

Place – Q3 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 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 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.

Economic Development continues to promote the Midlothian Business Green Pledge. 82 businesses have committed to the Pledge with 16 of those signing up during quarter 3. 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.

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 was recruited and work has progressed at pace to review the findings of the previously reported Stage 4 LHEES study, the outcome of which has provided a good foundation for the remaining stages. This quarter the draft LHEES strategy and implementation plan was prepared. 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 draft strategy and plan has also been circulated to officers and the Scottish Governments review consultants.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues this quarter with 12km of carriageway resurfaced this year to date (representing 1.72% of the total road network). 3.82km of carriageway surfacing took place in Q1 and 4.79km in Q2. Footpath resurfacing was brought back on target last quarter and continues to accelerate with 3.13km of footpaths resurfaced this year to date (representing 0.44% of the footpath network). 0.2km of surfacing took place in Q1 and 1.44km in Q2. A total of 15.13km of surfacing across roads and footpaths has taken place this year to date. This quarter a total of 433.66 tonnes of material was used to fill potholes. 161.58 tonnes of material was used for temporary repairs and 272.08 tonnes for pothole pro permanent patching. The Pothole Pro project equated to 2,514m² of permanent patching, repairing 843 potholes this quarter. Our Roads and Transportation services received a "well managed" annual performance rating from the Scottish Road Works Commissioner for the coordination of all road works on the Council's public network during 2022/23. The service have achieved this top rating for a third year in a row.

The street lighting capital programme is complete ahead of plan this year with 751 of a targeted 752 new lighting column replacements up

to the end of this quarter with 1 unit outstanding due to site complications. A further 446 street lights were upgraded to LED lanterns to include a central management system for dimming.

This quarter, new waste service standards and waste collection policies were approved by Council. The development of these policies will ensure services operate transparently and fairly, encouraging householder participation, maximise the quality and quantity of materials collected for recycling and improve operational efficiencies. Work is being undertaken to communicate changes to our customers via our website pages and other promotional activities. Going forward, monitoring these standards will help us communicate more effectively with our customer when complaints arise, giving a clear understanding of the levels of service that can be expected. In addition, £2.2m was awarded from the Scottish Government's Recycling Improvement Fund which allow the Council to fully transition existing waste and recycling collection services to meet the recommendations in the Charter for Household Waste Recycling.

Work continues on our parks and greenspaces with 57 improvements or new facilities completed up to the end of quarter 3. 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, Auld Gala Park, Kings Park miners memorial and Kaimes View. Play improvements are progressing across Midlothian with Arniston Park, Cowden Park and Cockpen View play areas completed this quarter. Utilising the Nature Restoration fund from the Scottish Government, Butterfly and Bee happy mixes of Bulbs and wild flowers were planted at some of our prominent roundabouts and in our parks. 20 locations were planted with 1,184,670 bulbs.

The Ranger Service completed countryside site tree surveys to include identification of dangerous and high priority trees for treatment, held environmental learning sessions with the 'Early Learning' outdoor nursery at Vogrie and delivered the Midlothian Outdoor Festival 2023, which included 30 events and over 1,550 participants. This year 5,244 volunteer hours (874 days) 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 25% increase in volunteer hours this quarter compared to the same period last year. Work on our Countryside sites would not be possible without close partnership working between volunteers and their coordination by our Ranger service.

The Vogrie Country Park renewal strategy tender was completed this quarter and a consultant appointed to support the Head of Development Capital and Entrepreneurial Projects with the initial baseline survey now completed. Works are ongoing at Vogrie Country Park to upgrade the toilet blocks and play area adjacent to the House as well as a changing places unit.

The Environmental Crime Pilot team has been running for 7 months with an increased emphasis on fly-tipping, littering and dog fouling.

The year long pilot has the power to issue statutory and fixed penalty notices between £80-£200 to offenders and report potential crimes to the procurator fiscal. The pilot is now being supported with a public fly tipping press release. 45 fixed penalty notices were issued this quarter with the vast majority in relation to littering.

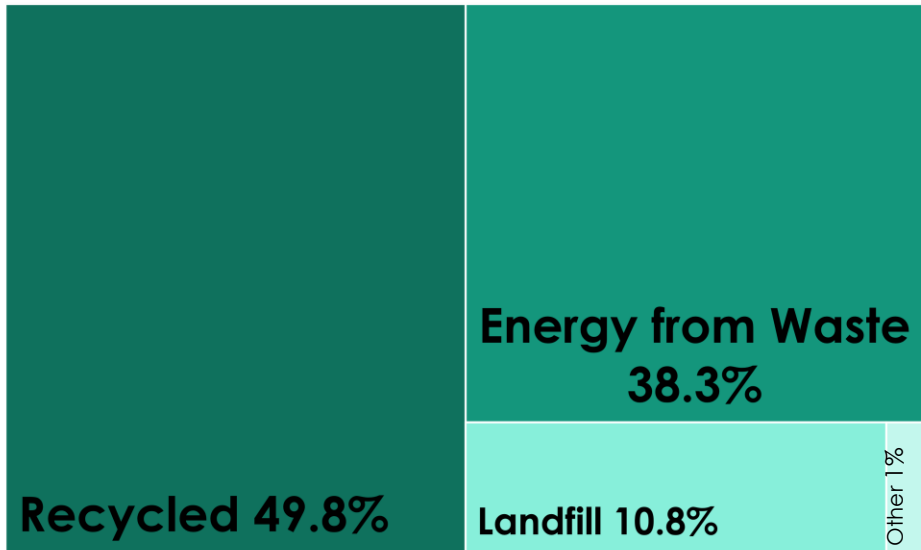
Our business regulations team have completed 100% of high-risk priority food law inspections that were planned in for 2023-2024. An additional 18 high risk food law inspections have been carried out to date, 6 of which within quarter 3. A total of 189 food law service requests have been received this year from Midlothian residents and businesses, 49 of which, received this quarter. 88% of those requests were responded within 5 working days. 50 interventions were carried out in relation to food safety/standards.

Trading Standards received 42 consumer complaints this quarter, 38 of which were completed. Completion is not fully within service control and is dependant on traders and complainants responding to investigations. 75 Trading Standards primary inspections took place this quarter including 12 under Animal Health and Welfare. A total of 195 primary inspections have been carried out this year. Compared to quarter 1 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 a further 162 disposable vapes were seized. Vapes are seized due to contraventions of the safety law, mainly concerning the maximum quantity of nicotine.

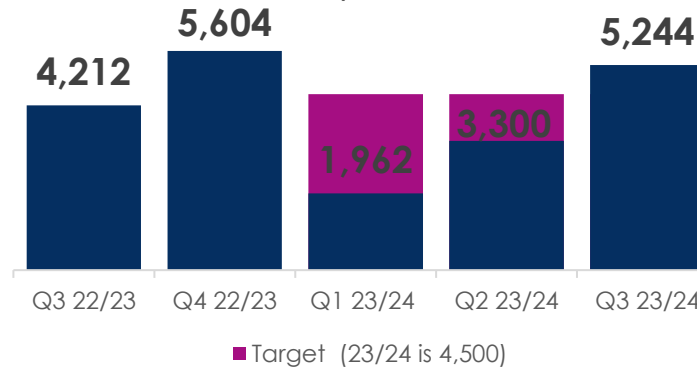
This quarter at least £3,490 has been returned to Midlothian consumers following Trading Standards involvement totalling £25,765 for the year so far. This includes refunds as well as repairs and replacement goods.

Neighbourhood Services – performance

% OF ALL DISPOSED WASTE



Number of vounteer hours in countryside sites



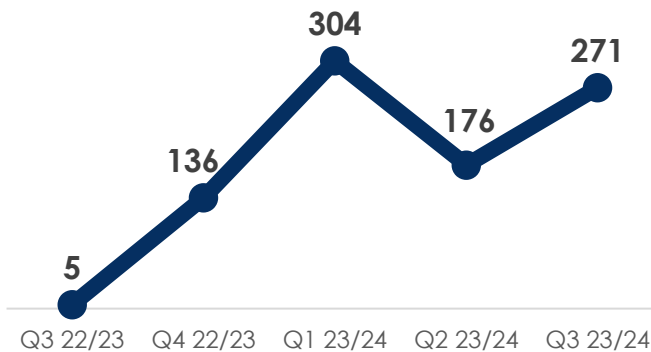
2

Environmental Green flags awarded for Kings Park and Straiton pond.

57

park and greenspace improvements/new facilities complete up to Q3 out of 50 planned (27 complete this quarter)

Number of street lighting columns replaced



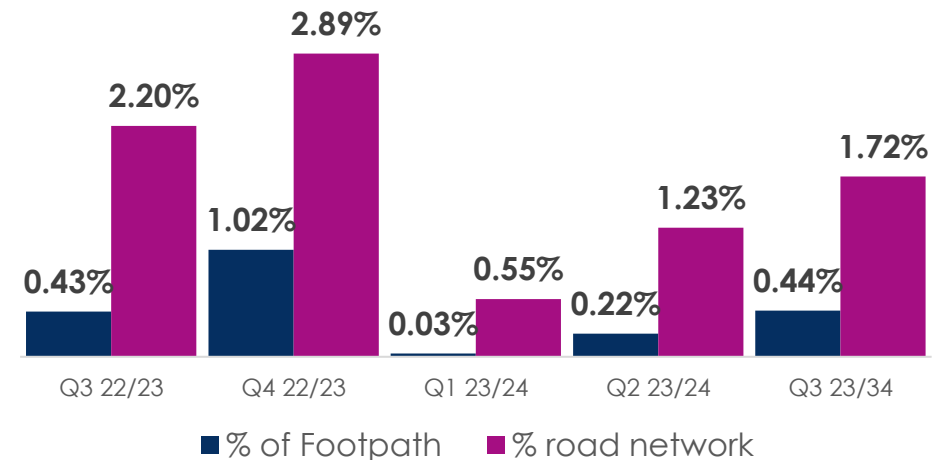
373 tonnes of carbon emissions saved from street lighting this quarter (Increase from 215 tonnes in Q2)

433 tonnes of material used to fill temporary and permanent potholes in Q3 (increase from 396 tonnes in Q2)

2,514 m² of permanent patching achieved

843 potholes were permanently repaired in Q3

% of Roads and footpath resurfaced



Protective Services – performance

Food Standards

88% of food related service requests from mid residents and Businesses responded to with target of 5 working days.

49 food law service requests received in Q3.

100% of Priority 1 and 2 premises receiving completed food law intervention in line with the service plan.

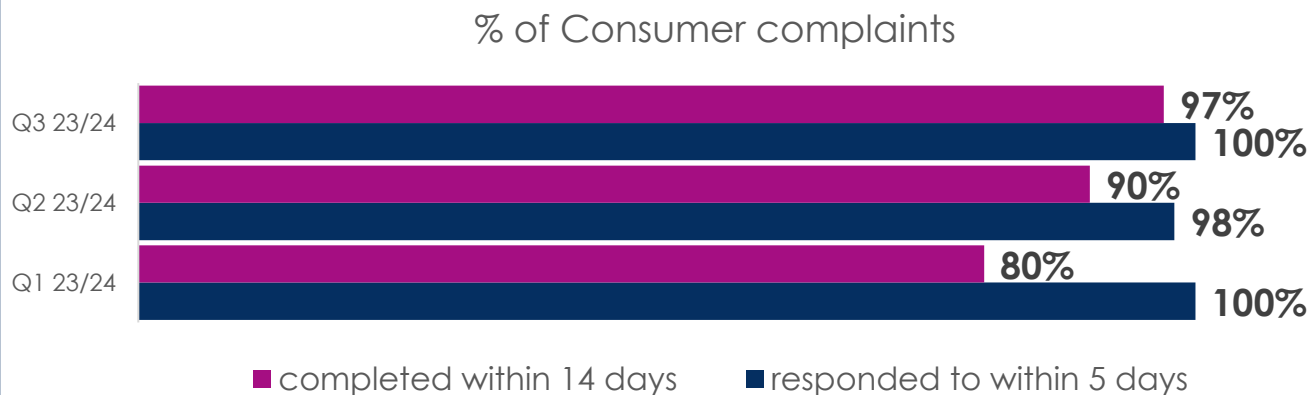
Public Health

222 Public Health service requests received from residents and businesses.

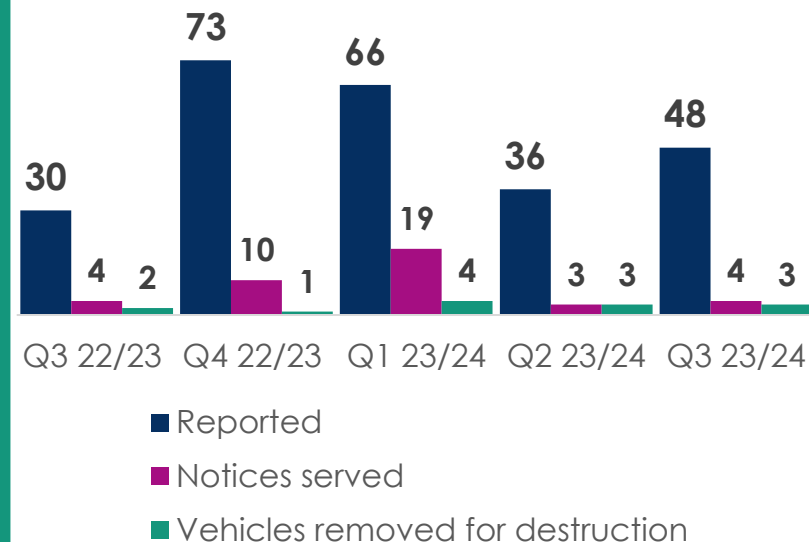
93% of public health complaints receiving first response within timescale.

Trading Standards

42 consumer complaints received in Q3 (56 complaints in Q2)



Number of abandoned vehicles



4% of businesses registered for tobacco/vapes in Midlothian visited this quarter.

2 interventions carried out where products seized from 1 premise 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. Our Rapid Rehousing Transition Plan is in its final year, this has brought significant change for homelessness over the last 4 years in 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. Through the last award of our Rapid Rehousing Transition Plan (RRTP) monies, Housing Services have commissioned the Rock Trust for a two year contract to support our young tenants, helping them to move on from homelessness or avoid it altogether.

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. Homelessness is not inevitable and can often be prevented.

The [Homeless Persons \(Suspension of Referrals between Local Authorities\) \(Scotland\) Order 2022](#) 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 removal of the necessity to have a local connection to an area under this legislation has seen a shift in persons who would have presented elsewhere, now presenting to Midlothian, despite which Housing Services still manage to comply with the Unsuitable Accommodation Order and have avoided breaches this quarter.

The Council's Strategic Housing Investment Plan (SHIP) 2024/25 to 2028/29 was submitted to the Scottish Government this quarter. The SHIP identifies the Council's priorities for investment in new affordable housing in Midlothian over a 5 year period. The delivery of more affordable housing remains a high priority for Midlothian, as reflected by our ongoing and ambitious housing development programme.

There were 5,481 active housing applicants placed on the Common Housing Register at the end of this reporting period, an 18% increase compared to the same period last year. The total number of lets made to the general needs applicants this quarter was 63 and 73 made to homeless applicants. Re-let times to permanent accommodation properties have been brought back on target this quarter, averaging 32 days to re-let compared to 47 days at quarter 2.

The length of time homeless applicants waited until receiving a permanent housing outcome has slightly decreased to 57.5 weeks showing a continued downward trend from 76 weeks at the same period last year and 121 for quarter 2 of last year. In addition, the length of time homeless applicants spent in temporary accommodation has decreased to 39.5 weeks in comparison to 58.3 weeks in quarter 2 and 89 weeks from the same period last year.

The Scottish Housing Regulator reviewed our Homelessness practice this quarter and showed an understanding of the local issues we face, providing positive feedback to Housing Services for the work completed during this challenging period.

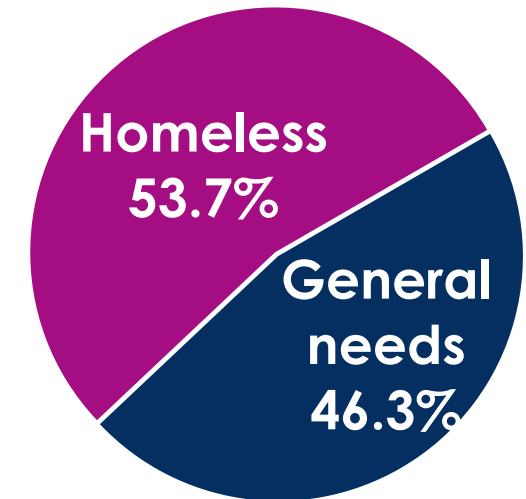
Housing – performance

5,481 applicants on housing waiting list (General needs and Homeless) (increase from 5,251 in Q2)

56 Lets to new build and open market purchases (increase from 33 in Q2)

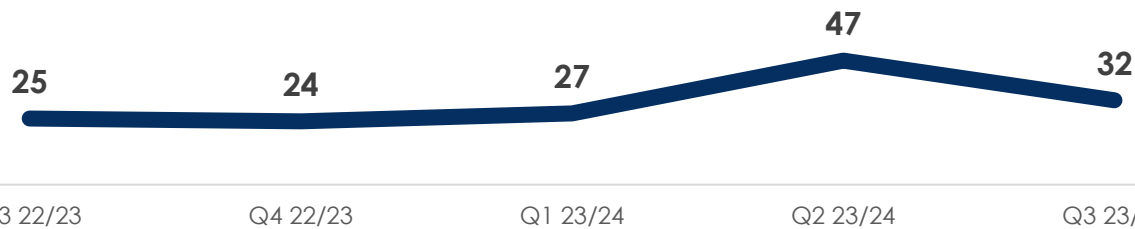
5 Lets to Housing First applicants (4 in Q2)

136 housing lets in Q3.

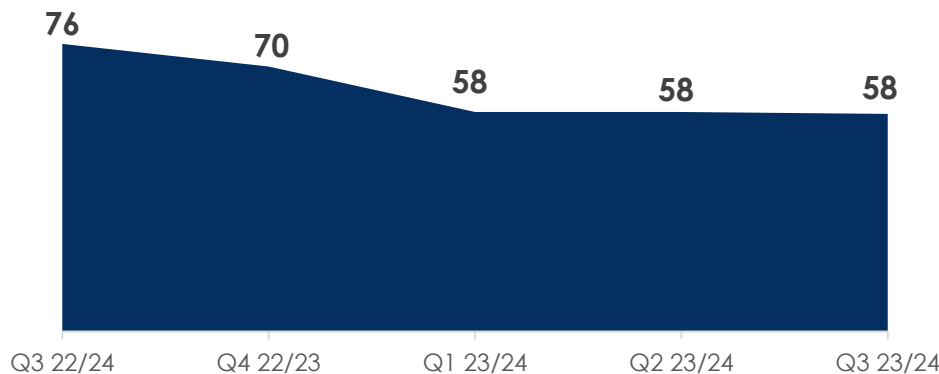


% of lets made to applicants

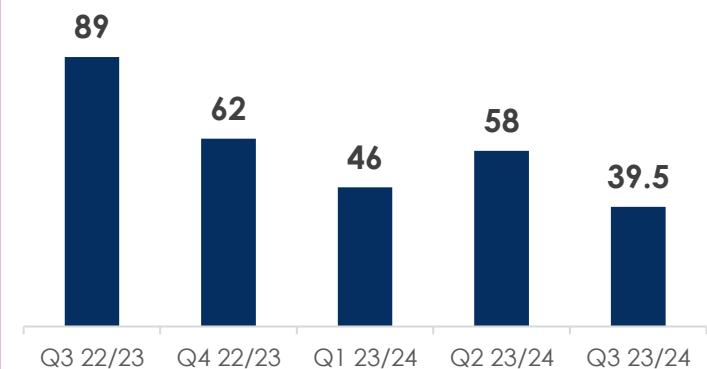
Time taken to re-let permanent accommodation properties (calendar days)



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



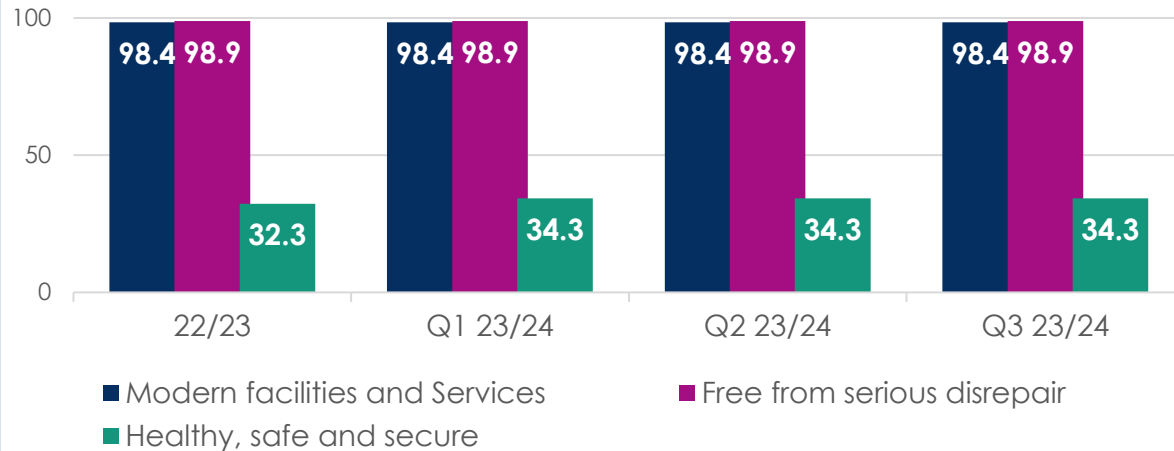
Length of time (weeks) homeless applicants spend in temporary accommodation



93.7% 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



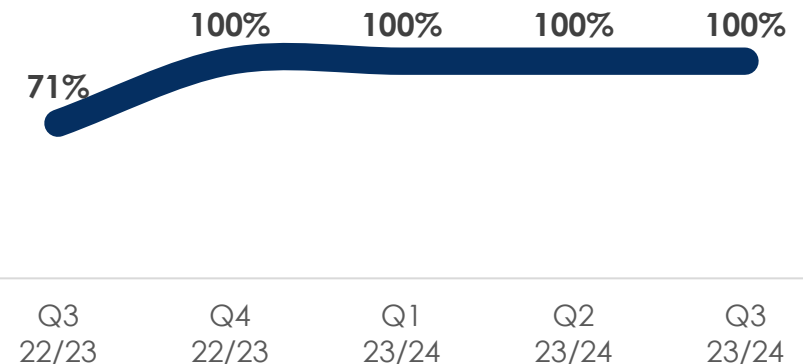
17.17 days

Average time taken to complete non-emergency repairs (decrease from 18 days in Q2)

20.22 hours

Average time taken to complete emergency repairs (increase from 17 hours in Q2)

% 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.

Economy & Regeneration

Midlothian Council's Economic Renewal Strategy sets out our ambitious approach to managing the transition from pandemic 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 total number of new Business start-ups this quarter was 24. This should realise a forecasted creation of 40 jobs and an estimated contribution of £1.86M to the Midlothian economy in their first year of trading.

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 discussions took place between Economic Development and Procurement proposing the creation of action groups to take key areas of work. Proposed areas of focus are:

- Refresh of the Local Procurement Strategy, supporting Community Wealth Building.
- Managing change – the need for better understanding throughout the Council to increase the local spend and to minimise unregulated spend.
- Creation of sessions hosted by procurement and economic development to encourage services to direct spend to the local supply base.

The Community Wealth Procurement Officer is now engaging with clients referred by colleagues across the service, encouraging them to access the Supplier Development Programme, Public Contract Scotland and providing one to one support to help businesses start their procurement journey as part of a growth strategy.

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 support projects from the Social Enterprise Conversation sessions as they develop. The Community Wealth Building Officer recently contacted 32 local social enterprises, 12 have engaged and are in receipt of ongoing support. The Economic Development service has provided a total of 27 support inputs to social enterprise during the quarter and Business Gateway Advisers are providing ongoing business support to 5 social enterprises.

A further 60 '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.

Business Gateway Expert Help Programme: this quarter, a contract was awarded to Net Zero Nation (NZN) to undertake a Net Zero Accelerator Programme which will support 13 local businesses to accelerate their Net Zero Journey.

The businesses will take part in 12-month Net Zero Business Accelerators with funding support from Midlothian Council/Business Gateway Midlothian. In return, they must sign an agreement where they commit to approach their Net Zero strategy and credible carbon reduction plan with vigour, speak at physical and online events to encourage other business leaders to start their own transition to Net Zero. The companies will receive a 12-month carbon accounting software license, an expert partner providing 1:1 support over 12 months to help them produce their audited carbon accounts, their carbon reduction plan produced, an auditor to verify and certify their carbon accounts and carbon reduction plan.

Delivering this programme to businesses will bring benefits to the Midlothian local business base in terms of economic, social and environmental progression and aligns with the Councils' commitment to Net Zero.

Economic Development have also been progressing a fourth expert help programme, Learn e-commerce, with marketing commencing in November 2023 and a [landing page](#) set up for registrations, this programme will commence in Q4 and will support retailers to increase their reach, turnover and profits through a multiple platform approach to e-retailing.

The new Midlothian Business Directory on Locate in Midlothian was launched during quarter 3. The new directory allows Midlothian businesses to have a listing on a [dedicated webpage](#) with images, an outline of the business activity, the business location and links to websites

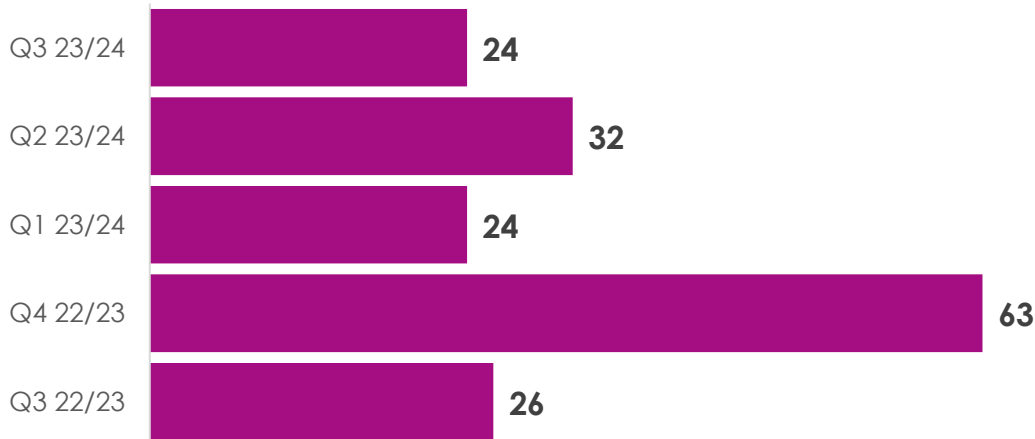
and social channels, all at no cost. Businesses are also highlighted on a map of Midlothian and categorised by sector, enabling businesses, consumers, and council services.

The Midlothian Business Directory will be used by Council Services to support the strategic priority of redirecting public sector spend into the local economy by making it easier for them to find local businesses for tender opportunities. As at the end of December 2023 there were 42 listings on the Midlothian Business Directory. 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.

The percentage of Secondary school meal uptake has increased considerably from 20.36% in quarter 1 to 45.71% in quarter 2 and has been sustained during quarter 3 with 44.41% uptake. 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 start ups

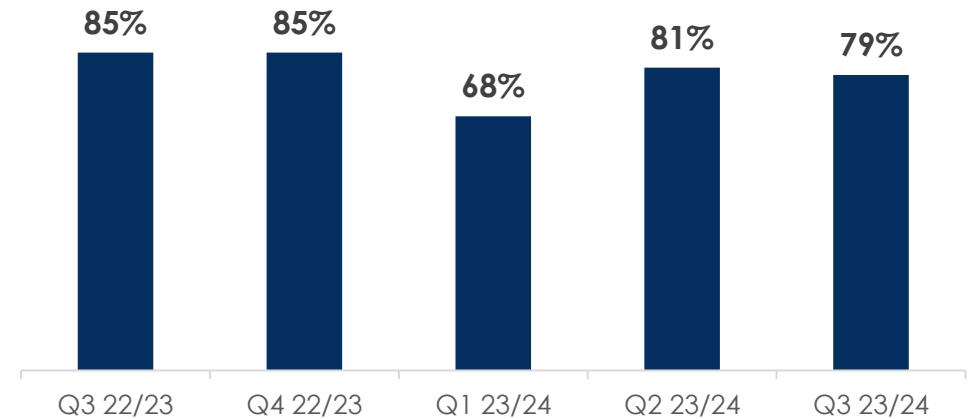


Social media

1,572 Locate in Midlothian followers.

2,083 Business Gateway followers

% of planning applications completed within target of 80%



16 Businesses signed up to the **Midlothian Business Green Pledge** in Q3 (increase from 15 in Q2)

17 Social enterprises supported in Q3 (increase from 12 in Q2)

60 'Planning to Start' enquires/submissions in Q3 (increase from 56 in Q2)

50.1 weeks

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

(Increase from **40.4** weeks in Q2)

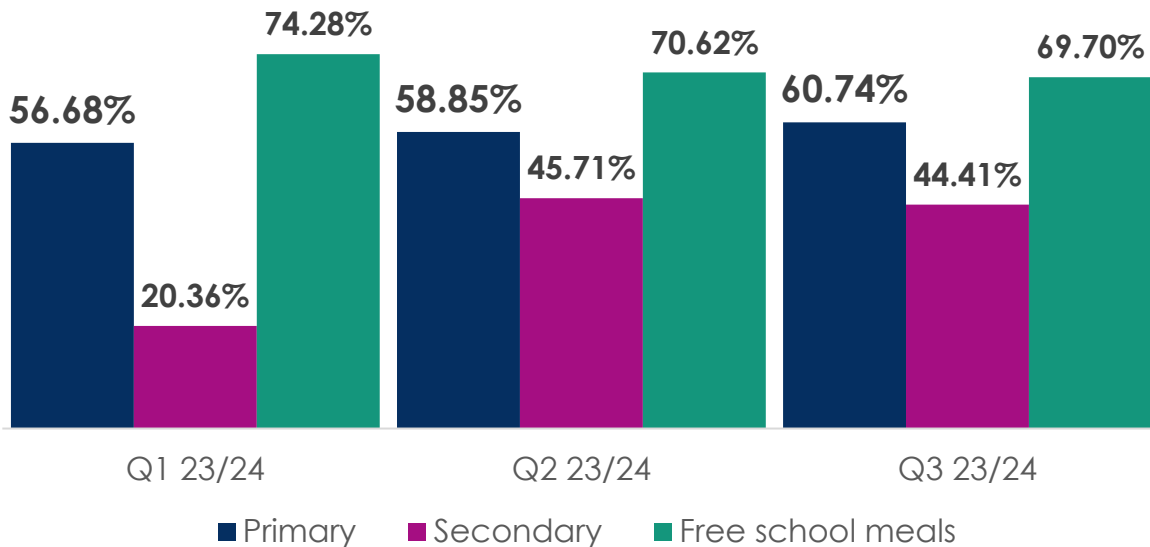
9 weeks

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

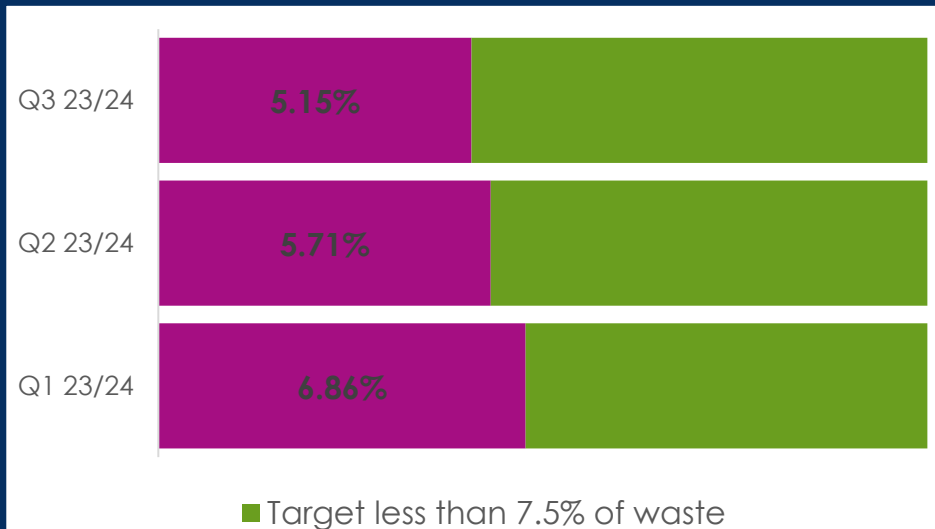
(Increase from **8.5** weeks in Q2)

Property and Facilities – performance

% of school meal uptake



Percentage of school meal food waste



7.48 nursery and primary school meals prepared per hour (increase from 7.27 in Q2)

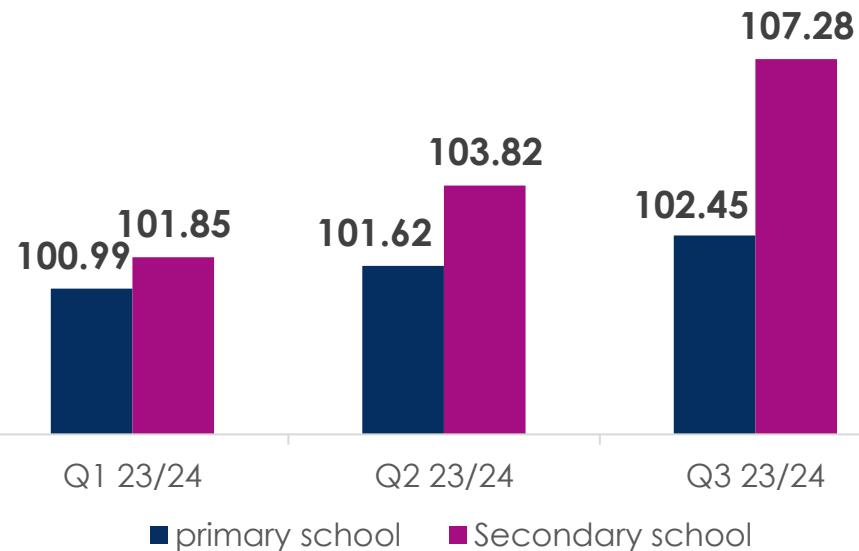
TARGET: APSE national average 8.84 meals prepared per hour

8.23 Secondary school meals prepared per hour (decrease from 8.46 in Q2)

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

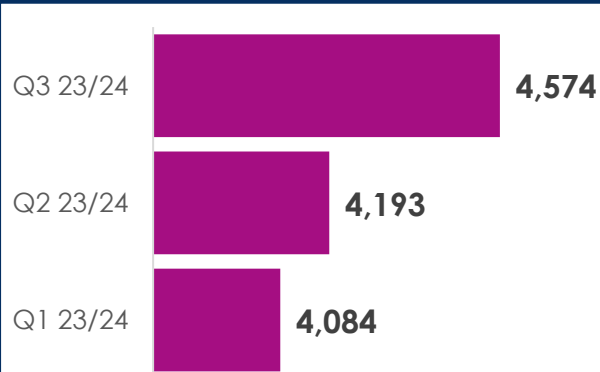


Percentage of cleaning hours against budgeted hours achieved

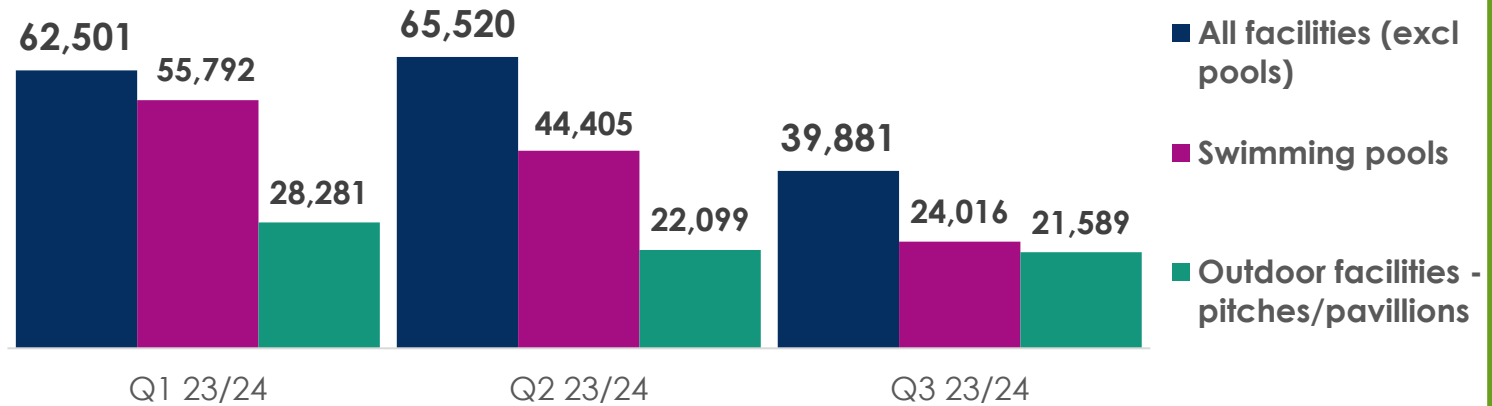


Sport and Leisure - performance

Number of Tonezone memberships (cumulative)

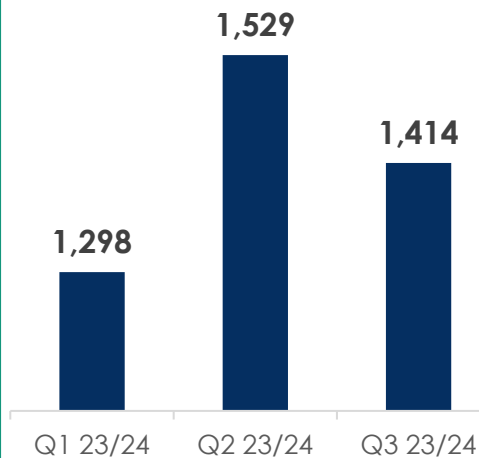


Number of attendances at Sport and Leisure facilities (quarterly)

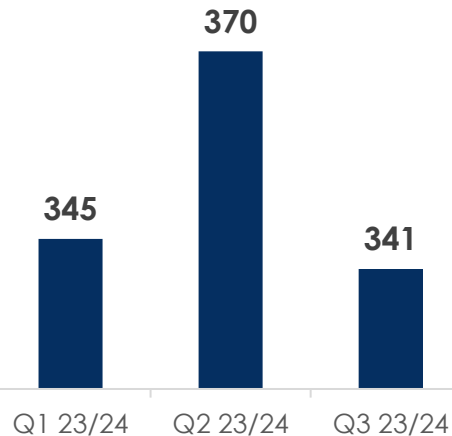


Midlothian Active Choices (MAC)

Number of MAC attendees (quarterly)

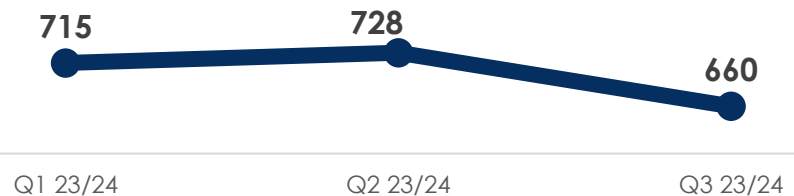


Number of new referrals after completion of MAC sessions (quarterly)



Ageing Well and Active Schools programme

Number of activities offered by Ageing Well to 50+ age groups (quarterly)



197 activities involving Active Schools programme

2,802 participants attending Active Schools clubs

1,972 volunteer hours delivered in Active Schools programme

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 1134, comprising of 489 from phase 2 budget and 645 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. An additional 327 homes are funded for delivery in phase 5. This included the largest Passivhaus programme in Scotland, with 191 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. At present further Passivhaus developments are paused for a cost benefit analysis exercise.

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.

The recent Census results 2022 highlights that Midlothian remains the fastest growing local authority in Scotland with an increase of 16.1%. The 2011 census data lists Midlothian as having a population of 83,187 which has risen to 96,600 in the 2022 census data. The level of growth

is 2.3% higher than our previous calculation and is now 13.4% higher than the Scottish average of 2.7%. In terms of households, Midlothian saw the highest percentage increase at 17.2% since the 2011 census. Population density in Midlothian is 273.1 residents per square kilometre compared to the Scottish average of 69.8. In addition, Midlothian has 10 zones which fall into the most deprived areas.

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:

- Data Driven Innovation: £751 million
- Integrated Regional Employability and Skills: £25 million
- Transport: £156 million
- Culture: £45 million
- Housing: £313 million

Through the Data Driven Innovation strand the Deal will leverage existing world-class research institutes and commercialisation facilities in order that Easter Bush becomes a global location of Agritech excellence. The Easter Bush project includes significant investment in transport infrastructure along the A701/2 transport corridor. In addition, by improving on-site infrastructure at Easter Bush and transport infrastructure, The University of Edinburgh expects commercial partners will be able to co-locate at scale to commercialise Agritech breakthroughs.

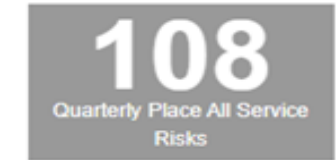
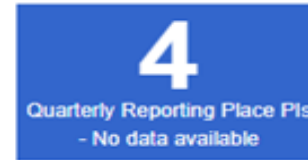
Risk

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

Pentana Performance Dashboard

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

Quarter 3 - Place ▾





Quarterly Reporting Place PIs - Off Target



| Code & Title | Gauge | Value | Target | History |
|--|-------|------------|-----------|---------|
| 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... | | 49.3% | 100% | |
| HSN4b Average time taken to complete non-emergency repairs (LGBF) | | 17.17 days | 7.00 days | |
| PLACE.MPI.01 Performance against revenue budget | | £46.229m | £43.275m | |
| PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative) | | 87% | 90% | |
| PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ... | | 85.32% | 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) | | 8.23 | 8.84 | |
| PLACE.PFM.18 Number of nursery and primary meals prepared per hour (APSE) | | 7.48 | 8.84 | |
| PLACE.PFM.21 Percentage of free school meal uptake (P1-P5) | | 69.7% | 77.57% | |
| PLACE.PLAN.01 Determine 80% of planning applications within target (2 months for... | | 79% | 80% | |
| PLACE.PLAN.02 Average timescale (weeks) to determine planning applications for ... | | 50.1 | 50 | |
| PLACE.SPSO.04.3 Average time in working days for a full response for escalated co... | | 22.579 | 20 | |
| PLACE.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d... | | 80.2% | 95% | |
| PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor... | | 57.89% | 95% | |
| PROSERVICES.30 Percentage of businesses registered for tobacco/vapes in Midlot... | | 1% | 5% | |
| RHM.a.04.4mi Percentage of lets made to homeless list applicants | | 53.7% | 60% | |
| RHM.h.05.5aiii Percentage of Homeless applicants sustaining a permanent tenancy ... | | 93.7% | 95% | |

Place PI summary



01. Manage budget effectively

| Priorities | Indicator | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 | Feeder Data | Value |
|-------------------------------|------------------------------------|---------|------------|------------|------------|------------|---|--|---|-----------------------|-------------|-------|
| | | Value | Value | Value | Value | Value | Status | Note | Short Trend | | | |
| 01. Manage budget effectively | Performance against revenue budget | N/A | £40.452m | £41.601m | £44.751m | £46.229m |  | Q3 23/24: Off Target £2.954m overspend. |  | £39.977m | | |



02. Manage stress and absence

| Priorities | Indicator | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 | Feeder Data | Value |
|-------------------------------|--|---------|------------|------------|------------|------------|---|--|---|-----------------------|--------------------------|----------|
| | | Value | Value | Value | Value | Value | Status | Note | Short Trend | | | |
| 02. Manage stress and absence | Average number of working days lost due to sickness absence (cumulative) | 13.38 | 9.13 | 3.68 | 5.85 | 8.93 |  | Q3 23/24: Data only The average number of working days lost due to sickness absence has decreased 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 | 8,532.32 |
| | | | | | | | | | | | Number of FTE in service | 955.13 |



03. Process invoices efficiently

| Priorities | Indicator | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 | Feeder Data | Value |
|----------------------------------|---|---------|------------|------------|------------|------------|---|-----------------------------|---|-----------------------|---|--------|
| | | Value | Value | Value | Value | Value | Status | Note | Short Trend | | | |
| 03. Process invoices efficiently | % of invoices paid within 30 days of invoice receipt (cumulative) | 78% | 84% | 86% | 85% | 87% |  | Q3 23/24: Off Target |  | 90% | Number of invoices received | 22,161 |
| | | | | | | | | | | | Number of invoices paid within 30 days (cumulative) | 19,268 |



04. Improve PI performance

| Priorities | Indicator | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 | Feeder Data | Value |
|----------------------------|--|---------|------------|------------|------------|------------|---|---|---|-----------------------|-------------------------------------|----------------------|
| | | Value | Value | Value | Value | Value | Status | Note | Short Trend | | | |
| 04. Improve PI performance | % of Service PIs that are on target/ have reached their target. (does not include Corporate PIs) | 74.42 % | 74.42 % | 88.79 % | 86.24 % | 85.32 % |  | Q3 23/24: Off Target 16 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 | 93 |
| | | | | | | | | | | | | Total number of PI's |

05. Control Risk

| Priorities | Indicator | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 | Feeder Data | Value |
|------------------|---|---------|------------|------------|------------|------------|---|--------------------------------------|---|-----------------------|---|----------------------|
| | | Value | Value | Value | Value | Value | Status | Note | Short Trend | | | |
| 05. Control Risk | % of high risks that have been reviewed in the last quarter | 100% | 100% | 100% | 100% | 100% |  | Q3 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 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 | Feeder Data | Value |
|---------------------------------|--|---------|------------|------------|------------|------------|---|---|---|-----------------------|---|---|
| | | Value | Value | Value | Value | Value | Status | Note | Short Trend | | | |
| 06. Implement Improvement Plans | % of internal/external audit actions progressing on target or complete this quarter. | 100% | 90.7% | 81.67 % | 92.96 % | 92.75 % |  | Q3 23/24: On Target All audit actions reviewed this quarter. |  | 90% | Number of internal/external audit actions on target or complete | 64 |
| | | | | | | | | | | | | Number of internal/external audit actions |

Place Complaints Indicator Summary





Commitment to valuing Complaints 4. Outcomes and Customer Feedback



| Indicator | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 |
|---|---------|------------|------------|------------|------------|--------|---|-------------|-----------------------|
| | Value | Value | Value | Value | Value | Status | Note | Short Trend | |
| Number of complaints received (quarterly) | 6,047 | 1,368 | 476 | 251 | 246 | | Q3 23/24: Data only | | |
| Number of complaints closed in the year | 5,062 | 1,096 | 343 | 125 | 141 | | Q3 23/24: Data only | | |
| Number of complaints upheld (quarterly) | 3,484 | 904 | 210 | 49 | 64 | | Q3 23/24: Data only | | |
| Number of complaints partially upheld (quarterly) | 617 | 174 | 70 | 22 | 14 | | Q3 23/24: Data only | | |
| Number of complaints not upheld (quarterly) | 43 | 6 | 29 | 20 | 31 | | Q3 23/24: Data only | | |
| Number of complaints Resolved (quarterly) | 663 | 12 | 34 | 34 | 33 | | Q3 23/24: Data only | | |
| Average time in working days to respond to complaints at stage 1 | 2.13 | 1.97 | 2.5 | 4.18 | 4.16 | | Q3 23/24: On Target | | 5 |
| Average time in working days to respond to complaints at stage 2 | 19.5 | 0 | 18.37 | 37.48 | 2 | | Q3 23/24: On Target | | 20 |
| Average time in working days for a full response for escalated complaints | 17 | 20 | 18.22 | 12.11 | 22.58 | | Q3 23/24: Off Target 22 of 38 escalated complaints were complete within 20 working days. | | 20 |
| Percentage of complaints at stage 1 complete within 5 working days | 91.1% | 92.88% | 85.95% | 74.68% | 80.2% | | Q3 23/24: Off Target 81 of 101 stage 1 complaints were complete within 5 working days. | | 95% |
| Percentage of complaints at stage 2 complete within 20 working days | 50% | 100% | 73.68% | 14.81% | 100% | | Q3 23/24: On Target | | 95% |
| Percentage of complaints escalated and complete within 20 working days | 75% | 100% | 66.67% | 84.21% | 57.89% | | Q3 23/24: Off Target 22 of 38 escalated complaints were complete within 20 working days. | | 95% |
| Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly) | 1 | 0 | 0 | 46 | 36 | | Q3 23/24: Data only | | |
| Number of Compliments | 146 | 34 | 26 | 20 | 29 | | Q3 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 (EESH) 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 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 |
|------------------|---|---------|------------|------------|------------|------------|---|---|---|-----------------------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | Note | |
| BS.PLACE.P.5 .2b | Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria | 98.4% | 98.4% | 98.4% | 98.4% | 98.4% |  |  | Q3 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 | 32.28% | 34.3% | 34.3% | 34.3% | 49.3% |  |  | Q3 23/24: Off Target | 100% |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|---------|---|------------|------------|------------|------------|------------|---|---|--|--|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | housing stock meeting the Scottish Housing Quality Standard criteria (LGBF) | | | | | | | | | 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 3691 fail assessment and have 49.3% meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation. Contracts are ongoing to address the EICRs and 160 properties for ESSH failure. |
| HSN4b | Average time taken to complete non-emergency repairs (LGBF) | 14.20 days | 17.52 days | 19.37 days | 18.00 days | 17.17 days |  |  | Q3 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 |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|------------------|--|---------|---------------------------|---------------------------|------------|---------------------------|---|---|--|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| HSN5 | Corporate Indicator - Percentage of council dwellings that are energy efficient (LGBF) | | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| PLACE.BUILD S.01 | Number of discretionary Building control advice applications | | | 0 | 0 | 0 |  |  | Q3 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 | No |  |  | Q3 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% | 71.43% | 100% | 100% | 100% |  |  | Q3 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% | 96.4% | 100% | N/A | N/A |  |  | Q3 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% | 98.9% |  |  | Q3 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 | 100% |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|--------------|---|---------|------------|------------|------------|------------|--|--|---|--|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | | | Council's housing stock that does not meet SHQS criteria back to target. |
| PLACE.P.5.2c | Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria | 32.3% | 34.3% | 34.3% | 34.3% | 34.3% |  |  | Q3 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 3691 fail assessment and have 49.3% meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation. Contracts are ongoing to address the EICRs and 160 properties for ESSH failure. | 100% |
| RHM.a.07.1b | Average time in hours taken to complete emergency repair | | | 24.65 | 17 | 20.22 |  |  | Q3 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 | 24 |








| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-------------|--|---------|------------|------------|------------|------------|---|---|-----------------------|---|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | | | used as a baseline for improving system reporting. |
| RHM.a.07.1c | % of emergency repairs completed on time | | | 84.67% | 83.47% | 73.69% |  |  | | <p>Q3 23/24: Data only The percentage of emergency repairs completed on 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. Note: this is a year to date figure.</p> <p>For repairs that have been completed and invoiced on the system, the percentage emergency repairs completed on time for quarter 3 averaged 97.6%.</p> |
| RHM.a.07.2c | % of non-emergency repairs completed on time | | | 86.91% | 75.49% | 66.56% |  |  | | <p>Q3 23/24: Data only The percentage of non-emergency repairs completed on 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. As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job</p> |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|---------|----|---------|------------|------------|------------|------------|--------|-------------|--|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | | <p>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. Note: this is a year to date figure.</p> <p>For repairs that have been completed and invoiced on the system, the percentage non-emergency repairs completed on time for quarter 3 averaged 83.3%.</p> | |

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 | Q3 2023/24 | | | Annual Target 2023/24 |
|---------------|---|---------|---------------------------|------------|---------------------------|---|---|--|
| | | Value | Value | Value | Value | Status | Short Trend | |
| C-AST1 | Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF) | 65.24% | Not measured for Quarters | | Not measured for Quarters | | | |
| C-AST2 | Corporate Indicator - Proportion of internal floor area of operational buildings in satisfactory condition (LGBF) | 82.78% | Not measured for Quarters | | Not measured for Quarters | | | |
| CLIM1 | CO2 emissions area wide per capita (LGBF) | | Not measured for Quarters | | Not measured for Quarters | | | |
| CLIM2 | CO2 emissions are wide: emissions within scope of LA per capita (LGBF) | | Not measured for Quarters | | Not measured for Quarters | | | |
| CLIM3 | Emissions from Transport per Capita (LGBF) | | Not measured for Quarters | | Not measured for Quarters | | | |
| CLIM4 | Emissions from Electricity per Capita (LGBF) | | Not measured for Quarters | | Not measured for Quarters | | | |
| CLIM5 | Emissions from Natural Gas per Capita (LGBF) | | Not measured for Quarters | | Not measured for Quarters | | | |
| PLACE.PFM.0 1 | Electricity Consumption (non-Heat) kWh/year/m2 – Offices | | 12 | N/A | 16.35 |  |  | Q3 23/24: Data only 3-month period September to November. |
| PLACE.PFM.0 2 | Electricity Consumption (non-Heat) kWh/year/m2 – Schools | | 8 | N/A | 10.79 |  |  | Q3 23/24: Data only 3-month period September to November. |
| PLACE.PFM.0 3 | Electricity Consumption (non-Heat) kWh/year/m2 – Schools with pool | | 9.3 | N/A | 14.55 |  |  | Q3 23/24: Data only 3-month period September to November. |
| PLACE.PFM.0 4 | Electricity Consumption (non-Heat) kWh/year/m2 – Leisure centres | | 24 | N/A | 36.77 |  |  | Q3 23/24: Data only 3-month period September to November. |
| PLACE.PFM.0 5 | Electricity Consumption (non-Heat) kWh/year/m2 – Leisure centres with pool | | 30.22 | N/A | 39.83 |  |  | Q3 23/24: Data only 3-month period September to November. |

| PI Code | PI | 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|--------------|--|---------|------------|------------|------------|---|---|---|------|
| | | Value | Value | Value | Value | Status | Short Trend | | Note |
| PLACE.PFM.06 | Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Offices | | 10 | N/A | 14.95 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.07 | Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Schools | | 10 | N/A | 13.81 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.08 | Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Schools with pool | | 10.8 | N/A | 17.07 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.09 | Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Leisure centres | | 19 | N/A | 30.36 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.10 | Carbon Dioxide emissions (all Energy + water) KgCO2e/year/m2 – Leisure centres with pool | | 39.93 | N/A | 48.95 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.11 | Water Consumption M3/Year – Offices | | 0.03 | N/A | 0.29 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.12 | Water Consumption M3/Year – Schools | | 0.15 | N/A | 0.08 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.13 | Water Consumption M3/Year – Schools with pool | | 1 | N/A | 0.24 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.14 | Water Consumption M3/Year – Schools with pool | | 0 | N/A | 30.36 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.15 | Water Consumption M3/Year – Leisure centres with pool | | 29 | N/A | 48.46 |  |  | Q3 23/24: Data only 3-month period September to November. | |
| PLACE.PFM.16 | Percentage of Local Heat & Energy Efficiency Strategies (LHEES) complete | | 25% | 25% | 90% |  |  | Q3 23/24: Data only Draft LHEES (Local Heat & Energy Efficiency Strategies) strategy and implementation plan has been prepared and circulated to officers and Scottish Government review consultants. | |

| PI Code | PI | 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|--------------|---|---------|------------|------------|------------|--------|-------------|--|--------|
| | | Value | Value | Value | Value | Status | Short Trend | | Note |
| PLACE.PFM.17 | Number of secondary school meals prepared per hour (APSE) | | 4.33 | 8.46 | 8.23 | | | Q3 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 | 7.48 | | | Q3 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% | 60.74% | | | Q3 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% | 44.41% | | | Q3 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.21 | Percentage of free school meal uptake (P1-P5) | | 74.28% | 70.62% | 69.7% | | | Q3 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.22 | Percentage of school meal food waste | | 6.86% | 5.71% | 5.15% | | | Q3 23/24: On Target The target is that we have less than 7.5% of food waste from meals prepared. This quarter there was 5.15% of food waste from meals prepared. | 7.5% |
| PLACE.PFM.23 | Percentage of cleaning hours against budgeted hours achieved in primary schools | | 100.99% | 101.62% | 102.45% | | | Q3 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 2332.25 | 100% |





| PI Code | PI | 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|------------------|---|---------|------------|------------|------------|---|---|--|------|
| | | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | hours per week meaning that productivity is 102.45%. | |
| PLACE.PFM.2 4 | Percentage of cleaning hours against budgeted hours achieved in secondary schools | | 101.85% | 103.82% | 107.28% |  |  | Q3 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 1449.4 hours per week. We are currently using 1351 hours per week meaning that productivity is 107.28%. | 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 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|------------------|---|---------|------------|------------|------------|------------|--------|-------------|--|---------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| BS.PLACE.HS N.01 | Re-let time permanent accommodation properties (calendar days) | 33 days | 25 days | 27 days | 47 days | 32 days | | | Q3 23/24: On Target 75 properties have been re-let this quarter. | 35 days |
| BS.PLACE.HS N.02 | Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome | 70 | 76 | 58 | 58.3 | 57.5 | | | Q3 23/24: On Target | 85 |
| PLACE.HSN.0 3 | Length of time (weeks) homeless applicants spend in temporary accommodation | 62 | 89 | 46 | 58.3 | 39.5 | | | Q3 23/24: On Target | 60 |
| PLACE.HSN.0 4 | Total applicants on waiting lists (General Needs & Homeless) | 4,612 | 4,628 | 4,714 | 5,251 | 5,481 | | | Q3 23/24: Data only 4,706 general needs applicants and 775 homeless applicants. | |
| PLACE.HSN.0 5 | Total number of lets | 475 | 114 | 145 | 97 | 136 | | | 3 23/24: Data only 73 lets to homeless applicants and 63 lets to general needs applicants. | |
| PLACE.HSN.0 6 | Number of lets to new build and open market purchases | | | 41 | 33 | 56 | | | Q3 23/24: Data only 53 lets to new builds and 3 lets to buy backs. | |
| PLACE.HSN.0 7 | Number of lets to Housing First applicants | | | 3 | 4 | 5 | | | Q3 23/24: Data only | |
| RHM.a.04.4mi | Percentage of lets made to homeless list applicants | 60.6% | | 62.1% | 59.8% | 53.7% | | | Q3 23/24: Off Target Cumulative figure over quarters one, two and three is 57.51%. There has been a slight dip in allocations to homeless applicants, this is due to vast number of new builds available for lets this quarter to general needs transfer applicants. There is still time to achieve the 60% target by end of quarter four. | 60% |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|----------------|---|---------|------------|------------|------------|------------|---|---|--|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| RHM.a.04.4oi | Percentage of lets made to general needs list applicants | 40.58% | | 37.9% | 40.21% | 46.32% |  |  | Q3 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% | 93.7% |  |  | Q3 23/24: Off Target 59 out of 63 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 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-------------------|---|---------|------------|------------|------------|------------|--------|-------------|--|-------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| BS.PLACE.01 | Number of environmental awards e.g. Green flags | 2 | 2 | 0 | 2 | 2 | | | Q3 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% | 99.7% | 99.27% | 97.6% | 100% | | | Q3 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% | 8.2% | | | Q3 23/24: On Target Fleet replacement budget currently undergoing review with plans for enhanced targets from 25/26. | 8% |
| BS.PLACE.P.1 5.6a | Percentage of waste going to landfill per calendar year (quarterly) | 13.3% | 12.2% | 15.1% | 10.8% | N/A | | | Q3 23/24: Data not available until Q4 2023/24. Q2 2023/24 was 10.8%. 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% | 0.43% | 0.03% | 0.22% | 0.44% | | | Q3 23/24: On Target 3.13km of footways resurfaced to end Q3, under combined programmes of annual Capital Works and Residential Streets. | 0.6% |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 |
|---------------|--|-------------|---------------------------|---------------------------|------------|---------------------------|---|---|---------------------|-----------------------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | Note | |
| PLACE.P.15.1a | Total savings in street lighting carbon emissions (cumulative) | 1075 Tonnes | 751 Tonnes | 187 Tonnes | 402 Tonnes | 775 Tonnes |  |  | Q3 23/24: Data only | |
| C&L4 | Corporate Indicator - Net cost of parks and open spaces per 1000 population (LGBF) | £6,927.14 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| C&L5b | Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF) | 83% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV1a | Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF) | £66.99 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV2a | Corporate Indicator - Net cost of waste disposal per premise (annual) (LGBF) | £31.25 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV3a | Corporate Indicator - Net cost of street cleaning per 1,000 population (LGBF) | £12,365.36 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV3c | Street Cleanliness Score (LGBF) | 88.5% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV4a | Corporate Indicator - Cost of maintenance per kilometre of roads (LGBF) | £10,980.56 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV4b | Percentage of A class roads that should be considered for maintenance treatment (LGBF) | 29% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 |
|----------------|---|---------|---------------------------|---------------------------|------------|---------------------------|---|---|--|-----------------------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | Note | |
| ENV4c | Percentage of B class roads that should be considered for maintenance treatment (LGBF) | 33% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV4d | Percentage of C class roads that should be considered for maintenance treatment (LGBF) | 34% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV4e | Percentage of unclassified roads that should be considered for maintenance treatment (LGBF) | 44% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV6 | Percentage of total household waste that is recycled (LGBF) | 47.0% | 43.7% | 50.6% | 49.8% | N/A |  |  | Q3 23/24: Data not available until Q4 2023/24. Q2 2023/24 was 49.8%. | 54.0% |
| ENV7a | Corporate Indicator - Percentage of Adults satisfied with refuse collection (LGBF) | 81% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ENV7b | Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF) | 56% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| PLACE.P.13.1 a | Number of volunteer hours in countryside sites (cumulative) | 5,604 | 4,212 | 1,962 | 3,300 | 5,244 |  |  | Q3 23/24: On Target 874 volunteer days (5,244 hours) spent in countryside sites this year ensuring those sites are attractive, safe and welcoming for all to enjoy. | 4,500 |
| PLACE.P.14.2 e | Percentage of total road network resurfaced (cumulative) | 2.89% | 2.2% | 0.55% | 1.23% | 1.72% |  |  | Q3 23/24: On Target 12km of carriageway has been resurfaced to end Q3 under the combined programmes of annual Capital Works and Residential Streets. | 2.2% |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-------------------|--|---------|------------|------------|------------|------------|---|---|--|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| PLACE.P.15.1 b | Number of lighting columns replaced (cumulative) | 136 | 5 | 304 | 480 | 751 |  |  | Q3 23/24: On Target Project 99% complete with 1 unit left due to site complications. Target includes carry over project from 2022/23. | 752 |
| PLACE.P.16.3 a | Number of ranger events undertaken (cumulative) | | | 3 | 6 | 36 |  |  | Q3 23/24: On Target 36 events with 1,557 Participants since April 2023. Due to secondment of one ranger and issues recruiting suitable agency staff, ranger events have had to be reduced with only 2 staff are available this year. | 20 |
| PLACE.P.16.4 a | Number of parks and green space improvements complete (cumulative) | | | 21 | 30 | 57 |  |  | Q3 23/24: On Target Bulb and wild flower improvements at 20 locations and 3 play park improvements, plus 4 other projects completed. | 50 |
| PLACE.P.17.1 a | Total tonnes of material used to fill temporary and permanent potholes (quarterly) | | | 417.16 | 396.4 | 433.66 |  |  | Q3 23/24: Data only 433.66 tonnes of material was used in Q3 to fill potholes. 161.58 tonnes of material was used for temporary repairs and 272.08 tonnes of material was used for pothole pro permanent patching. | |
| PLACE.P.17.1 b | Total metres squared (m2) of permanent repairs (quarterly) | | | | 2020 | 2514 |  |  | Q3 23/24: Data only The Pothole Pro project equated to 2514 m2 of permanent patching. | |
| PLACE.P.17.1 c | Number of potholes permanently repaired using Pothole Pro (quarterly) | | | | 866 | 843 |  |  | Q3 23/24: Data only Figure includes 4 weeks off non-operation due to festive break and weather events. | |
| PLACE.P.20.1 | Percentage of household waste used to generate heat and electric (Energy from Waste) | 43.5% | 39.2% | 33.3% | 38.3% | N/A |  |  | Q3 23/24: Data not available until Q4 2023/24. Q2 2023/24 was 38.3%. Incineration waste includes grey bin (black bag) waste, plus fine and non-recyclable | |







| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|---------|----|---------|------------|------------|------------|------------|--------|-------------|-----------------------|---|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | | | 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 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 |
|---------|--|------------|---------------------------|---------------------------|------------|---------------------------|--------|-------------|------|-----------------------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | Note | |
| ECON1 | Percentage of Unemployed People Assisted into work from Council (LGBF) | 23.91% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON10 | Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan (LGBF) | | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON11 | Gross Value Added (GVA) per capita (LGBF) | | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON12a | Claimant Count as % of Working Age Population (LGBF) | 2.3% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON12b | Claimant Count as % of 16-24 Population (LGBF) | 3% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON2 | Cost of Planning and Building Standards Services per planning application (LGBF) | £6,771.63 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON3 | Average time for Commercial planning application (LGBF) | 10.6 weeks | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 |
|---------------|--|------------|---------------------------|---------------------------|------------|---------------------------|---|---|--|-----------------------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | Note | |
| ECON5 | No of business gateway start-ups per 10,000 population (LGBF) | 12.78 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON5a | Number of New Business Start Ups (LGBF) | 121 | 26 | 24 | 32 | 24 |  |  | Q3 23/24: Data only 24 businesses were claimed as 'Starts' in Q3, creating a total of 40 jobs and an estimated contribution of £1.86M. to the Midlothian economy in their first year of trading. | |
| ECON6 | Cost of Economic Development & Tourism per 1,000 population (LGBF) | £52,703.84 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON7 | Percentage earning less than the Living Wage (LGBF) | | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON8 | Proportion of properties receiving superfast broadband (LGBF) | 99% | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| ECON9 | Town Centre vacancy rates (LGBF) | | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | |
| PLACE.ECON.01 | Number of Businesses signed up to the Midlothian Business Green Pledge | 35 | | 3 | 15 | 16 |  |  | Q3 23/24: Data only There are 82 sign ups to the Midlothian Business Green Pledge in total. 16 of those signing up in Q3 of 2023/24. | |
| PLACE.ECON.02 | Number of social enterprises supported | 14 | | 15 | 12 | 17 |  |  | Q3 23/24: Data only The Community Wealth Building Officer funded through the Shared Prosperity Fund has contacted 32 local social enterprises, 12 have | |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | | |
|---------------|---|---------|------------|------------|------------|------------|---|-------------|-----------------------|---|-----|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note | |
| | | | | | | | | | | engaged and are in receipt of ongoing support and Business Gateway Advisers are providing ongoing business support to 5 social enterprises. | |
| PLACE.ECON.03 | Number of Locate in Midlothian social media followers | 1,491 | 1,438 | 1,503 | 1,545 | 1,572 |  | ↑ | | Q3 23/24: Data only Facebook followers is 646, and Instagram followers is 926. | |
| PLACE.ECON.04 | Number of Business gateway social media followers | 1,880 | 1,767 | 1,970 | 1,994 | 2,083 |  | ↑ | | Q3 23/24: Data only Facebook followers is 952, Twitter followers is 249, LinkedIn followers is 882. | |
| PLACE.ECON.05 | Number of meet the buyer events held | 1 | | 0 | 1 | 0 |  | ↓ | | Q3 23/24: Data only No Meet the Buyer events have been held in Q3. | |
| PLACE.ECON.06 | Number of 'Planning to Start' business enquiries/submissions | 195 | | 44 | 56 | 60 |  | ↑ | | Q3 23/24: Data only 60 'Planning to Start' enquiries in Q3. 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. | |
| PLACE.PLAN.01 | Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application). | 85% | 85% | 68% | 81% | 79% |  | ↓ | | Q3 23/24: Off Target Below target due to staff resource. | 80% |
| PLACE.PLAN.02 | Average timescale (weeks) to determine planning applications for major developments (quarterly) | | | 102.42 | 40.4 | 50.1 |  | ↓ | | Q3 23/24: Off Target Below target due to staff resource. | 50 |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|---------------|---|---------|------------|------------|------------|------------|---|---|---|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| PLACE.PLAN.03 | Average timescale (weeks) to determine planning applications for local developments (quarterly) | | | 8.61 | 8.5 | 9 |  |  | Q3 23/24: On Target | 10 |
| PLACE.PLAN.04 | Number of discretionary pre-planning advice applications | | | 0 | 4 | 32 |  |  | Q3 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 £10,401 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 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | | Annual Target 2023/24 | |
|-----------------|---|------------|---------------------------|---------------------------|------------|---------------------------|---|---|---------------------|-----------------------|--|
| | | Value | Value | Value | Value | Value | Status | Short Trend | Note | | |
| ENV5 | Cost of trading standards and environmental health per 1,000 population | £21,161.56 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | | |
| ENV5a | Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF) | £8,384.37 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | | |
| ENV5b | Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF) | £12,777.19 | Not measured for Quarters | Not measured for Quarters | | Not measured for Quarters | | | | | |
| PROSERVICE S.01 | Number of food law service requests received from Midlothian Residents and | | | 60 | 76 | 49 |  |  | Q3 23/24: Data only | | |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-----------------|--|---------|------------|------------|------------|------------|---|-------------|--|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | businesses (includes food safety and food standards) | | | | | | | | | |
| 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% | 88% |  | ↑ | Q3 23/24: Data only | |
| PROSERVICE S.03 | Number of Food law interventions carried out (Food Hygiene/Food Standards) | 355 | 107 | 101 | 85 | 50 |  | ↓ | Q3 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% | 100% |  | ↑ | Q3 23/24: Data only 100% of the planned high risk inspections for 2023/2024 have now been completed. 6 additional unplanned high risk inspections were carried out in Q3. | |
| PROSERVICE S.05 | Number of workplace safety RIDDOR reports received | | | 18 | 12 | 22 |  | ↑ | Q3 23/24: Data only | |
| PROSERVICE S.06 | Number of RIDDOR related visits to investigate business workplace health and safety incidents | | | 1 | 1 | 0 |  | ↓ | Q3 23/24: Data only | |
| PROSERVICE S.07 | Number of Public Health Service requests from Midlothian residents and businesses received | | | 345 | 278 | 222 |  | ↓ | Q3 23/24: Data only | |
| PROSERVICE S.08 | Percentage of Public Health complaints receiving first response within timescales | | | 52% | 69% | 93% |  | ↑ | Q3 23/24: Data only | |
| PROSERVICE S.09 | Number of Public Health Service requests from internal sources received | | | 55 | 106 | 102 |  | ↓ | Q3 23/24: Data only | |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-----------------|---|---------|------------|------------|------------|------------|--------|-------------|---|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| PROSERVICE S.10 | Percentage of Public Health complaints from internal sources receiving first response within timescales | | | 56% | N/A | N/A | | | Q3 23/24: Data only | |
| PROSERVICE S.11 | Number of Abandoned Vehicles reported | | 30 | 66 | 36 | 48 | | | Q3 23/24: Data only | |
| PROSERVICE S.12 | Number of abandoned vehicle notices served | | 4 | 19 | 3 | 4 | | | Q3 23/24: Data only | |
| PROSERVICE S.13 | Number of abandoned vehicles removed for destruction | | 2 | 4 | 3 | 3 | | | Q3 23/24: Data only | |
| PROSERVICE S.14 | Number of private water supplies inspected | | 0 | 0 | 1 | 3 | | | Q3 23/24: Data only | |
| PROSERVICE S.15 | Number of private water supplies sampled | | 0 | 10 | 25 | 8 | | | Q3 23/24: Data only | |
| PROSERVICE S.16 | Number of short term let applications received | | | 9 | 77 | 3 | | | Q3 23/24: Data only | |
| PROSERVICE S.17 | Number of short term let Licences issued | | | 4 | 10 | 3 | | | Q3 23/24: Data only | |
| PROSERVICE S.18 | Number of consumer complaints received by Trading standards | 287 | 75 | 58 | 56 | 42 | | | Q3 23/24: Data only Consumer complaints are those received directly or referrals from Advice Direct Scotland (ADS) acted upon. | |
| PROSERVICE S.19 | Percentage of consumer complaints responded to within 5 working days | | | 100% | 98% | 100% | | | Q3 23/24: On Target | 100% |
| PROSERVICE S.20 | Percentage of consumer complaints completed within 14 days (quarterly). | | | 80% | 90% | 97% | | | Q3 23/24: On Target A total of 42 consumer complaints were received this quarter with 38 complete. (37 within 14 days 97%). Most of the 4 incomplete complaints will exceed the 14 days. | 80% |

| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-----------------|---|---------|------------|------------|------------|------------|---|---|--|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | | <p>In addition, we acted at our discretion on 13 Notifications from Advice Direct Scotland, the national call centre treating them like consumer complaints. 11 were completed, 10 within 14 days. Most of the 5 incomplete complaints will exceed this time.</p> <p>For this year we have received 157 consumer complaints in total, of which 152 were completed.</p> <p>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.</p> | |
| PROSERVICE S.21 | Number of business advice requests received by Trading Standards | | | 1 | 7 | 9 |  |  | Q3 23/24: Data only | |
| PROSERVICE S.22 | Percentage of business advice requests responded to within 5 working days | | | 100% | 100% | 100% |  |  | Q3 23/24: On Target | 100% |
| PROSERVICE S.23 | Percentage of business advice requests completed within 14 days | | | 100% | 100% | 100% |  |  | Q3 23/24: On Target | 75% |
| PROSERVICE S.24 | Number of intelligence logs input to Intelligence Database (IDB) | | | 33 | 29 | 32 |  |  | Q3 23/24: Data only | |
| PROSERVICE S.25 | Number of Trading Standards Primary inspections | | | 56 | 65 | 74 |  |  | Q3 23/24: On Target 74 inspections were carried out this quarter including 12 under Animal Health and Welfare. | 276 |


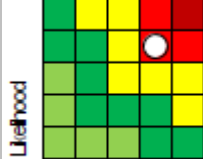

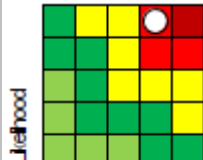
| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-----------------|---|---------|------------|------------|------------|------------|---|---|--|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | | <p>Of the 276 premises to be inspected this year, 18 premises are closed/outside area but 17 additional inspections have been made, 5 this quarter. A total of 195 premises so far inspected.</p> <p>The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Most inspections are carried out later in the year.</p> <p>Some fluidity is required in that some target premises will have ceased trading. These may be replaced by and new premises open and these may be inspected. Also, new businesses found can also be inspected.</p> | |
| PROSERVICE S.26 | Percentage of planned inspections achieved in line with Service plan | | | 20% | 24% | 27% |  |  | Q3 23/24: Data only | |
| PROSERVICE S.27 | Develop and implement a Trusted Trader Scheme | | | N/A | N/A | N/A |  |  | Q3 23/24: Data only A report has been prepared for approval by Cabinet. | |
| PROSERVICE S.28 | Number of Interventions carried out regarding Tobacco & nicotine containing products | | | 16 | 5 | 2 |  |  | Q3 23/24: Data only Vapes were seized from 1 shop and a new shop was visited to ensure they became registered. | |
| PROSERVICE S.29 | Percentage of businesses registered for tobacco/vapes in Midlothian visited (quarterly) | | | 11% | 16.5% | 20.5% |  |  | Q3 23/24: On Target Target met - a total of 145 premises are believed to be registered and selling tobacco and/or vapes at 01/04/23. The target of 29 have been visited. | 20% |


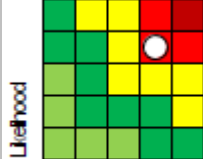

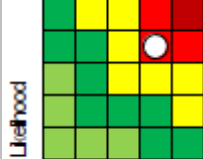
| PI Code | PI | 2022/23 | Q3 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | | | Annual Target 2023/24 | |
|-----------------|---|---------|------------|------------|------------|------------|--------|-------------|---|------|
| | | Value | Value | Value | Value | Value | Status | Short Trend | | Note |
| | | | | | | | | | 5 visited this quarter, 29 so far this year. | |
| PROSERVICE S.30 | Percentage of businesses registered for tobacco/vapes in Midlothian where a test purchase was carried out (quarterly) | | | 1.4% | 0% | 1% | | | Q3 23/24: Off Target The target is 15 premises. 1 premise was visited this quarter. Despite continued efforts Challenges in recruiting under-age volunteers remain. | 10% |
| PROSERVICE S.31 | Number of Liquor Licencing applications received | | 64 | 0 | 122 | 101 | | | Q3 23/24: Data only | |
| PROSERVICE S.32 | Percentage of Liquor Licence applications determined | | | 0% | 99% | 96% | | | Q3 23/24: Data only | |
| PROSERVICE S.33 | Percentage of Liquor Licence Applications referred to the Licensing Board | | | 0% | 1% | 1% | | | Q3 23/24: Data only | |
| PROSERVICE S.34 | Number of Civic Government Licence applications | | | 99 | 116 | 100 | | | Q3 23/24: Data only | |
| PROSERVICE S.35 | Percentage of Civic Government Licence applications determined | | | 61% | 65% | 76% | | | Q3 23/24: Data only | |
| PROSERVICE S.36 | Percentage of Civic Government Act applications referred to the General Purposes Committee | | | 1% | 1% | 0% | | | Q3 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 | <ol style="list-style-type: none"> 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. 5. Address potential morale issues with open conversations | <p>The impact on staff members in response to the increased housing stock and management of the housing stock.</p> <p>The impact on staff members in daily challenges of the homelessness service and sourcing enough accommodation to meet the needs of the applicants.</p> <p>The impact on dealing with applicants and tenants with significant criminality or health needs.</p> <p>The impact on evicting tenants and the court process.</p> | | | | | 16 | Place Service |
| PL.HHS.06 Homelessness and Temporary Accommodation – Duties as a Statutory service | <ol style="list-style-type: none"> 1. Ensure 24/7 staff coverage 2. Legal compliance 3. Stay informed about legislative changes and adapt accordingly 4. Contingency plan for spikes in demand | 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 | 1. Ensure staff coverage 2 Legal compliance 3. Stay informed about legislative changes and adapt accordingly 4. Contingency plan for spikes in demand | Currently we are meeting our statutory duty. |  | | |  Likelihood Impact | 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. |  Likelihood Impact | 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. | Q2 23/24: The WISE Pilot commenced on 17 July 2023. The pilot is generating some Fixed Penalty Notices but the numbers |  <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 | Value | Value | Value | Value | Value | Value | |
| C-AST1 | Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF) | 82.05% | 66.11% | 66.29% | 66.86% | 67.25% | 67.86% | 65.24% | 22/23 Rank 32 (Bottom Quartile) 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% | 22/23 Rank 29 (Bottom Quartile) 21/22 Rank 27 (Bottom Quartile) 20/21 Rank 26 (Bottom Quartile) 19/20 Rank 26 (Bottom Quartile) 18/19 Rank 23 (Third Quartile) 17/18 Rank 27 (Bottom Quartile) 16/17 Rank 28 (Bottom Quartile) |

Culture and Leisure

| Code | Title | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | External Comparison |
|-------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--|
| | | Value | Value | Value | Value | Value | Value | Value | |
| C&L1 | Corporate Indicator - NET Cost per attendance at Sports facilities (LGBF) | £4.21 | £5.00 | £3.87 | £3.48 | £100.12 | £20.69 | £17.88 | 22/23 Rank 32 (Bottom Quartile) 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) |
| C&L4 | Corporate Indicator - Net cost of parks and open spaces per 1000 population (LGBF) | £8,317.35 | £8,580.31 | £5,003.28 | £1,373.57 | £3,950.62 | £6,242.08 | £6,927.14 | 22/23 Rank 1 (Top Quartile) 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% | 22/23 Rank 24 (Third Quartile) 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% | 63% | 22/23 Rank 30 (Bottom Quartile) 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% | 63.4% | 16.17% | 23.91% | 22/23 Rank 6 (Top Quartile) 21/22 Rank 17 (Third Quartile) 20/21 Rank 15 (Second 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) | £5,928.04 | £5,795.21 | £4,408.79 | £4,467.71 | £7,673.68 | £5,484.38 | £6,771.63 | 22/23 Rank 24 (Third Quartile) 21/22 Rank 22 (Third Quartile) 20/21 Rank 27 (Bottom Quartile) 19/20 Rank 13 (Second Quartile) 18/19 Rank 14 (Second Quartile) 17/18 Rank 24 (Third Quartile) 16/17 Rank 27 (Bottom Quartile) |
| ECON3 | Average time for Commercial planning application (LGBF) | 8.4 weeks | 7.3 weeks | 8.5 weeks | 19.1 weeks | 8.3 weeks | 6.8 weeks | 10.6 weeks | 22/23 Rank 12 (Bottom Quartile) 21/22 Rank 3 (Top 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 | 8.05 | 13.1 | 12.78 | 22/23 Rank 22 (Third Quartile) 21/22 Rank 22 (Third Quartile) 20/21 Rank 20 (Third Quartile) 19/20 Rank 20 (Third Quartile) 18/19 Rank 22 (Third Quartile) 17/18 Rank 14 (Second Quartile) 16/17 Rank 18 (Third Quartile). |
| ECON6 | Cost of Economic Development & Tourism per 1,000 population (LGBF) | £146,179.89 | £4,691.97 | £54,587.26 | £63,194.90 | £66,205.05 | £79,499.37 | £52,703.84 | 22/23 Rank 29 (Bottom Quartile) 21/22 Rank 21 (Third Quartile) 20/21 Rank 21 (Third Quartile) 19/20 Rank 20 (Third Quartile) 18/19 Rank 24 (Third Quartile) 17/18 Rank 27 (Bottom Quartile) 16/17 Rank 7 (Top 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) |

| Code | Title | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | External Comparison |
|---------|--|------------|------------|------------|------------|------------|------------|---------|--|
| | | Value | Value | Value | Value | Value | Value | Value | |
| | | | | | | | | | 15/16 Rank 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% | 22/23 Rank 8 (Top Quartile) 21/22 Rank 19 (Third Quartile) 20/21 Rank 18 (Third Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 19 (Third Quartile) 17/18 Rank 19 (Third Quartile) 16/17 Rank 19 (Third Quartile) |
| ECON9 | Town Centre vacancy rates (LGBF) | 5.7% | 6.72% | 7.48% | 5.45% | 5.1% | 13.49% | | 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) | £17,481.00 | £17,626.00 | £17,944.00 | £18,040.00 | £16,768.00 | £17,744.00 | | 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) | 1.6% | 2.2% | 2.5% | 2.5% | 5.2% | 3.6% | 2.3% | 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) | 2.6% | 3% | 3.6% | 3.7% | 7.8% | 4.9% | 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 |

| 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 | |
| | | | | | | | | | 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) | £87.13 | £86.72 | £77.96 | £56.70 | £75.60 | £63.58 | £66.99 | 22/23 Rank 12 (Second Quartile) 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) | £99.41 | £99.14 | £98.70 | £60.51 | £37.11 | £57.09 | £31.25 | 22/23 Rank 3 (Top Quartile) 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) | £14,716.17 | £13,775.11 | £13,750.82 | £12,016.01 | £14,900.70 | £12,526.40 | £12,365.36 | 22/23 Rank 14 (Second Quartile) 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% | 88.5% | 22/23 Rank 21 (Third Quartile) 21/22 Rank 21 (Third Quartile) 20/21 Rank 26 (Bottom Quartile) 19/20 Rank 13 (Second Quartile) 18/19 Rank 23 (Third Quartile) 17/18 Rank 5 (Top Quartile) 16/17 Rank 2 (Top Quartile) |

| Code | Title | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | External Comparison |
|-------|---|-----------|-----------|------------|-----------|-----------|-----------|------------|---|
| | | Value | Value | Value | Value | Value | Value | Value | |
| ENV4a | Corporate Indicator - Cost of maintenance per kilometre of roads (LGBF) | £9,125.00 | £9,581.00 | £13,343.00 | £9,399.00 | £8,033.00 | £9,402.00 | £10,980.56 | 22/23 Rank 14 (Second Quartile) 21/22 Rank 10 (Second Quartile) 20/21 Rank 12 (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% | 22/23 Rank 24 (Third Quartile) 21/22 Rank 13 (Second Quartile) 20/21 Rank 9 (Second Quartile) 19/20 Rank 11 (Second Quartile) 18/19 Rank 17 (Third Quartile) 17/18 Rank 13 (Second Quartile) 16/17 Rank 7 (Top Quartile) |
| ENV4c | Percentage of B class roads that should be considered for maintenance treatment (LGBF) | 29.2% | 30.5% | 32.7% | 30.6% | 27.8% | 27.03% | 33% | 22/23 Rank 23 (Third Quartile) 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% | 22/23 Rank 21 (Third Quartile) 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% | 44% | 22/23 Rank 27 (Bottom Quartile) 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% | 47.0% | 22/23 Rank 15 (Second Quartile) 21/22 Rank 15 (Second Quartile) 20/21 Rank 14 (Second Quartile) 19/20 Rank 16 (Second Quartile) 18/19 Rank 3 (Top Quartile) |

| Code | Title | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | External Comparison |
|-------|--|---------|---------|---------|---------|---------|---------|---------|--|
| | | Value | Value | Value | Value | Value | Value | Value | |
| | | | | | | | | | 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% | 81% | 81% | 19/22 Rank 17 (Third Quartile) 18/21 Rank 17 (Third Quartile) 17/20 Rank 7 (TOP Quartile) 16/19 Rank 3 (TOP Quartile) 15/18 Rank 4 (Top Quartile) 14/17 Rank 10 (Second Quartile) 13/16 Rank 21 (Third Quartile) |
| ENV7b | Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF) | 73% | 71.33% | 67.97% | 62.3% | 58.63% | 58.63% | 56% | 19/22 Rank 26 (Bottom Quartile) 18/21 Rank 21 (Third Quartile) 17/20 Rank 19 (Second Quartile) 16/19 Rank 16 (Second Quartile) 15/18 Rank 16 (Second Quartile) 14/17 Rank 18 (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% | 22/23 Rank 25 (Bottom Quartile) 2021/22 Rank 9 (Second Quartile) 20/21 Rank 5 (Top Quartile) 19/20 Rank 19 (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 | 14.20 days | 22/23 Rank 22 (Third Quartile) 21/22 Rank 15 (Second Quartile) 20/21 Rank 25 (Bottom 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) |

| 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 | |
| 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 15 (Second Quartile) 20/21 Rank 15 (Second Quartile) 19/20 Rank 12 (Second Quartile) 18/19 Rank 10 (Second Quartile) 17/18 Rank 8 (Top Quartile) 16/17 Rank 6 (Top Quartile) |

Tackling Climate Change

| Code | Title | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | External Comparison |
|-------|--|---------|---------|---------|---------|---------|---------|---------|--|
| | | Value | Value | Value | Value | Value | Value | Value | |
| CLIM1 | CO2 emissions area wide per capita (LGBF) | 5.2 | 5 | 4.74 | 4.54 | 4.1 | 4.52 | | 21/22 Rank 12 (Second Quartile) 20/21 Rank 15 (Second Quartile) 19/20 Rank 10 (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 | | 21/22 Rank 9 (Top Quartile) 20/21 Rank 8 (Top Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 10 (Top Quartile) 17/18 Rank 12 (Second Quartile) 16/17 Rank 10 (Second Quartile) |
| CLIM3 | Emissions from Transport per Capita (LGBF) | | 20 | 19 | 16 | 17 | 18 | | 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). |
| CLIM4 | Emissions from Electricity per Capita (LGBF) | | 118.1 | 64.86 | 57.19 | 47.63 | 44.99 | | 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). |

| 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 | |
| CLIM5 | Emissions from Natural Gas per Capita (LGBF) | | 94.6 | 96.6 | 81.77 | 94.63 | 96.57 | | 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). |