RAAC is not present. An assessment of the Housing stock also found no RAAC. The Non-Housing stock condition surveys continue to be progressed in line with allocated budget and agreed timelines.

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 September 2023 the Planning Committee determined to refer two cases, one regarding an unauthorised advertisement on land adjoining the A68 Slip Road/A720 City Bypass and the second regarding the erection of an unauthorised dwellinghouse at 10 Kirkhill Terrace, Gorebridge, to the Crown Office and Procurator Fiscal Service for prosecutorial action.

The percentage of Secondary school meal uptake has increased considerably this quarter from 20.36% in quarter 1 to 45.71% in quarter 2, this is due to changes made to the menu offered to secondary schools to attract pupils back into the dining room.

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 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 645 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.

In recent Census results, Midlothian is projected to have the highest percentage change in population size of all mainland council areas in Scotland with an increase of 16%. 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. Place Services 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.

33
Quarterly Reporting Place PIs
- On Target

19
Quarterly Reporting Place PIs
- Off Target

74
Quarterly Reporting Place PIs
- Data only

3
Quarterly Reporting Place PIs
- No data available

6
Quarterly Place High Service
Risks

110
Quarterly Place All Service
Risks

Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	History
BS.PLACE.HSN.01 Re-let time permanent accommodation properties (calendar days)		47 days	35 days	
BS.PLACE.P.5.2b Percentage of the Council's housing stock meeting the 'Modern fa...		98.4%	100%	
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		34.3%	100%	
HSN4b Average time taken to complete non-emergency repairs (LGBF)		18.00 days	7.00 days	
HSN5 Corporate Indicator - Percentage of council dwellings that are energy efficient ...		85.7%	100.0%	
PLACE.MPI.01 Performance against revenue budget		£44.751m	£41.598m	
PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		85%	90%	
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		86.24%	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.PFM.17 Number of secondary school meals prepared per hour (APSE)		8.46	8.84	
PLACE.PFM.18 Number of nursery and primary meals prepared per hour (APSE)		7.27	8.84	
PLACE.PFM.21 Percentage of free school meal uptake (P1-P5)		70.62%	77.57%	
PLACE.SPSO.04.2 Average time in working days to respond to complaints at stage 2		37.481	20	
PLACE.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		14.81%	95%	
PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor...		84.21%	95%	
PROSERVICES.19 Percentage of consumer complaints responded to within 5 worki...		98%	100%	
PROSERVICES.30 Percentage of businesses registered for tobacco/vapes in Midlot...		0%	5%	
RHM.h.05.5aiii Percentage of Homeless applicants sustaining a permanent tenancy ...		86.7%	95%	

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Place PI summary

01. Manage budget effectively

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	N/A	£39.098m	£41.601m	£44.751m		Q2 23/24: Off Target £3.153,000 overspend.		£39.977m		

02. Manage stress and absence

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	13.38	5.50	3.68	5.85		Q2 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	5,414.53
										Number of FTE in service	924.94

03. Process invoices efficiently

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	78%	88%	86%	85%		Q2 23/24: Off Target		90%	Number of invoices received	14,256
										Number of invoices paid within 30 days (cumulative)	12,053

04. Improve PI performance

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	74.42 %	73.81 %	88.79 %	86.24 %		Q2 23/24: Off Target 15 of 109 performance indicators off target. Please see the individual indicators for further information and improvement action.		90%	Number on tgt/complete or Data Only	94
											Total number of PI's

05. Control Risk

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	Feeder Data	Value
		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%	100%		Q2 23/24: All risks reviewed.		100%	Number of high risks reviewed in the last quarter	6
											Number of high risks

06. Implement Improvement Plans

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.	100%	100%	81.67 %	92.96 %		Q2 23/24: On Target All audit actions reviewed this quarter.		90%	Number of internal/external audit actions on target or complete	66
											Number of internal/external audit actions

Place Complaints Indicator Summary

4. Outcomes and Customer Feedback - Commitment to valuing Complaints

Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24
	Value	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	6,047	1,552	476	251		Q2 23/24: Data only		
Number of complaints closed in the year	5,062	1,253	343	125		Q2 23/24: Data only		
Number of complaints upheld (quarterly)	3,484	883	210	49		Q2 23/24: Data only		
Number of complaints partially upheld (quarterly)	617	92	70	22		Q2 23/24: Data only		
Number of complaints not upheld (quarterly)	43	21	29	20		Q2 23/24: Data only		
Number of complaints Resolved (quarterly)	663	14	34	34		Q2 23/24: Data only		
Average time in working days to respond to complaints at stage 1	2.13	2.41	2.5	4.18		Q2 23/24: On Target		5
Average time in working days to respond to complaints at stage 2	19.5	19.5	18.37	37.48		Q2 23/24: Off Target 4 of 27 stage 2 complaints were complete within 20 working days.		20
Average time in working days for a full response for escalated complaints	17	6.5	18.22	12.11		Q2 23/24: On Target		20
Percentage of complaints at stage 1 complete within 5 working days	91.1%	88.95%	85.95%	74.68%		Q2 23/24: Off Target 59 of 79 stage 1 complaints were complete within 5 working days.		95%
Percentage of complaints at stage 2 complete within 20 working days	50%	50%	73.68%	14.81%		Q2 23/24: Off Target 4 of 27 stage 2 complaints were complete within 20 working days.		95%
Percentage of complaints escalated and complete within 20 working days	75%	100%	66.67%	84.21%		Q2 23/24: Off Target 16 of 19 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	1	0	46		Q2 23/24: Data only		
Number of Compliments	146	44	26	20		Q2 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	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.P.5.2b	Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	98.4%	98.4%	98.4%	98.4%			Q2 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.	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%	34.3%			Q2 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. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for ESSH failure.	100%

HSN4b	Average time taken to complete non-emergency repairs (LGBF)	17.33 days	18.65 days	19.37 days	18.00 days			Q2 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	0			Q2 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			No	No			Q2 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%	100%	100%	100%			Q2 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%	96.2%	100%	N/A			Q2 23/24: Data not available There was no customer satisfaction feedback received this quarter.	90%
PLACE.P.5.2a	Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	98.9%	98.9%	98.9%	98.9%			Q2 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'	32.3%	34.3%	34.3%	34.3%			Q2 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	

	Scottish Housing Quality Standard criteria							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. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for ESSH failure.	
RHM.a.07.1b	Average time in hours taken to complete emergency repair			24.65	17			Q2 23/24: On 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%	83.47%			Q2 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%	75.49%			Q2 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	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Status	Short Trend		Note
PLACE.PFM.0 1	Electricity Consumption (non-Heat) kWh/year/m2 – Offices		12	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.0 2	Electricity Consumption (non-Heat) kWh/year/m2 – Schools		8	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.0 3	Electricity Consumption (non-Heat) kWh/year/m2 – Schools with pool		9.3	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.0 4	Electricity Consumption (non-Heat) kWh/year/m2 – Leisure centres		24	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.0 5	Electricity Consumption (non-Heat) kWh/year/m2 – Leisure centres with pool		30.22	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.0 6	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Offices		10	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.0 7	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Schools		10	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.0 8	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Schools with pool		10.8	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	

PLACE.PFM.09	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Leisure centres		19	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.10	Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Leisure centres with pool		39.93	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.11	Water Consumption M3/Year – Offices		0.03	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.12	Water Consumption M3/Year – Schools		0.15	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.13	Water Consumption M3/Year – Schools with pool		1	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.14	Water Consumption M3/Year – Schools with pool		0	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.15	Water Consumption M3/Year – Leisure centres with pool		29	N/A			Q2 23/24: Data not currently available Figures will be calculated for Q3.	
PLACE.PFM.16	Percentage of Local Heat & Energy Efficiency Strategies (LHEES) complete		25%	25%			Q2 23/24: Data only Local Heat & Energy Efficiency Strategies Lead Officer post was successfully advertised with the new officer now in post. Work is now progressing at pace to review the findings of the previously reported Stage 4 LHEES study.	
PLACE.PFM.17	Number of secondary school meals prepared per hour (APSE)		4.33	8.46			Q2 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	7.27			Q2 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%	58.85%			Q2 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%
PLACE.PFM.20	Percentage of secondary school meal uptake		20.36%	45.71%			Q2 23/24: On 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%	70.62%			Q2 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%	5.71%			Q2 23/24: On Target The target is that we have less than 7.5% of food waste from meals prepared. This quarter there was 5.71% of food waste from meals prepared.	7.5%
PLACE.PFM.2 3	Percentage of cleaning hours against budgeted hours achieved in primary schools		100.99%	101.62%			Q2 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 2389.1 hours per week. We are currently using 2351.25 hours per week meaning that productivity is 101.62%.	100%
PLACE.PFM.2 4	Percentage of cleaning hours against budgeted hours achieved in secondary schools		101.85%	103.82%			Q2 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 1391 hours per week meaning that productivity is 103.82%.	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	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.HS N.01	Re-let time permanent accommodation properties (calendar days)	33 days	36 days	27 days	47 days			Q2 23/24: Off Target Void turnaround times have increased this quarter due to work being carried out in schools over the holiday period. This has led to an increase in overall re-let times. We have also now mainstreamed flipping to a baseline.	35 days
BS.PLACE.HS N.02	Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome	70	121	58	58.3			Q2 23/24: On Target The length of time homeless applicants waited until receiving a permanent housing outcome has remained on target at 58 weeks for a second quarter.	85
PLACE.HSN.0 3	Length of time (weeks) homeless applicants spend in temporary accommodation	62	86	46	58.3			Q2 23/24: On Target The length of time homeless applicants spent in temporary accommodation has increased this quarter to 58 weeks from 46 in Q1.	60
PLACE.HSN.0 4	Total applicants on waiting lists (General Needs & Homeless)	4,612	4,596	4,714	5,251			Q2 23/24: Data only 4,619 general needs applicants and 632 homeless applicants.	
PLACE.HSN.0 5	Total number of lets	475	112	145	97			Q2 23/24: Data only 58 lets to homeless applicants and 39 lets to general needs applicants.	
PLACE.HSN.0 6	Number of lets to new build and open market purchases			41	33			Q2 23/24: Data only 31 lets to new builds and 2 lets to buy backs.	
PLACE.HSN.0 7	Number of lets to Housing First applicants			3	4			Q2 23/24: Data only	
RHM.a.04.4mi	Percentage of lets made to homeless list applicants	60.6%		62.1%	59.8%			Q2 23/24: On Target Cumulative figure over quarter one and quarter two is 60.39%.	60%
RHM.a.04.4oi	Percentage of lets made to general needs list applicants	40.58%		37.9%	40.21%			Q2 23/24: On Target	40%
RHM.h.05.5aiii	Percentage of Homeless applicants sustaining a permanent tenancy after one year	95.12%		95.9%	86.7%			Q2 23/24: Off Target 39 out of 45 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	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.01	Number of environmental awards e.g. Green flags	2	2	0	2			Q2 23/24: On Target Green flags awarded to Kings park Dalkeith and Straiton Pond.	2
BS.PLACE.P.1 5.1c	Percentage of all street light repairs completed within 7 days (cumulative)	98.74%	93%	99.27%	97.6%			Q2 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%	8.2%			Q2 23/24: On Target Fleet replacement budget currently undergoing review.	8%
BS.PLACE.P.1 5.6a	Percentage of waste going to landfill per calendar year (quarterly)	13.3%	12.1%	15.1%	N/A			Q2 23/24: Data not available until Q3 2023/24. Q1 2023/24 was 15.1%. 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%	0.27%	0.03%	0.22%			Q2 23/24: On Target 1.64km of footways resurfaced to end Q2, under combined programmes of annual Capital Works and Residential Streets.	0.6%
PLACE.P.15.1 a	Total savings in street lighting carbon emissions (cumulative)	1075 Tonnes	394 Tonnes	187 Tonnes	402 Tonnes			Q2 23/24: Data only Emission factor has increased from 0.20871 > 0.22269KG/KWH.	
ENV6	Percentage of total household waste that is recycled (LGBF)	42.0%	48.2%	50.6%	N/A			Q2 23/24: Data not available until Q3 2023/24. Q1 2023/24 was 50.6%.	54.0%
PLACE.P.13.1 a	Number of volunteer hours in countryside sites (cumulative)	5,604	2,736	1,962	3,300			Q2 23/24: On Target 550 volunteer days (3,300 hours) spent in countryside sites this year ensuring those sites are attractive, safe and welcoming for all to enjoy. There has been a 20% increase in volunteer hours compared to this period last year.	4,500
PLACE.P.14.2 e	Percentage of total road network resurfaced (cumulative)	2.89%	1.38%	0.55%	1.23%			Q2 23/24: On Target 8.61km of carriageway has been resurfaced to end Q2 under the combined programmes of annual Capital Works and Residential Streets.	2.2%

PI Code	PI	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
PLACE.P.15.1 b	Number of lighting columns replaced (cumulative)	136	0	304	480			Q2 23/24: On Target 176 lighting columns were installed to include LED Lanterns/central management system for dimming in Q2. 213 LED lantern upgrades were also completed this quarter.	752
PLACE.P.16.3 a	Number of ranger events undertaken (cumulative)			3	6			Q2 23/24: On Target 6 events with 485 participants. Due to secondment of one ranger and issues recruiting suitable agency staff, ranger events have had to be reduced this year.	20
PLACE.P.16.4 a	Number of parks and green space improvements complete (cumulative)			21	30			Q2 23/24: On Target 9 projects were complete in Q2, 30 improvement projects completed this year to date. A further 20 play improvement projects are planned for this year.	50
PLACE.P.17.1 a	Total tonnes of material used to fill temporary and permanent potholes (quarterly)			417.16	396.4			Q2 23/24: Data only 396.4 tonnes of material was used in Q2 to fill potholes. 168.7 tonnes of material was used for temporary repairs and 227.7 tonnes of material was used for pothole pro permanent patching.	
PLACE.P.17.1 b	Total metres squared (m2) of permanent repairs (quarterly)				2020			Q2 23/24: Data only The Pothole Pro project equated to 2020 m2 of permanent patching.	
PLACE.P.17.1c	Number of potholes permanently repaired using Pothole Pro (quarterly)				866			Q2 23/24: Data only 866 potholes were permanently repaired.	
PLACE.P.20.1	Percentage of household waste used to generate heat and electric (Energy from Waste)	43.5%	38.6%	33.3%	N/A			Q2 23/24: Data not available until Q3 2023/24. Q1 2023/24 was 33.3%. 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	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24
		Value	Value	Value	Value	Status	Short Trend	
ECON5a	Number of New Business Start Ups (LGBF)	118	6	24	32			Q2 23/24: Data only 32 businesses were claimed as 'Starts' in Q2, creating a total of 40 jobs and an estimated contribution of £1.46M to the Midlothian economy in their first year of trading.

PI Code	PI	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24
		Value	Value	Value	Value	Status	Short Trend	
PLACE.ECON.01	Number of Businesses signed up to the Midlothian Business Green Pledge	35		3	15		↑	Q2 23/24: Data only There has been 66 sign ups to the Midlothian Business Green Pledge in total. 15 of those signed up in Q2 of 2023/24.
PLACE.ECON.02	Number of social enterprises supported	14		15	12		↓	Q2 23/24: Data only Recorded 12 third sector organisations/social enterprises supported in Q2, with one claimed as a start up in the quarter. These organisations are a mix of existing third sector organisations, new Business Associations and existing social enterprises with growth aspirations.
PLACE.ECON.03	Number of Locate in Midlothian social media followers	1,491	1,401	1,503	1,545		↑	Q2 23/24: Data only Facebook followers is 624, and Instagram followers is 921.
PLACE.ECON.04	Number of Business gateway social media followers	1,880	1,705	1,970	1,994		↑	Q2 23/24: Data only Facebook followers is 918, Twitter followers is 245, LinkedIn followers is 831.
PLACE.ECON.05	Number of meet the buyer events held	1		0	1		↑	Q2 23/24: Data only A digital Meet the Buyer event was held in July 2023 in conjunction with FES who were awarded the Shawfair low carbon district heating system project in partnership with Midlothian Energy Ltd. Not all those registered attended so the Economic Development team worked with FES to create messaging for direct and online promotion inviting specific business types to contact them directly to be added to their supply chain for the District Heating Network and future projects.
PLACE.ECON.06	Number of 'Planning to Start' business enquiries/submissions	195		44	56		↑	Q2 23/24: Data only 56 'Planning to Start' enquiries in Q2. These are individuals who are thinking of starting a business but have not yet started trading. These clients tend to have numerous planning sessions with their adviser and can take from 3 months to a year to reach the trading stage, at which point they are then counted as a Start-up.

PI Code	PI	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
PLACE.PLAN.01	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	85%	80%	68%	81%			Q2 23/24: On Target 81% of planning applications have been determined within target.	80%
PLACE.PLAN.02	Average timescale (weeks) to determine planning applications for major developments (quarterly)			102.42	40.4			Q2 23/24: On Target There has been a significant improvement in determining planning applications this quarter compared to last.	50
PLACE.PLAN.03	Average timescale (weeks) to determine planning applications for local developments (quarterly)			8.61	8.5			Q2 23/24: On Target	10
PLACE.PLAN.04	Number of discretionary pre-planning advice applications			0	4			Q2 23/24: Data only Discretionary charging was introduced from 1st of July 2023. The target is to raise £10,000 a year from discretionary charging. To date £2,932 has been recovered in 2023/24 from pre application enquiries and other 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	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	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	76			Q2 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%	80%			Q2 23/24: Data only 15 service requests were not responded to within 5 working days.	
PROSERVICE S.03	Number of Food law interventions carried out (Food Hygiene/Food Standards)	355	59	101	85			Q2 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%	86%			Q2 23/24: Data only 37 high risk inspections were planned for Q1 and Q2 of which 32 were completed.	

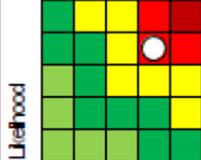
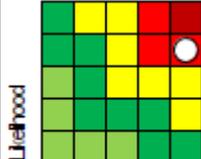
PI Code	PI	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
PROSERVICE S.05	Number of workplace safety RIDDOR reports received			18	12		↓	Q2 23/24: Data only	
PROSERVICE S.06	Number of RIDDOR related visits to investigate business workplace health and safety incidents			1	1		▬	Q2 23/24: Data only	
PROSERVICE S.07	Number of Public Health Service requests from Midlothian residents and businesses received			345	278		↓	Q2 23/24: Data only	
PROSERVICE S.08	Percentage of Public Health complaints receiving first response within timescales			52%	69%		↑	Q2 23/24: Data only	
PROSERVICE S.09	Number of Public Health Service requests from internal sources received			55	106		↑	Q2 23/24: Data only	
PROSERVICE S.10	Percentage of Public Health complaints from internal sources receiving first response within timescales			56%	N/A		?	Q2 23/24: Data only	
PROSERVICE S.11	Number of Abandoned Vehicles reported			66	36		↓	Q2 23/24: Data only	
PROSERVICE S.12	Number of abandoned vehicle notices served			19	3		↓	Q2 23/24: Data only	
PROSERVICE S.13	Number of abandoned vehicles removed for destruction			4	3		↓	Q2 23/24: Data only	
PROSERVICE S.14	Number of private water supplies inspected			0	1		↑	Q2 23/24: Data only	
PROSERVICE S.15	Number of private water supplies sampled			10	25		↑	Q2 23/24: Data only	
PROSERVICE S.16	Number of short term let applications received			9	77		↑	Q2 23/24: Data only	

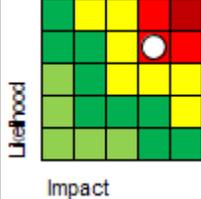
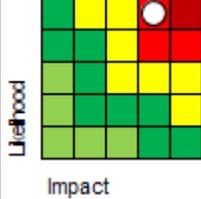
PI Code	PI	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
PROSERVICE S.17	Number of short term let Licences issued			4	10			Q2 23/24: Data only	
PROSERVICE S.18	Number of consumer complaints received by Trading standards	287	82	58	56			Q2 23/24: Data only	
PROSERVICE S.19	Percentage of consumer complaints responded to within 5 working days			100%	98%			Q2 23/24: Off Target A total of 56 consumer complaints were received this quarter.	100%
PROSERVICE S.20	Percentage of consumer complaints completed within 14 days (quarterly).		86.3%	80%	90%			Q2 23/24: On Target A total of 56 consumer complaints were received this quarter with 48 completed. (43 within 14 days). Majority of the 8 incomplete complaints will exceed the 14 days. Since April 2023, 115 complaints received, 106 completed, 84 within 14 days (79%). 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	7			Q2 23/24: Data only	
PROSERVICE S.22	Percentage of business advice requests responded to within 5 working days			100%	100%			Q2 23/24: On Target	100%
PROSERVICE S.23	Percentage of business advice requests completed within 14 days			100%	100%			Q2 23/24: On Target	75%

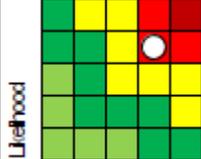
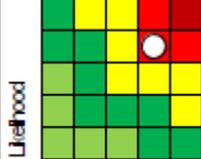
PI Code	PI	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
PROSERVICE S.24	Number of intelligence logs input to Intelligence Database (IDB)			33	29			Q2 23/24: Data only Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.	
PROSERVICE S.25	Number of Trading Standards Primary inspections		42	56	65			Q2 23/24: On Target 65 inspections were carried out this quarter including 25 under Animal Health and Welfare. Of the 276 premises, 7 premises are closed/outside area and 5 additional inspections have been made this quarter.	276
PROSERVICE S.26	Percentage of planned inspections achieved in line with Service plan			20%	24%			Q2 23/24: Data only	
PROSERVICE S.27	Develop and implement a Trusted Trader Scheme			N/A	N/A			Q2 23/24: Data only A report is being prepared for approval by Cabinet.	
PROSERVICE S.28	Number of Interventions carried out regarding Tobacco & nicotine containing products			16	5			Q2 23/24: Data only Five shops were visited this quarter in relation to the registration to sell vapes. Two have registered and three decided to stop selling. Vapes were seized from 2 shops this quarter.	
PROSERVICE S.29	Percentage of businesses registered for tobacco/vapes in Midlothian visited (quarterly)			11%	6%			Q2 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 visits this year. 8 visited this quarter, 24 so far this year. A total of 16.5%.	20%
PROSERVICE S.30	Percentage of businesses registered for tobacco/vapes in Midlothian where a test purchase was carried out (quarterly)			1.4%	0%			Q2 23/24: Off Target The target is 15 premises. Challenges in recruiting under-age volunteers has delayed progress on test purchasing. No visits were carried out this quarter, 2 so far this year. Total 1.4%.	10%

PI Code	PI	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			Annual Target 2023/24	
		Value	Value	Value	Value	Status	Short Trend		Note
PROSERVICE S.31	Number of Liquor Licencing applications received			0	122			Q2 23/24: Data only	
PROSERVICE S.32	Percentage of Liquor Licence applications determined			0%	99%			Q2 23/24: Data only	
PROSERVICE S.33	Percentage of Liquor Licence Applications referred to the Licensing Board			0%	1%			Q2 23/24: Data only	
PROSERVICE S.34	Number of Civic Government Licence applications			99	116			Q2 23/24: Data only	
PROSERVICE S.35	Percentage of Civic Government Licence applications determined			61%	65%			Q2 23/24: Data only	
PROSERVICE S.36	Percentage of Civic Government Act applications referred to the General Purposes Committee			1%	1%			Q2 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
PL.R.EH.01a Protective Services Budget	1. The TS service is being redesigned to ascertain what elements of work can be delivered with reduced FTE staffing. Some aspects will require to cease delivery and proactive inspections and engagement will require to reduce. 2. Enforcement and engagement is being targeted to the known highest risk matters but there is a significant risk that 1) not all high risk matters can be inspected or investigated and 2) those matters considered to be lower risk in 23/24 will become higher risk and remain unidentified and 3) that new emerging risks will remain undetected.	The 2023/24 budget requires a reduction (or ongoing income generation) of £90K. This savings is currently proposed against Trading Standards and can only be achieved through the reduction of staff FTE.		Clearly define the role of the Trading Standards service in the future	Q2 23/24: Engage with Team regarding Change programme and potential reduction is staffing.		20	Place Service
				Identify new income streams				

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
PL.R.EH.01c Duties as a Statutory Food Authority	1 Protective Service Business regulation Service review will seek to stabilise staffing and implementation.	<p>Currently we are not meeting our statutory duties in that not all duties required in terms of the Food Standards Scotland Agreement can be delivered.</p> <p>Ongoing (temporary) reduction in FTE due to long term staff absence x 2 means that the Team have limited resources. Intervention is currently being concentrated on OVC (Official Veterinary Controls) in food manufacturing businesses and inspection & intervention in the highest risk premises.</p> <p>A break in inspection and intervention means that food businesses compliance levels are likely to decrease which may in turn contribute to negative impact on health. An outbreak or incident may result in loss of reputation to the LA.</p> <p>An audit by FSS is unlikely to achieve favourable outcome.</p>		Engage with FSS (Food Standards Scotland) as the programme develops	Q2 23/24: The engagement date initially proposed by FSS (Food Standards Scotland) has been delayed. NFA until FSS are in a position to consult further.	 <p>Likelihood</p> <p>Impact</p>	16	Place Service
PL.R.EH.01f Environmental Crime including fly tipping cases	1. Pilot of enforcement of the Environmental Crime Strategy through an external contractor. This pilot has significant cost implications.	Environmental Crime including fly-tipping continues to cause a blight on our communities and enforcement has had limited success to date		Pilot utilising external contractor on a “self-funding” basis where FPN income is to equate (or exceed) costs.	<p>Q2 23/24: The WISE Pilot commenced on 17 July 2023.</p> <p>The pilot is generating some Fixed Penalty Notices but the numbers</p>	 <p>Likelihood</p> <p>Impact</p>	16	Place Service

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
					<p>issued are insufficient to cover the costs.</p> <p>The payment rate for FPNs is low and does not cover the Pilot costs.</p> <p>The majority of FPNs are being issued for littering (specifically cigarette butts) with very small numbers for flytipping / dog fouling.</p> <p>The staffing commitment from WISE has reduced with staff leaving and not being replaced to date.</p>			

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							
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							
C&L1	Corporate Indicator - NET Cost per attendance at Sports facilities (LGBF)	£3.97	£4.72	£3.65	£3.29	£94.22	£19.39		21/22 Rank 32 (Bottom Quartile) 20/21 Rank 27 (Bottom Quartile) 19/20 Rank 22 (Third Quartile) 18/19 Rank 26 (Bottom Quartile). 17/18 Rank 29 (Bottom Quartile). 16/17 Rank 23 (Third 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	
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		21/22 Rank 2 (Top Quartile) 20/21 Rank 4 (Top Quartile) 19/20 Rank 2 (Top Quartile) 18/19 Rank 4 (Top Quartile). 17/18 Rank 4 (Top Quartile). 16/17 Rank 4 (Top Quartile).
C&L5b	Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF)	78.33%	78.67%	84.67%	81.33%	83%	83%	83%	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). 15/16 Rank 29 (Bottom Quartile). 14/15 Rank 22 (Third Quartile).
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	74%	74.33%	70.87%	63.2%	60.2%	63%		20/21 Rank 30 (Bottom Quartile) 19/20 Rank 29 (Bottom Quartile) 18/19 Rank 18 (Third Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (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%		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		21/22 Rank 20 (Third Quartile) 20/21 Rank 27 (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	
									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		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).
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		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%		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%	99%	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).

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	
ECON9	Town Centre vacancy rates (LGBF)	5.7%	6.72%	7.48%	5.45%	5.1%	13.49%		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%		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			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%		21/22 Rank 7 (Top Quartile) 20/21 Rank 12 (Second Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 20 (Third Quartile). 16/17 Rank 9 (Second Quartile).
ECON12b	Claimant Count as % of 16-24 Population (LGBF)	2.8%	3.5%	3.5%	3.8%	8%	3.3%		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		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		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		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%		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).
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		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%	29%	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).

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	External Comparison
		Value							
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%	33%	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%	34%	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%		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).
ENV7a	Corporate Indicator - Percentage of Adults satisfied with refuse collection (LGBF)	86.67%	89.67%	87.1%	83.1%	80.1%	N/A	81%	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	56%	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%	21/22 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%		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							
CLIM1	CO2 emissions area wide per capita (LGBF)	5.2	5	4.74	4.54	4.1	4.52		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)	4.62	4.47	4.22	4.03	3.55	3.99		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).

Place Q2 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; Protective Services; and since September, Sport & Leisure.

Transformation Blueprint (2023-2028)

We are committed to building on the learning and new ways of working that were adopted during the pandemic 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 Medium-Term Financial Strategy.
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 that 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 24 October 2023.

Economic Development continues to promote the Midlothian Business Green Pledge. 66 businesses have committed to the Pledge with 15 of those signing up during quarter 2. The team continue to work with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding. This quarter an event was hosted during Scotland's Climate change week at the Energy Training Academy where Economic Development gave an overview of progress in supporting businesses to be greener and further promote Midlothian's Green Pledge.

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.
- prioritise areas for delivery, against national and local priorities.

A Local Heat & Energy Efficiency Strategy (LHEES) lead officer is now in post. Work is now progressing at pace to review the findings of the previously reported Stage 4 LHEES study, the outcome of which is confirmed as providing a good foundation for the remaining stages. The aim is to now have a draft LHEES strategy and delivery plan prepared for the end of the year. There has been positive and good engagement with internal stakeholders' business and community representatives, and regular engagement with Joint Venture Partners Midlothian Energy who will be an essential partner in delivering an effective and viable plan.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues this quarter with 8.61km of carriageway resurfaced, representing 1.23% of the total road network. Footpath resurfacing was brought back on target this quarter with 1.63km of footpaths resurfaced this year to date (representing 0.22% of the footpath network) compared to 0.26km of surfacing that took place in Q1. This quarter a total of 396.4 tonnes of material was used to fill potholes. 168.7 tonnes of material was used for temporary repairs and 227.7 tonnes for pothole pro permanent patching. The Pothole Pro project equated to 2,020m² of permanent patching, repairing 866 potholes.

Work continues with the lighting capital programme with 176 new lighting column replacements this quarter, representing 64% of our annual target now complete. A further 213 street lights were upgraded to LED lanterns to include a central management system for dimming.

Land and Countryside Services have been heavily involved in the Neighbourhood Services joint working project to make a visible change to the aesthetics of 16 villages across Midlothian. These have included Pathhead Leadburn, Fala, Howgate, Lasswade, Ford, Edgehead, Auchendinny, Newton village and Silverburn with works planned for Cousland, Carrington, Millerhill, Temple, Whitehill and Middleton.

Work continues on our parks and greenspaces with 30 improvements/new facilities completed up to the end of quarter 2 with a further 20 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 Millerhill Park loop path, Rosewell and Roslin Asphalt Pump Tracks, Cousland, Birkenside, Clarinda gardens and Ironmills play improvements. 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. Activities this quarter include, new bench installations, tree planting, fencing and ground works across Midlothian.

The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives and events. Grassland management, to increase pollinator species and carbon sequestration rates, was carried out at Vogrie, Roslin and Straiton Pond by volunteers cutting and lifting wildflower rich meadow areas. 'Vogrie Bioblitz' of the former golf course took place with partners and volunteer recorders to gather information on species as a benchmark for future management interventions in species diversity. Butterfly Surveys were carried out weekly from April to September by volunteers as part of national monitoring scheme. Work continues this quarter with the river Esk giant hogweed eradication project.

This year 3,300 volunteer hours were spent in countryside sites ensuring an attractive, safe and welcoming environment for all to enjoy. Volunteer numbers have increased significantly over the last few years, with a 20% increase in volunteer hours this quarter compared to the same period last year. Green flag status was awarded for Kings Park Dalkeith and Straiton pond. The awards for Countryside sites would not be possible without close partnership working between volunteers and their coordination by our Ranger service.

Public Health and Environmental Protection implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. This quarter the scheme was further publicised via our social media platforms to increase the number of applications by the 1st of October. 100 short term licence applications were received by the deadline, 77 of which were received this quarter.

The Environmental Crime Pilot team commenced in July 2023 with an increased emphasis on fly-tipping, littering and dog fouling. The year long pilot with a team of wardens has the power to issue statutory and fixed penalty notices between £80-£200 to offenders and report potential crimes to the procurator fiscal. 171 fixed penalty notices were issued this quarter with the vast majority in relation to littering.

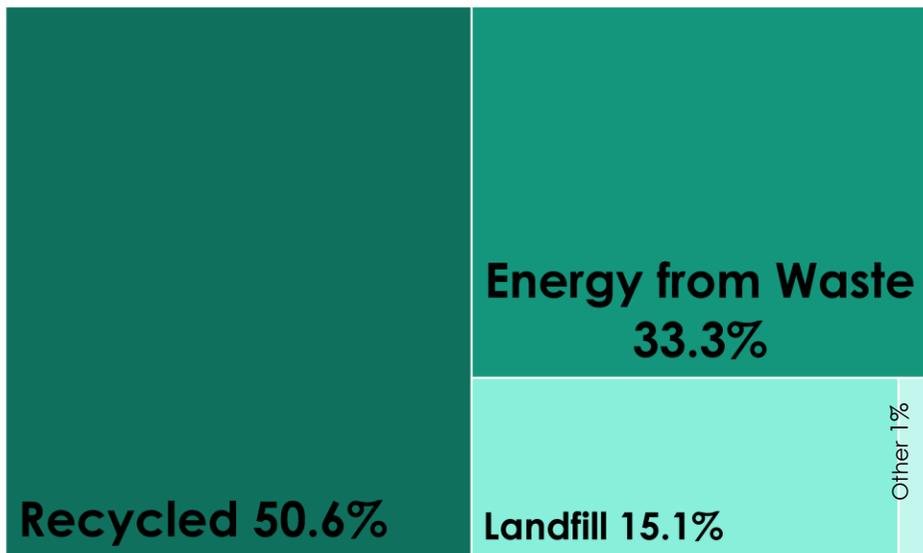
Our business regulations team was involved in the pilot of a whole systems approach to type II diabetes prevention in Mayfield, Easthouses, Woodburn and Dalkeith areas. An officer visited selected food businesses within these areas to encourage them to trial the free Food Standards Scotland Menucal tool. This tool provides information about the number of calories within the foods offered on their menu, to help customers to make informed choices. To date 3 of the 8 businesses have signed up to the pilot.

Further interventions took place this quarter, a business of concern who had applied for an animal welfare licence was referred to Police Scotland. Reports indicate the Police identified ongoing criminality at the address. As a result of a Dog control investigation an unlicensed business was identified to be reported to the Crown Office and Procurator Fiscal Service.

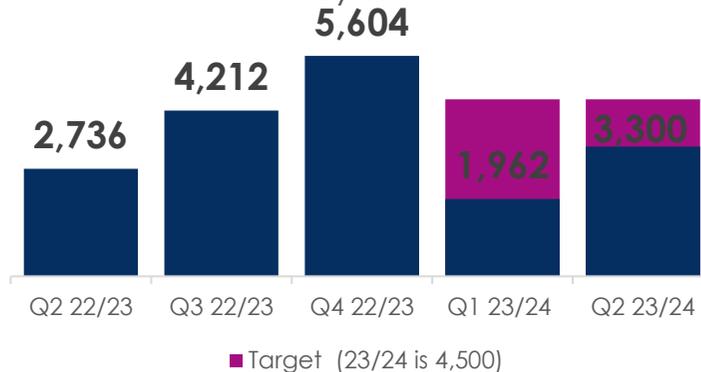
Trading Standards received 56 consumer complaints this quarter, 48 of which were completed. Completion is not fully within service control and is dependant on traders and complainants responding to investigations. 65 Trading Standards primary inspections took place this quarter including 25 under Animal Health and Welfare. This is an increase of 54% compared to this period last year. Compared to last quarter a marked decline in the number of illegal vapes being found for sale in the Midlothian area has been noted. It is possible, that following the seizure of approximately 1,400 disposable vapes from 6 shops in quarter 1, that illegal vapes are now less prevalent in Midlothian. This quarter 72 disposable vapes were seized. Vapes are seized due to contraventions of the safety law, mainly concerning the maximum quantity of nicotine.

Neighbourhood Services – performance

% OF ALL DISPOSED WASTE



Number of vounteer hours in countryside sites



2

Environmental Green flags awarded for Kings Park and Straiton pond.

30

park and greenspace improvements/new facilities complete up to Q2 out of 50 planned (9 complete this quarter)

Number of street lighting columns replaced



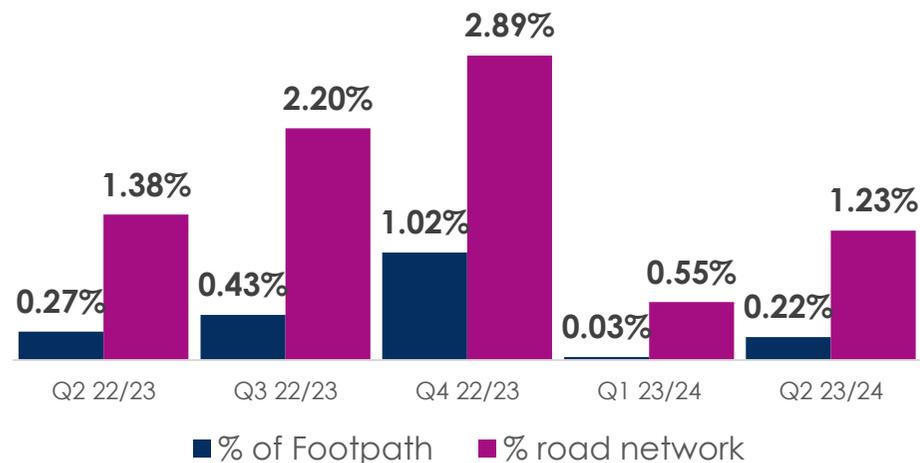
215 tonnes of carbon emissions saved from street lighting this quarter (Increase from 187 tonnes in Q1)

396 tonnes of material used to fill temporary and permanent potholes in Q2 (decrease from 417 tonnes in Q1)

2,020 m² of permanent patching achieved

866 potholes were permanently repaired in Q2

% of Roads and footpath resurfaced



Protective Services – performance

Food Standards

80% of food related service requests from mid residents and Businesses responded to with target of 5 working days.

86% of Priority 1 and 2 premises receiving completed food law intervention in line with the service plan

76 food law service requests received in Q2.

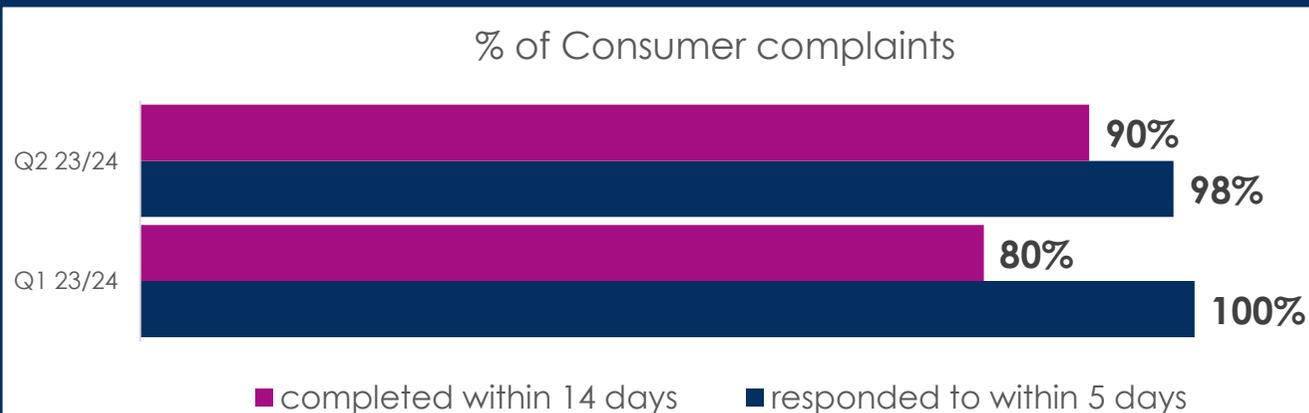
Public Health

278 Public Health service requests received from residents and businesses.

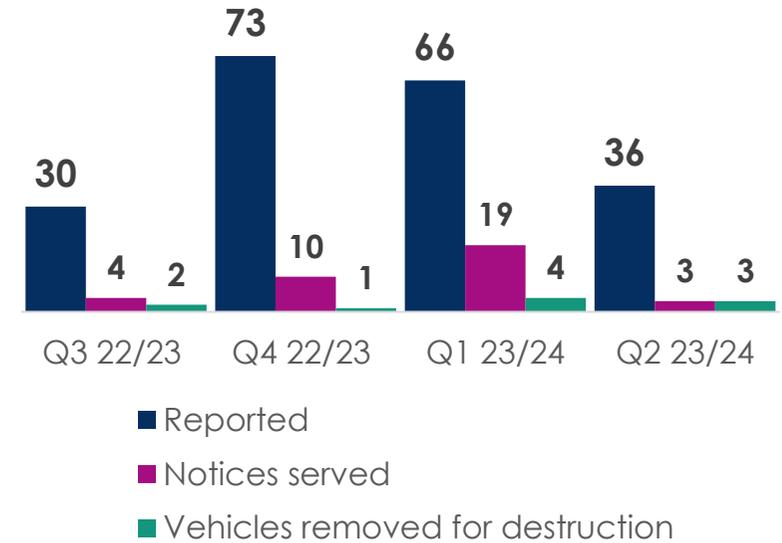
69% of public health complaints receiving first response within timescale

Trading Standards

56 consumer complaints received in Q2 (58 complaints in Q1)



Number of abandoned vehicles



6% of businesses registered for tobacco/vapes in Midlothian visited this quarter.

5 interventions carried out where products seized from 2 premises this quarter.

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. Our Rapid Rehousing Transition Plan is in its final year, this has brought significant change for homelessness over the last 4 years with ending the use of Bed and Breakfast type accommodation and developing better quality temporary accommodation, developing nomination agreements for people experiencing domestic abuse, and leaving the armed forces to enable access to permanent housing, preventing the need for a homeless assessment. Midlothian Council also adopted a model of Housing First which finds suitable properties before inviting nominations from a multi-disciplinary core group.

There continues to be a significant demand placed on homeless and temporary accommodation services, alongside the increase in energy, food and fuel costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan. Homelessness is not inevitable and can often be prevented. Our refreshed vision for the service is that individuals and families will be able to access housing that is affordable and of good quality in sustainable communities. Housing Services are currently exploring a new approach to deliver services and are trialling new team set ups consisting of a community housing team, aiming to ensure every tenant and resident has their individual needs and rights recognised and is treated fairly with respect to enable tenancy sustainment. A core housing team, improving quality and turnaround of our properties, ensuring residents are informed of housing options and homeless applicants are provided temporary accommodation and a Homelessness team focused on preventing and supporting homelessness.

The number of homeless cases provided with advice and assistance this quarter was 509 and prevented from homeless was 171. We continue to promote this service to ensure early successful intervention when possible. This represents a 141% increase in advice and assistance compared to the same period last year.

There were 5,251 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 39 and 58 made to homeless applicants.

The length of time homeless applicants waited until receiving a permanent housing outcome remains the same as last quarter at 58 weeks showing a continued downward trend from 121 weeks at the same period last year.

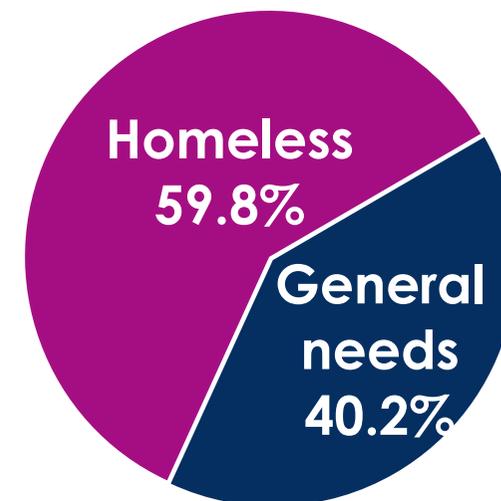
Housing – performance

5,251 applicants on housing waiting list (General needs and Homeless) (increase from 4,714 in Q1)

33 Lets to new build and open market purchases (decrease from 41 in Q1)

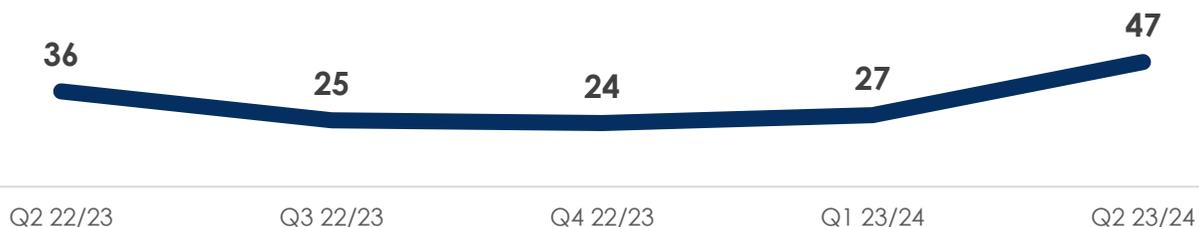
4 Lets to Housing First applicants. (3 in Q1)

97 housing lets in Q2.

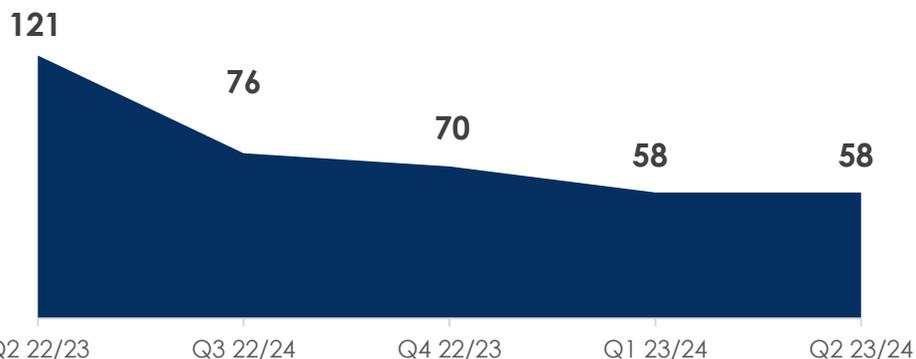


% of lets made to applicants

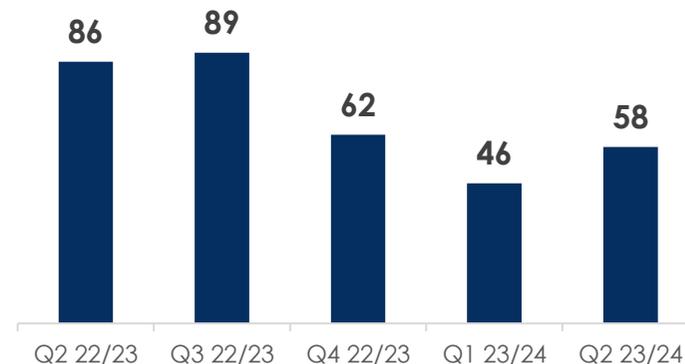
Time taken to re-let permanent accommodation properties (calendar days)



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



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



86.7% of Homeless applicants sustaining a permanent tenancy after 1 year

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



18.00 days

Average time taken to complete non-emergency repairs (decrease from 19.37 days in Q1)

17 hours

Average time taken to complete emergency repairs (decrease from 24.65 hours in Q1)

% 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.

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. Work is ongoing to refresh the Economic Strategy and will 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). The team 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, a further 8 new Midlothian businesses were registered with the Supplier Development, with 16 signed up in quarter 1, this is a significant increase compared to a total of 20 during 22/23. The increase could be attributed to local engagement through targeted promotion of meet the buyer events. A digital meet the buyer event was held in July in conjunction with FES who were awarded the Shawfair low carbon district heating system project in partnership with Midlothian Energy Ltd. Not all who registered attended so the team worked with FES to create messaging for direct and online promotion inviting specific business types to contact them directly to be added to their supply chain for the District Heating Network and future projects.

Linking into local procurement and locally led economic development, the team continue to work with the local business base to develop locality based and thematic business associations. Dalkeith Means Business and Rosemains Steading are now legal entities, Gorebridge and Penicuik are still in the development phase. Midlothian's Wellbeing Business Association is formally constituted and has had several meetings with members to include economic development support.

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. 12 third sector organisations/enterprises were supported this quarter, one business claimed as a start-up. These organisations are a mix of existing third sector organisations, new business associations, and existing social enterprises with growth aspirations.

The total number of new Business start-ups this quarter was 32. This should realise a forecasted creation of 40 jobs and an estimated contribution of £1.46M to the Midlothian economy in their first year of trading.

56 '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 held 5 'Meet the Adviser' sessions at libraries across Midlothian (Dalkeith, Gorebridge, Lasswade, Penicuik, Danderhall) during August and September. The sessions were published across our digital channels and in the libraires and supporting agencies via posters to encourage local residents that may be considering setting up businesses to engage with the service. Client feedback was that it is difficult to take time out of existing business or from work in the case of early-stage start-ups to attend these sessions in person and the preference is to meet on digital platforms going forward to negate travel time and have more flexibility in timing.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 32 property enquires received via the site during Q2, all enquirers contacted by Business Gateway advisors to offer wider support.

Our Estates team have had continued success in managing our PIA estate including the letting of an industrial unit in Mayfield. The lettings of two retail units on Buccleuch Street, which are due for completion at the end of October 2023, have entered into the negotiation stage with two prospective parties. Surveys have been concluded in relation to potential presence of Reinforced Autoclaved Aerated Concrete (RAAC) in our Schools. All schools within the at-risk date range of 1930-2000 have been surveyed by consultant engineers who have confirmed that RAAC is not present. An assessment of the Housing stock also found no RAAC. The Non-Housing stock condition surveys continue to be progressed in line with allocated budget and agreed timelines.

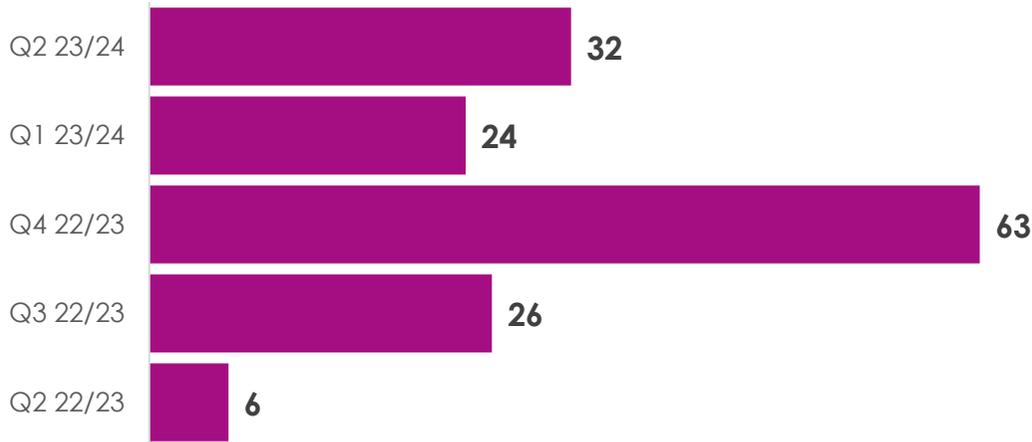
Following the adoption of the National Planning Framework No.4, this quarter, the planning service has formally commenced its review of the Council's adopted spatial strategy, the Midlothian Local Development Plan 2. The first phase consists of engagement with community groups, key agencies, the development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

At its meeting in September 2023 the Planning Committee determined to refer two cases, one regarding an unauthorised advertisement on land adjoining the A68 Slip Road/A720 City Bypass and the second regarding the erection of an unauthorised dwellinghouse at 10 Kirkhill Terrace, Gorebridge, to the Crown Office and Procurator Fiscal Service for prosecutorial action.

The percentage of Secondary school meal uptake has increased considerably this quarter from 20.36% in quarter 1 to 45.71% in quarter 2, this is due to changes made to the menu offered to secondary schools to attract pupils back into the dining room.

Planning, Sustainable Growth & Investment-performance

Number of new Business starts ups



Social media

1,545 Locate in Midlothian followers.

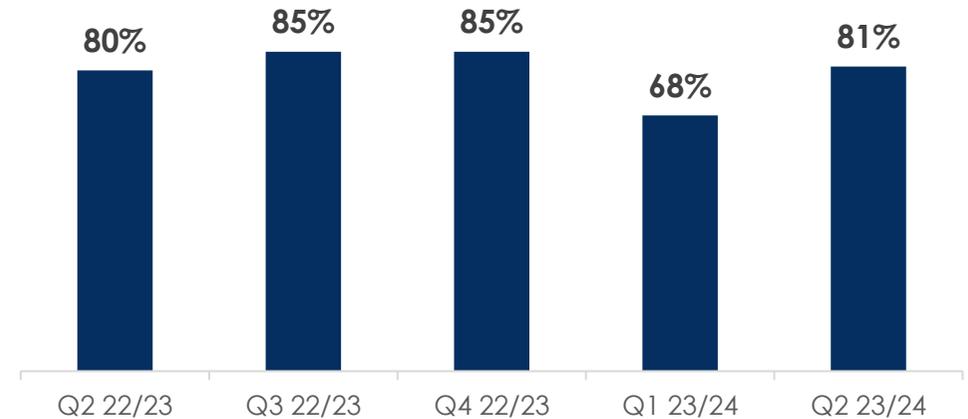
1,994 Business Gateway followers

15 Businesses signed up to the **Midlothian Business Green Pledge** in Q2 (increase from 3 in Q1)

12 Social enterprises supported in Q2 (decrease from 15 in Q1)

56 'Planning to Start' enquires/submissions in Q2 (increase from 44 in Q1)

% of planning applications completed within target of 80%



40.4 weeks -Average time to determine planning applications for **major** developments

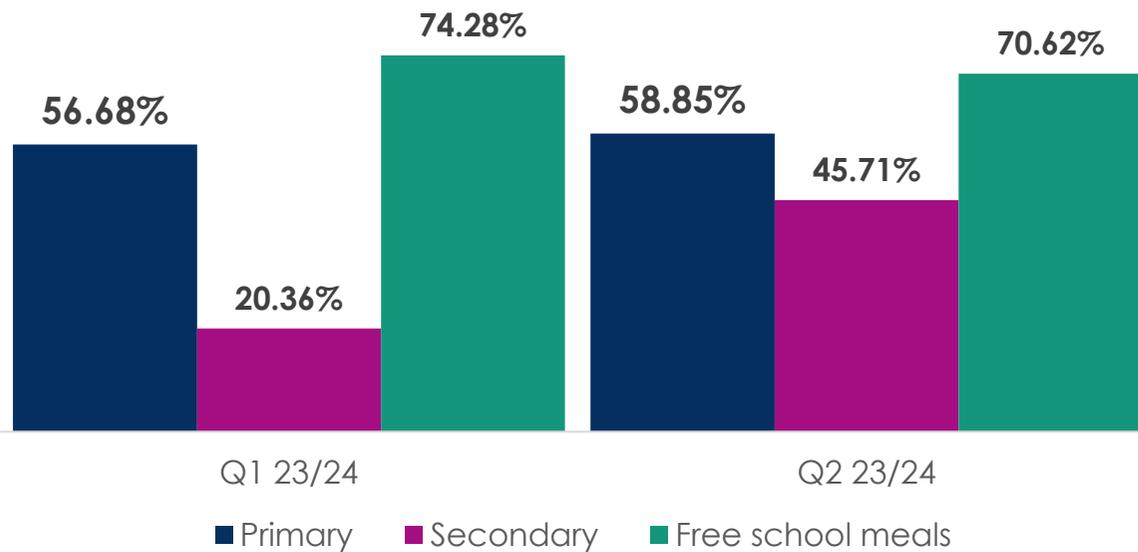
(Decrease from **102.4** weeks in Q1)

8.5 weeks

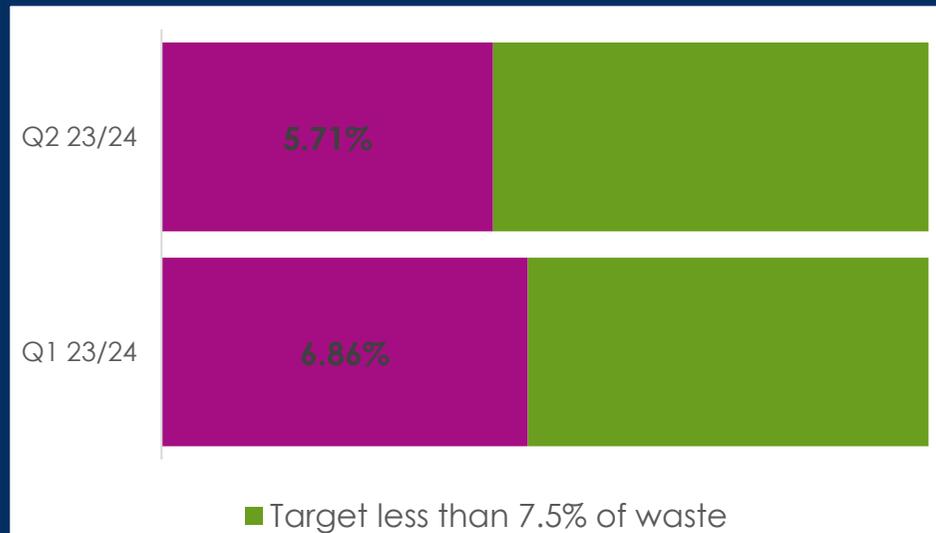
Average time to determine planning applications for **minor** developments.

Property and Facilities – performance

% of school meal uptake



Percentage of school meal food waste

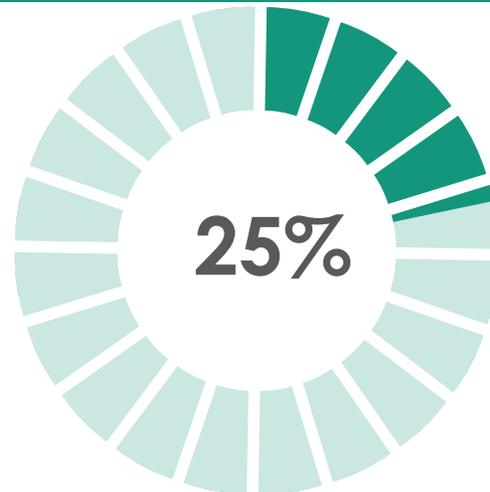


7.27 nursery and primary meals prepared per hour (increase from 7.13 in Q1)

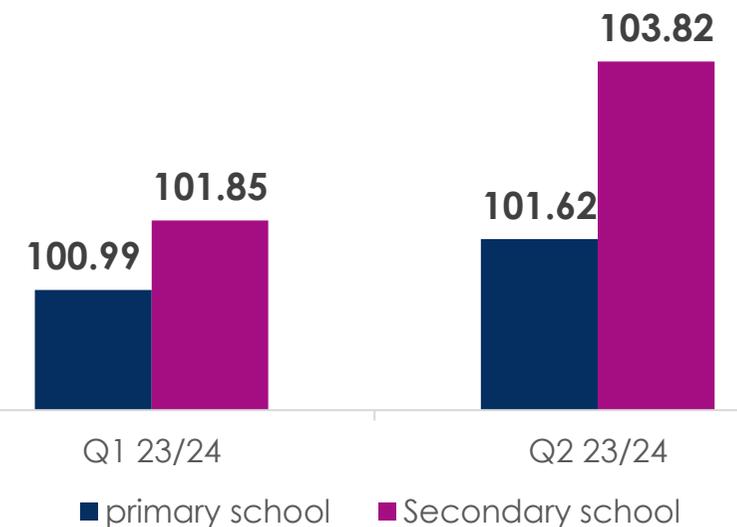
TARGET: APSE national average 8.84 meals prepared per hour

8.46 Secondary school meals prepared per hour (increase from 4.33 in Q1)

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



Percentage of cleaning hours against budgeted hours achieved



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 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 645 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.

In recent Census results, Midlothian is projected to have the highest percentage change in population size of all mainland council areas in Scotland with an increase of 16%. 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. Place Services 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

A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Quarter 2 - Place -



Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	History
BS.PLACE.HSN.01 Re-let time permanent accommodation properties (calendar days)		47 days	35 days	
BS.PLACE.P.5.2b Percentage of the Council's housing stock meeting the 'Modern fa...		98.4%	100%	
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		34.3%	100%	
HSN4b Average time taken to complete non-emergency repairs (LGBF)		18.00 days	7.00 days	
HSN5 Corporate Indicator - Percentage of council dwellings that are energy efficient ...		85.7%	100.0%	
PLACE.MPI.01 Performance against revenue budget		£44.751m	£41.598m	
PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		85%	90%	
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		86.24%	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.PFM.17 Number of secondary school meals prepared per hour (APSE)		8.46	8.84	
PLACE.PFM.18 Number of nursery and primary meals prepared per hour (APSE)		7.27	8.84	
PLACE.PFM.21 Percentage of free school meal uptake (P1-P5)		70.62%	77.57%	
PLACE.SPSO.04.2 Average time in working days to respond to complaints at stage 2		37.481	20	
PLACE.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		14.81%	95%	

← 1 of 2 →