



Midlothian Council  
Annual Performance Report  
**2022/23**

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[www.midlothian.gov.uk/performance](http://www.midlothian.gov.uk/performance)

# Single Midlothian Plan Vision:

By working together as a Community Planning Partnership, individuals and communities will be able to lead healthier, safer, and greener lives by 2030.

No child or household need live in poverty.

Midlothian will be a Great Green Place to Grow by achieving our net zero carbon ambitions and supporting local people to strengthen the skills they need for learning, life, and work.

We are focussing on our new **Single Midlothian Plan** to reduce the impact of poverty on our most vulnerable.

Midlothian's Child Poverty report 2020 set out Midlothian's commitment to eradicating child poverty by 2030.

The three drivers for achieving this are:

- reduce the cost of living
- increase income from employment
- and increase income from social security and benefits in kind

We are also committed to improving health outcomes by working with partners to develop and maintain services close to home that support the needs of local people.

The Climate Emergency Group's values are to get to net zero equitably, considering different people and communities' capacities and abilities to get there. Scotland's national target is to be Net Zero by 2045. Following the motion to Council in 2019, in January 2020 the Community Planning Partnership (CPP) agreed to make meeting the Climate Emergency target of 'Reducing Midlothian Carbon emissions to net zero by 2030' a priority in its shared partnership work.

Whilst a full update for the performance for each of the Council's Service areas is published separately, this report reflects an overview of the key service updates, against the thematic areas of the Single Midlothian Plan.

## The top three priorities for 2022-23 are:

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

The **Single Midlothian Plan** incorporates five overarching themes which support the achievement of outcomes. This thematic approach is used for quarterly reporting. The themes are as follows:



### **Adult Health and Social Care**

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



### **Community Safety and Justice**

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



### **Getting it Right for Every Child**

Improving outcomes for children, young people and their families.



### **Improving Opportunities for Midlothian**

Creating opportunities for all and reducing inequalities.



### **Sustainable Growth in Midlothian**

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

# SINGLE MIDLOTHIAN PLAN THEMES

## Adult, Health and Social Care

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

#### HSCP COVID-19 Response

The Health and Social Care Partnership, its partners and the communities it services continued to be impacted by the ongoing effects of the COVID19 pandemic. A spike in infections over the winter months coupled with Influenza cases caused significant pressure on our workforce due to absences. The Health and Social Care Partnership maintained delivery of services and continued to work with its partners to ensure resources are managed and deployed to cover staff absences where needed. The partnership continued to deliver the vaccination programme across sites in Midlothian. Midlothian Community Hospital have seen a return in face-to-face outpatient clinics. Guidance around PPE was further relaxed and there was an indication from the World Health Organisation (WHO) that, “with great hope”, the pandemic was at an end.

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

In order to meet the legal requirements of the Public Bodies (Joint Working) (Scotland) Act 2014, the HSCP was required to develop, consult on, and publish a new 3 year Strategic Plan in 2022. The new Strategic Plan for 2022-25 was published in April 2022

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



#### Outcomes in 2022-23 included:

1,146

People referred to the Wellbeing Service across all 12 GP practices.

13 weeks

is the average wait time for occupational therapy services.

122

completed Adult Carer Support plans were supported by the HSCP.

686

completed Adult Carer Support plans were supported by VOCAL.

20

individuals receiving Mental Health support from the HSCP through housing first model.

234

Activities including online/outdoor publicised in British Red Cross monthly Community Calendar.

29

people with mental health issues are in employment or education following specialist support.

644

weight management programmes were delivered to help address and prevent obesity and type 2 diabetes.

48

new build Extra Care units (including 1 bariatric unit) at Newmills Road, Dalkeith were opened and actively used.

# Community Safety and Justice

**Justice:** The Justice Team have continued to deliver a range of interventions that fulfil our statutory requirements, despite managing a number of vacancies throughout the year. This has included making progress to implement the national outcomes outlined in the Scottish Government's **Vision for Justice in Scotland**. To ensure that we are able to provide early interventions at the Court stage we continued to liaise with colleagues locally and nationally to enable us to offer and provide a range of bail services to those residents in Midlothian.

**Substance Misuse:** Key services based in Number 11 in Dalkeith continued to provide services including outreach treatment, injecting equipment provision (IEP), Naloxone, and information/advice. Currently, there are challenges with recruitment. However, the Midlothian Substance Use Service continues to support and treat those individuals who are most at risk. This includes the provision of Buvidal (an injectable form of Buprenorphine).

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



# Getting it Right for Every Child (GIRFEC)

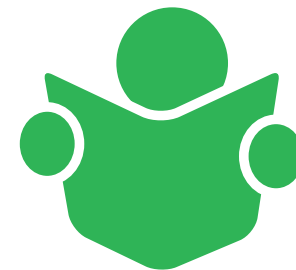
## Improving outcomes for children, young people and their families

The Getting It Right for Every Child Board (GIRFEC) is one of the main drivers for the effective delivery of services to children. The GIRFEC Plan also known as the Integrated Children's Service Plan 2020-2023, is a statutory 3-year plan devised by the local authority and health. The plan develops key outcomes and priority actions which are designed to improve the lives of children, young people and families.

**The GIRFEC outcomes for the final year of the 3-year plan for 2022-23 are:**

- More children and young people are safe, healthy and resilient
- More children and young people receive timely and effective mental health support when they need it
- Inequalities in learning are reduced

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



# Single Plan Priority - Reducing the gap in learning outcomes

## Priority 1 - Attainment and Achievement

### 1.1 Improve attainment within the Broad General education (BGE) stages:

Trend Data and Targets

	2017	2018	2019	2021	2022	Ave. (17-19)	Target
Pr Literacy	62.25%	74.68%	72.76%	65.75%	68.20%	68.86%	71.5%
Pr Numeracy	71.14%	79.63%	77.77%	72.80%	76.05%	75.34%	72.0%
S3 Literacy	76.73%	80.25%	86.80%	not collected	80.70%	69.90%	88.0%
S3 Numeracy	88.81%	87.68%	89.56%	not collected	88.50%	88.68%	90.5%

### 1.2 - Improve attainment within the senior phase by maximising opportunities through curriculum planning, consortium arrangements and partnership delivery, including addressing the ASN Senior Phase Gap

Trend Data and Targets for School Leavers

	2018	2019	2020	2021	Ave.	Target
Lit & Num SCQF Level 4	88.93%	89.45%	90.48%	89.85%	89.93%	TBC
Lit & Num SCQF Level 5	66.33%	63.76%	65.12%	66.36%	65.08%	TBC
1+ @ Level 4	97.23%	96.67%	97.17%	95.44%	96.84%	96.0%
1+ @ Level 5	85.49%	86.01%	84.43%	84.72%	85.56%	86.0%
1+ @ Level 6	60.58%	56.08%	60.62%	59.98%	59.19%	60.0%
5@ Lv 5	60.58%	58.37%	63.45%	63.17%	60.86%	65.0%
3@ Lv 6	46.62%	42.89%	49.94%	47.66%	46.09%	50.0%
5@ Lv 6	32.56%	30.05%	36.94%	33.98%	32.33%	35.0%

### 1.3 Reduce the attainment gap between the most and least deprived children, including care-experienced children.

#### Trend Data and Targets

	2018	2019	2020	2021	2022	Ave.	Target
Pr Literacy – GAP FSM vs. No FSM	22.47%	29.35%	not collected	32.24%	26.83%	28.17% <sup>a</sup>	22%
Pr Numeracy – GAP FSM vs. No FSM	20.69%	22.69%	not collected	27.98%	24.29%	23.82% <sup>a</sup>	20%
S3 Literacy – GAP FSM vs. No FSM	22.57%	22.83%	not collected	not collected	28.88%	22.94% <sup>b</sup>	17%
S3 Numeracy – GAP FSM vs. No FSM	12.04%	21.27%	not collected	not collected	22.19%	16.35% <sup>b</sup>	17%
1+ @ Level 4 – GAP FSM vs. No FSM		4.9%	2.0%	3.2%	0.9%	3.4%	2.5%
1+ @ Level 5 – GAP FSM vs. No FSM		23.6%	25.2%	19.8%	23.1%	22.9%	19%
1+ @ Level 6 – GAP FSM vs. No FSM		30.7%	32.0%	35.0%	41.4%	32.6%	30%

<sup>a</sup> Ave. is calculated from 2017-2021; <sup>b</sup> Ave. is calculated from 2017-2019

### 1.4 Improved outcomes for vulnerable children and young people, and for those experiencing barriers to learning

#### Trend Data and Targets

	2018	2019	2020	2021	Ave.	Target
Pr Literacy - LAC/ASN Pupils <sup>a</sup>	55.58%	53.26%	not collected	43.66%	47.61% <sup>a</sup>	53%
Pr Numeracy - LAC/ASN Pupils <sup>a</sup>	61.48%	58.64%	not collected	52.18%	55.42% <sup>a</sup>	58%
S3 Literacy - LAC/ASN Pupils <sup>a</sup>	68.66%	87.67%	not collected	not collected	78.17% <sup>b</sup>	78%
S3 Numeracy - LAC/ASN Pupils <sup>a</sup>	72.64%	68.32%	not collected	not collected	72.77% <sup>b</sup>	72%
1+ @ Level 4 - LAC/ASN Pupils <sup>a</sup>	91.79%	91.21%	92.95%	89.34%	91.32%	91%
1+ @ Level 5 - LAC/ASN Pupils <sup>a</sup>	63.43%	69.23%	69.80%	67.44%	67.47%	69%
1+ @ Level 6 - LAC/ASN Pupils <sup>a</sup>	32.09%	32.60%	43.96%	39.77%	37.10%	40%

<sup>a</sup> This contains pupils that are either LAC or ASN. Note that due to the small numbers in these categories the % can fluctuate quite significantly.



# Single Plan Priority - Reducing the gap in health outcomes

## Priority 2: Included, Involved and Engaged: Wellbeing & Equity

### 2.1 Improve Equity and Inclusion

#### Trend Data and Targets

	2018/19	2019/20	2020/21	2021/22	Ave.	Target
Pr Attendance Rate	94.43%	94.70%	94.04%	95.06%	94.56%	95%
Sec Attendance Rate	89.18%	89.20%	89.37%	90.99%	89.69%	91.5%

## Priority 3: Self-improving Systems

### 3.1 Leaders at all levels work together within an empowered system to improve outcomes for children, young people and families

Key actions include: Comprehensive professional learning opportunities to improve quality of leadership at all levels, including leadership of learning; Deliver a minimum data set and support data literacy to improve self-evaluation through leadership professional learning and data champions.

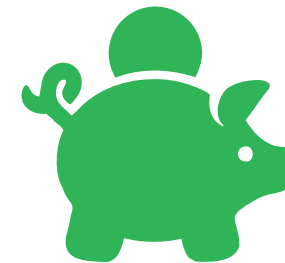
# Single Plan Priority - Reducing the gap in economic circumstances

## Priority 4: Life-Long Learning and Career-Ready Employability

### 4.1 Children and young people are well prepared for the world of work

Key actions include: Analyse opportunity data to inform which careers offer the best opportunities for Midlothian's CYP over the next 10 years; Embed My World of Work (MWoW) into the curriculum of every school; Further develop bespoke Skills Development Scotland tutor and mentoring support for senior phase secondary students.

# Improving Opportunities Midlothian – Achievements



## Our Customers

- Our customers have a choice in the way Council services are accessed and provided
- Channel-shift has increased by the adoption of new digital tools and automated practices
- Delivery of customer service excellence to our communities

The **Customer Service Strategy** defines the key drivers that will enable Midlothian Council to deliver a high level of service to our communities. It outlines the commitment to provide choice to the customer in the way services are accessed and provided. This includes innovation, partnership working and optimising the use of technology within resource constraints. The strategy will help us to change the way we deliver services utilising the latest technologies and linking to national frameworks.

As one of the fastest growing areas in Scotland, the Council cannot support more customers using the current resources, systems and processes. This means that the adoption of digital and automated processes will be key to continuing to provide a seamless customer journey, satisfying enquiries at the first point of contact and meeting increased demand.

Customer self-service and new automated processes can help deliver some key services without customers dealing directly with a member of staff and could truly transform the way the Council deliver services. Increasing the pace of digital transformation, particularly in front-facing customer services, is a corporate priority.

## Key highlights

Work continues on implementing the Customer Services Platform (CSP) for Midlothian Council. This year saw the launch of the FOI/EIR module which introduced a new public FOI disclosure log, in addition to the Council's Publication scheme, making more information easily accessible to members of the public.

The Registrars module launched, allowing customers to request and pay for replacement birth, death and marriage certificates online. The customer feedback module is complete and will be launched in 2023/24.

Other modules in progress are missed refuse bins, assisted collections, additional recycling containers, bulky uplifts and Subject Access Requests. These are all in either design, configuration, build or test phases prior to launch. A further 20 modules were identified for implementation in the first half of 2023. These include civic licence applications and environmental health service requests.

CSP is crucial to the way the Council transforms the customer experience through redesigning key services that will improve the end to end customer journey.

**“Creating opportunities for all and reducing inequalities”**



In support of the cost-of-living crisis, this year, the Council established four 'Warm and Well' hubs in the Lasswade, Newbattle, Danderhall and Loanhead libraries, as safe and warm spaces that all Midlothian citizens can access. The hubs provide free hot food and drinks, the opportunity to socialise with others and access free wifi to work, study, as well as enjoy books, jigsaws and games.

Library Services remain busy with the majority of activities and events, which had been suspended due to the pandemic having resumed. Various activities have taken place across the year including;

**51**

Book Week Scotland 2022 events took place in libraries with almost 2000 people attending.

**383,702**

Physical Library visits this year. A significant increase on 156,250 for 21/22.

**45%**

increase on overall, library visits compared to last year.

# Sustainable Growth – Achievements



*“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.”*

Over recent years, innovative ways of working have been introduced and services adapted at pace to respond to the needs of our citizens, in particular those experiencing the greatest levels of poverty and inequality. This has resulted in a complete transformation of how the Council works. Our services are continuing to build on this learning moving forward, harnessing the energy, flexibility and creativity demonstrated by our workforce, to embed a culture of continuous improvement and innovation.

Hub and Spoke, one of Midlothian’s key drivers for change, will see a Locality approach to service delivery adopted, developed in conjunction with community planning partners. The opportunity to review and redesign services that the pandemic has provided will result in a more efficient and effective operation of sites within local communities. This will improve service delivery and ensure better outcomes for local communities. The continued rollout of enhanced ICT capabilities will strengthen cross service working, produce resource efficiencies and support the localisation of services.

## Planning and Economy

We continue to promote localised procurement with clients, encouraging registration with the Supplier Development Programme, Public Contract Scotland (PCS) and the social enterprise model to clients where their plans, objectives and values align to the model. Contributing to Community Wealth Building objectives, we continue to support the projects from Social Enterprise Conversation sessions as they develop. The “Newtongrange Development Trust and a Social Entrepreneur” session was held and two Social Enterprise Conversations were held in Bonnyrigg and Roslin (and surrounding areas).

This reflects the continued and focused activity of our dedicated Start Up Adviser and broader economic trends including: Part time work sufficient before but not during cost of living crisis.; Developing “side hustles” in order to create additional income to cover gaps in earnings, whilst remaining in employment; Redundancies or threat of job loss motivating clients to investigate self-employment.

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

**118**

Was the total number of **Business start-ups** this year.

**85%**

of planning applications were within target of 80% (within 2 months for a local application and 4 months for a major application)

## Procurement

The procurement function has a central role in supporting the Council to achieve its strategic priorities within a constrained financial envelope. Procurement allows the Council to repurpose its spending power to drive our key strategic priorities and to secure the best possible value and outcomes for Midlothian. Effective procurement can maximise the value of every pound spent in terms of jobs, skills and supply chain opportunities in the local community.

## Capital Strategy

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.

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 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.



## Housing

With the change in The Homeless Persons (Unsuitable Accommodation - Scotland) Amendment Order 2020, we have transformed temporary accommodation in Midlothian, so no children will be in a B&B, hotel or hostel accommodation for more than 7 days. On 29 November 2022, the Homeless Persons (Suspension of Referrals between Local Authorities - Scotland) Order 2022 came into force. This gives people in housing crisis the freedom to settle where they choose with access to the support they need, and aims to help them integrate more fully into the local community and to reduce repeat homelessness.

The new hostel accommodation at Jarnac Court was opened providing both accommodation and support to our applicants. This newly refurbished site has 22 rooms for temporary accommodation for our homeless customers.

Work continues as part of the resettlement schemes to support and provide routes for people who may be fleeing conflict from a range of different countries.

**13.79%**  
of procurement  
was spent on local  
enterprises.

**4,612**  
active housing  
applicants  
were placed on the  
Common Housing  
Register

**184**  
lets made to  
the general needs  
applicants this year  
and 291 made to  
homeless applicants.

**322**  
allocated rooms  
or properties  
for those in need  
of temporary  
accommodation.

**22**  
open market  
properties were  
purchased by us  
this year, and  
we progressed 31  
mutual exchanges.

**24**  
days re-let time  
for permanent  
properties.  
Decreased from  
45 days at the  
start of the year

**70**  
weeks wait for  
homeless applicants  
until receiving a  
permanent housing  
outcome. Decreased  
from 106 weeks at  
the start of the year.

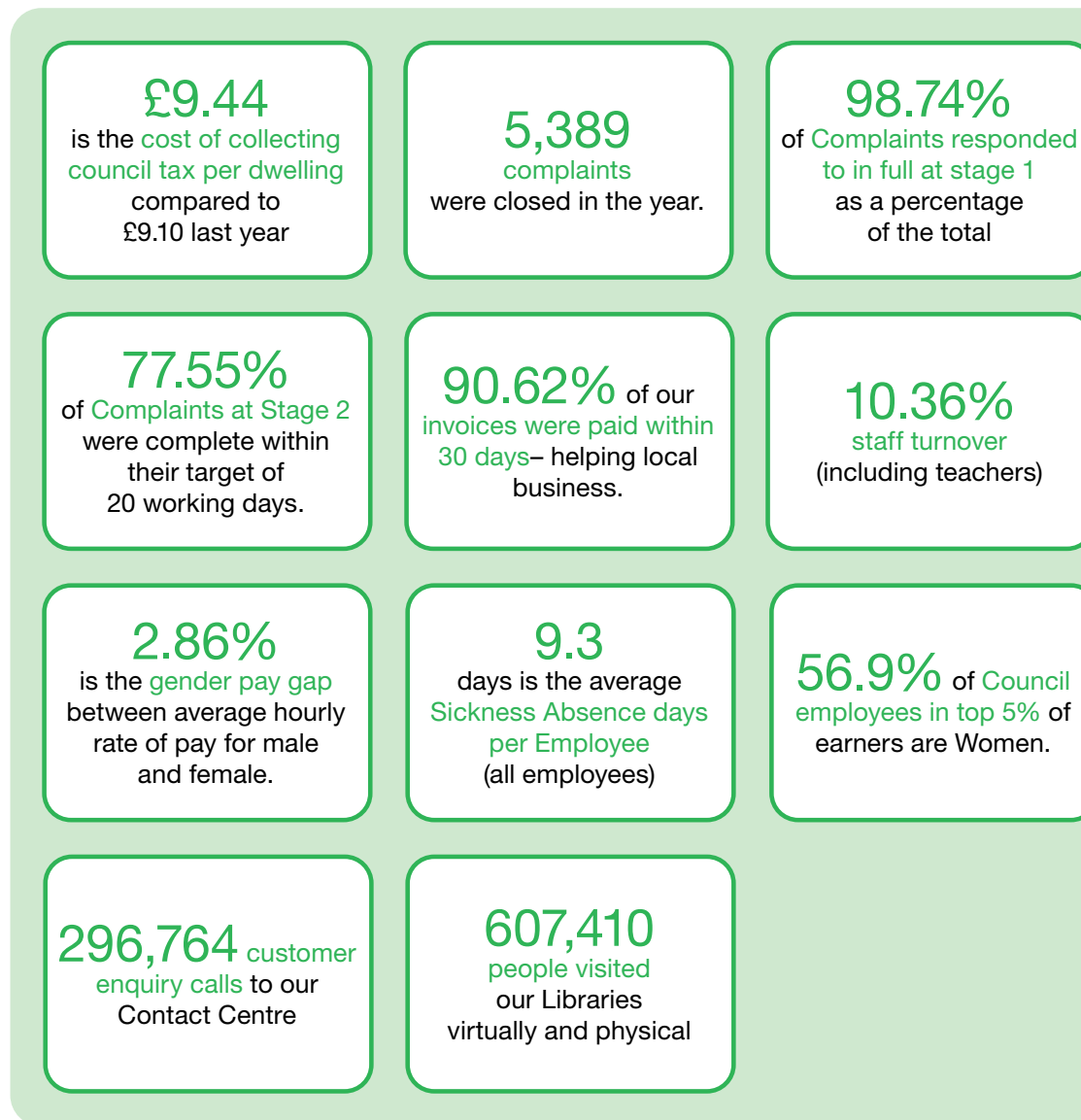


# Other areas of interest

## Growing Council

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

This brings the opportunity to support the Council vision of being 'A Great Place to Grow'. The extensive capital programme, totalling £0.8bn, delivers new schools, a record investment in council housing, improved community infrastructure, investment in the local transport network and in innovative developments such as the low carbon heat network in Shawfair.



## Local Government Benchmarking Framework (LGBF)

Comparing performance, or benchmarking, allows us to compare our performance with other local authorities so that we can identify best practice, learn from each other, and improve what we do. We do this through the [Local Government Benchmarking Framework \(LGBF\)](#). The framework is a set of performance indicators developed for Scottish councils to compare performance and encourage shared learning and continuous improvement. Information on our performance in the LGBF Framework nationally and against similar councils is available via the [Local Government Benchmarking Framework Dashboard](#).

## Your feedback counts

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

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

Visit: [www.midlothian.gov.uk](http://www.midlothian.gov.uk)

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## COMMUNICATING CLEARLY

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

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

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

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

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

Contact 0131 270 7500 or email:  
communications@midlothian.gov.uk