



Midlothian Council  
Annual Performance Report  
**2023/24**

For more information visit:

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

# Single Midlothian Plan Vision:

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

No child or household need live in poverty.

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

Our new [Single Midlothian Plan 2023-27](#) focuses on three main priorities:

- Individuals and communities have improved health and skills for learning, life and work.
- No child or household need live in poverty.
- Significant progress is made towards net zero carbon emissions by 2030.

Midlothian is projected to have the highest percentage change in population size of all mainland council areas in Scotland with an increase of 16%. In addition, Midlothian has 10 zones which fall into the most deprived 20% data zones in Scotland.

To accommodate growth within the resources available we need to think differently about the services we deliver and how we deliver them.

Rooted in the creation of a wellbeing economy, in June 2023 Council approved the new [Transformation Blueprint 2023-2028](#)

The 5 key objectives of the Transformation Blueprint are:

1. Support the Council to address the 5 year funding gap of £29.121 million 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 fit for the future delivering services in a holistic and integrated way as well as utilising our assets to maximise their potential.
5. Drive forward multi-agency transformation to deliver systems-level change resulting in integrated service delivery which improve community outcomes.



## The top three priorities for 2023-24 are:

- Individuals and communities have improved health, and skills for learning, life and work.
- No child or household need live in poverty.
- Significant progress is made towards net zero carbon emissions by 2030.

The **Single Midlothian Plan 2023-27** incorporates seven overarching themes which support the achievement of outcomes. This thematic approach is used for quarterly reporting. The themes are:



### Midlothian will be Healthier

By working with all our community partners, we will help more people in Midlothian live healthier lives for longer.



### Midlothian will be Safer

People can live in Midlothian free of fear and harm.



### Midlothian will Get it Right for Every Child

Our vision for children and young people in Midlothian is to have the best possible start in life and live safe, healthy, active, happy and independent lives.



### Midlothian will Support Residents to Improve Employability and Outcomes in our Communities

Our vision is to reduce the gaps in learning, economic circumstances and poverty.



### Midlothian will be Greener

Significant progress is made towards net zero carbon emissions by 2030.



### Midlothian will have a Wellbeing Economy and be Better Connected

To create a connected, collaborative and ambitious economic culture in Midlothian.



### Midlothian will Work Towards Reducing Poverty

To reduce all aspects of poverty using a data informed approach whilst learning from those with direct experience of poverty.

# SINGLE MIDLOTHIAN PLAN THEMES

## Midlothian will be Healthier



### Duty Social Work and Adult Protection

Duty Social Work continued to ensure that individuals referred to the service are supported and supported in crisis, including signposting to appropriate services, undertaking assessments and direct interventions. Work continued with colleagues and VOCAL to identify and support unpaid carers.

Work continued to ensure that staff have the relevant skills, competence and knowledge to work effectively, and that they are trauma informed and able to engage with service users using a range of approaches.

Care at home continued to be challenged with increasing demand for people to live safely at home in the community. The commissioned providers and the in-house service have all been inspected by the Care Inspectorate and received positive grades relating to service delivery.

All services continued to promote self-management by, informing, sign posting and encouraging the use of digital platforms. Midlothian's Mental Health and Resilience Service (MHARS) continued to provide prompt, effective and compassionate support to individuals aged 18-65 residing in Midlothian.

Effective collaborative working between the Adult Community Mental Health Team and Intensive Home Treatment Team has been essential in providing an effective response to supporting individuals at home rather than in hospital. This is achieved through assertive outreach, dynamic risk assessment, early intervention, and prevention, supporting individuals in their own home environment where appropriate.

Services continued to contribute to working groups to promote a public health agenda and increase strategic partners. Various groups include: trauma training steering group, Mid & East Lothian Drug and Alcohol Partnership Group, Midlothian Suicide Prevention Group, Equally Safe Strategy Leadership Group, Midlothian will be Healthier Thematic Group, Lothian Green Health Network and the Third Sector Summit.

**“By working with all our community partners, we will help more people in Midlothian live healthier lives for longer.”**

# Delivery of strategic outcomes



## Midlothian Integration Joint Board (IJB)

plan and direct delegated health and social care services for the people of Midlothian. Midlothian Health and Social Care Partnership (HSCP) oversees the delivery of all the services delegated to Midlothian IJB. The aim of integrated health and social care is for the people to experience more joined up treatment and care.

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

**Sport and Leisure:** Tonezone memberships continues to grow through improved marketing and promotion with a total of 4,628 memberships this year to date. An increase of 13% from quarter 1 of this year. 1,250 primary 4 pupils attended free swimming lessons this year.

Midlothian Active Choices (MAC) is a sport and leisure physical activity referral programme, aimed at adults who are inactive and experience various health conditions. The programme offers a range of supported activities across Midlothian to help manage these health conditions. This year saw 5,688 Midlothian Active Choices attendees and 1,435 new referrals after completion of MAC sessions.

**Website/Social Media:** Supporting Midlothian Health and Social Care GP surgery teams with Pharmacy First social media campaign encouraging patients with minor ailments to administer self-care at home, check symptoms online, and attend a local pharmacy for help before phoning their local surgery. Published information for mental health services available to Midlothian residents, with one focused on the Mental Health Practice Nurse service available through GP surgeries; the other on Midlothian Access Point (MAP), which provides signposting assistance linking patients to local mental health services.

## 2023-24 Outcomes included:

**7,200** hours/week  
approximately, of care delivered at home  
from our service, external providers  
and SDS Option 2 pathways.

**37**  
Midlothian Trauma  
Training events delivered  
July 2023 – February  
2024 to 387 participants.

**171**  
people given  
health assessment by  
Health inclusion team  
since April 2023

**152**  
completed Adult Carer  
Support plans were  
supported by the HSCP  
and 615 were supported  
by VOCAL.

**33**  
online platforms  
supported by mental  
health services.

**71**  
admissions for Adult  
Mental Health Beds,  
with a mean average of  
5 beds used per month.

**444**  
people with a Learning  
Disability supported by  
Midlothian's services.

# Midlothian will be Safer

People can live in Midlothian free of fear and harm.



**Justice Services:** Justice services work collaboratively to ensure that those subject to statutory supervision are enabled and supported to effectively participate.

The service takes a person centred and flexible approach when seeking to engage individuals, including how to support them to engage on their order, or licence.

The Justice Service increased access to services for perpetrators of domestic abuse and to victims and children who have been impacted by the behaviour. There are two routes through which men can access support: after conviction a Court can impose a Community Payback Order (CPO) with a requirement to undertake the Caledonian Programme – if the man is assessed as suitable. There is the option to undertake the programme voluntarily (non-court mandated) via Your Chance to Change. Referrals can also be received from partner agencies.

The service works closely with Psychological Therapy Team colleagues to ensure appropriate responses are taken for those with complex needs - ensuring risk assessments are robust.

**Suicide Prevention:** The Creating Hope Together strategy has a clear focus on inequalities, prevention and determinants of health and wellbeing. Specifically, the strategy aims to take a population health approach to

Suicide Prevention and try to tackle key risk factors such as poverty and isolation.

**Substance Misuse:** Services continue to make ongoing improvements to deliver the 90% target individuals accessing services to be seen within 21 days from point of referral to treatment.

**Neighbourhood Services:** a total of 4,352 memorials were inspected throughout the year, safeguarding our heritage and enhancing public safety. Capital programme was completed ahead of plan this year with a targeted 752 new lighting column replacements. 14.83km of carriageway resurfaced and 4.59km of footway resurfaced this year. 1,802.52 tonnes of material used in 2023/24 to fill potholes. The Pothole Pro project equated to 9,214m<sup>2</sup> of permanent patching, repairing 2,985 potholes this year.

**Protective Services:** Public Health and Environmental Protection team received 1,121 service requests this year from Midlothian residents and businesses and 412 requests from internal sources. Trading Standards received 208 consumer complaints this year with at least £28,200 returned to Midlothian consumers following their involvement including refunds, repairs and replacement goods.

## 2023-24 Outcomes included:

**92% (237)**  
of people subject to a  
Community Payback Order  
and effectively participating.

**299**  
Community Payback  
Orders in place by  
the end of Q4

**14.83km**  
of carriageway  
resurfaced

**4.59km**  
of footway  
resurfaced

**2,985**  
potholes repaired

**100%**  
All planned priority  
food law inspections  
complete

**312**  
food inspections  
carried out

**275**  
Trading Standards  
primary inspections

**208**  
consumer complaints  
with at least £28,200  
returned to consumers



# Midlothian will Get it Right for Every Child

Our vision for children and young people in Midlothian is to have the best possible start in life and live safe, healthy, active, happy and independent lives.



In Midlothian the Getting It Right for Every Child Board (GIRFEC) is one of the subgroups of the SMP, and one of the main drivers for the effective delivery of services to children. The GIRFEC Plan also known as the Integrated Children's Service Plan 2023-2026, is a statutory three-year plan devised by the local authority and health. The plan develops key outcomes and priority actions which are designed to improve the lives of children, young people and families. The new 3-year plan was approved towards the end of 2023.

**The plan has 12 shared priority themes, outcomes and actions which sit within 4 subgroups, namely:**

- 1. Children & Young People's Rights**
- 2. Children & Young People's Mental Health and Wellbeing**
- 3. Whole Family Wellbeing**
- 4. Information Sharing and Commissioning**

## **Children's Services**

Children's Services are fully committed to realising a children's rights approach to all of their work and ensuring that the principles of the United Nations Conventions on the Rights of the Child (UNCRC) are embedded alongside the Promise commitments.

Referrals into the service in Q4 saw a 56% decrease compared to Q1 (2,353 to 1,324). The Family Wellbeing Service received 172 referrals over the year. Improvement plans were introduced and are being monitored for Fostering/Adoption and Continuing Care, Hawthorn Family Learning Centre and Young People's Care Homes.

The new National Child Protection Guidance was implemented during the year. Midlothian's looked after away from home population was fairly static and fluctuated between 140 – 152 children. The number of children's names on the child protection register also remained fairly consistent across the year. Funding for a single point of access post was agreed with CAMHS to support the development of pathway for children and families to navigate mental health services

## **Education**

Education Services encompasses Early Learning and Childcare (ELC), Primary Schooling, Secondary Schooling, Special Schooling, Additional Support Needs, Digital Learning, Educational Psychology and Community, Lifelong Learning and Employability (CLLE).

The Education Service Plan is informed by and links to the outcomes determined by the Getting it Right for Every Midlothian Child Board. The Education Service Improvement Plan not only reflects the key priorities in the Midlothian Single Plan but also aligns closely with the key priorities in Education – Achieving Excellence and Equity: National Improvement Framework and Improvement Plan 2023.

**Priority 1: Raising attainment to ensure that all children and young people in Midlothian achieve outcomes which lead to positive destinations**

In summary, the attainment outcomes for leavers in 2022/23 are positive in comparison to last year and pre-pandemic levels. Almost all leavers are in a positive destination (95.3%), and there is strong performance in attainment in comparison to our virtual comparators. There was also positive achievements in SCQF levels 3 and 4 versus the national and LGBF comparator authorities. There are however challenges where improvement will be focused, which includes the core middle 60% attainment cohort and learners at SCQF level 6.



## Priority 2: All children & young people feel valued & included, and have the same opportunities to succeed

A full refresh of school roll projections was undertaken to assess current and future demand and will inform and shape the Learning Estate Strategy of the next 5 years.

**Active Schools Midlothian:** team continue to work in partnership with Sports Scotland, providing opportunities for our children to adopt healthy and active lifestyles throughout their school years and into adulthood by supporting and sustaining a network of volunteers, coaches, leaders and teachers who, in turn, deliver extra-curricular physical activity and sport before, during and after school and in the wider community.

**Libraries:** 4,091 children's library initiatives took place in 2023/24. The Summer Reading Challenge, based around the power of play, sport and games, saw over 1,000 children sign up this year (a 15% increase on last year) with 55% of those completing the challenge (a 4% increase on the numbers finishing last year). Nearly 130 events were attended by over 4,000 children and their families and over 21,000 items of junior stock were issued over July and August.

As a result, libraries saw 668 new child memberships which reflects the positive engagement of the Summer Reading Challenge. Book Week Scotland saw 66 events held across our libraries including Bookbug sessions, author visits, workshops, crafting, school visits and Bookbug bag gifting sessions. Almost 2,300 people attended which was a great turn out for what was a very wet Book Week Scotland.

## Education 2023-24 Outcomes included:

**95.3%**

of school leavers  
initial destination  
positive (22/23)

**65.34%**

of school leavers  
achieving Literacy and  
Numeracy at level 5

**2,254**

P1 and P2 pupils have  
access to individual  
learning tables

**11,872**

P3-P6 pupils have  
their own learning  
Chromebook

**8.6%**

increase in primary  
pupils with additional  
support needs

**16.5%**

increase in secondary  
pupils with additional  
support needs

Primary and Secondary attendance rates  
below target for the year

## Children's Services 2023-24 Outcomes included:

**74**

families using  
Self Directed  
Support option 1.

**81**

families participating  
in family group  
decision making

**52**

families have  
a family group  
decision making plan

**224**

families offered income  
assessments (41%  
more than previous year)



# Midlothian will Support Residents to Improve Employability and Outcomes in our Communities



## Community, Lifelong Learning and Employability (CLLE)

A positive progress visit of Midlothian Community Learning and Development Partnership by Education Scotland HMIE took place in March 2024. The inspection focused on:

- How effective is the leadership of the local authority and their CLD partners in improving outcomes?
- How well does the performance of the local authority and their CLD partners demonstrate positive impact?

Initial feedback provided indicated that leadership of CLD at all levels is confident and effective. Noting that there is a shared vision and ambition for improving the lives of individuals and communities. Further noting that there is a well embedded culture of strong partnership working and that robust evidence bases underpin the work taking place to remove barriers to participation. The feedback recognised that overall participants across a range of CLD services are gaining new knowledge and skills to help them meet their aspirations and needs.

As a result of gaining new skills and qualifications, learners are better able to secure employment. Across provision, the achievements of young people and adults were noted as being

regularly recognised and celebrated well. An action plan was to be developed to address areas of continuous improvement.

**CLD Partnership Plan:** Overall, very good progress has been made in meeting the targets set in the [CLD Three Year Partnership Plan](#) which ensures Midlothian Council fulfils its statutory duty in relation to youth work, adult learning, and community capacity building (with zero red actions, 10 amber and 23 green).

The CLLE service and partners worked together to produce a [padlet](#) which provides detailed information on the opportunities available to support young people, adults, families and communities to build skills for learning, life and work. The Cost-of-Living Task Force agreed £66,000 carry forward funding to support the trusted partners model until June 2024.

**Libraries:** The number of library events has increased by 7% from last year with 6,135 library events held this year resulting in a total of 81,006 attendees, an 11% increase from those attending events last year. This covers regular events and activities for both adults and children as well as standalone events. This year, Library Services were awarded the SLIC Library Service Excellence Award for activities that put our communities at the heart of the service.

## 2023-24 Outcomes included:

**298** parents supported by Parental Employability Project (186 new & 114 existing). 80 entered or progressed their employment with more hours or pay. 80 entered or progressed self-employment to increase income. 36.78% achieved a work-related accredited qualification totalling 275. 9 started Further or Higher Education

**3,422**  
engagements by young people accessing youth work provision

**1,525**  
engagements in community based & adult learning programme

**58**  
groups received direct community capacity building support

**477**  
participants in paid adult learning programme

**799**  
people received 1:1 support

**6,225**  
local people engaged with CLL projects

**2,531**  
qualifications gained by CLLE learners

**509**  
CLL opportunities/projects/courses offered

**2,652** library customers supported with digital queries

# Midlothian will be Greener

Significant progress is made towards net zero carbon emissions by 2030.



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 to achieve future emissions targets. 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.

This year 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. 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 LHEES Strategy and covering report is complete and approved by the Scottish Government for compliance and subject to Council approval.

Thematic actions are designed to increase awareness, promote reflection and action on the key Climate Emergency issues of energy, food and travel. The actions will help

inform and give people the opportunity to get involved to make a difference. Midlothian's future will be different through having more people aware and engaged in Climate Emergency issues, both consciously and subconsciously. This will make Midlothian more resilient to the effects of Climate Change and in addition help contribute more widely to Climate Change resilience.

Work continues to engage with businesses regarding their own climate change commitments via the 'climate change pledge' programme and there is increasing awareness in the Council and across communities on the back of communications from the Council and the working progressed by the Community Planning Climate Change Emergency group.

**Parks and Greenspaces:** Utilisation of the Nature Restoration fund from the Scottish Government, Butterfly and Bee happy mixes of Bulbs and wildflowers were planted at some of our prominent roundabouts and in our parks. 20 locations were planted with 1,184,670 bulbs. To further support the Scottish Government's draft Scottish Biodiversity Strategy and Midlothian's Local Biodiversity action plan, additional funding was spent on further biodiversity measures to be undertaken in the next quarter involving large areas of wildflowers on the former Golf Course at Vogrie Country Park to create pollinator friendly areas.

Our Countryside Ranger Service continues to ensure our sites are an attractive, safe and welcoming environment for all to enjoy. This year, 6,990 volunteer hours (1,165 days) were spent in countryside sites. Volunteer numbers have increased significantly over the last few years, with a 25% increase in volunteer hours this year compared to last year and a 45% increase from 2021/22. Work on our Countryside sites would not be possible without close partnership working between volunteers and their coordination by our Ranger service.

Other achievements this year included: 36 ranger events held with 1,557 participants and 174 school and community group events with 2,603 participants; delivery of Midlothian Outdoor Festival 2023, including 30 events and over 1,550 participants, with volunteers and partners throughout Midlothian; and Grassland management to increase pollinator species and carbon sequestration rates carried out at Vogrie, Roslin and Straiton Pond by volunteers cutting and lifting wildflower rich meadow areas

**Housing:** the housing programme 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. At present any further Passivhaus developments are paused for a cost benefit analysis exercise.

**Building Maintenance:** Earlier in the year, Building Maintenance Service commenced the trial fit out of a brand new heating system which incorporates infra-red heating technology and are monitoring the cost of running this system through the winter with the assistance of the tenants who have moved into this property. This is a further step in achieving net zero and reducing the heating costs for our tenants. In line with our Damp and Mould policy the service continued to roll out the environmental sensors throughout our portfolio. This year BMS have installed 2,370 monitors across 1,158 homes.

**Street lighting:** capital programme was completed ahead of plan this year with a targeted 752 new lighting column replacements. A further 1,164 street lights were upgraded to LED lanterns to include a central management system for dimming.

**Waste services:** Waste Services team carry out over 5.8 million individual waste and recycling collections each year. The team completed 99.95% of all collections as scheduled. 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.

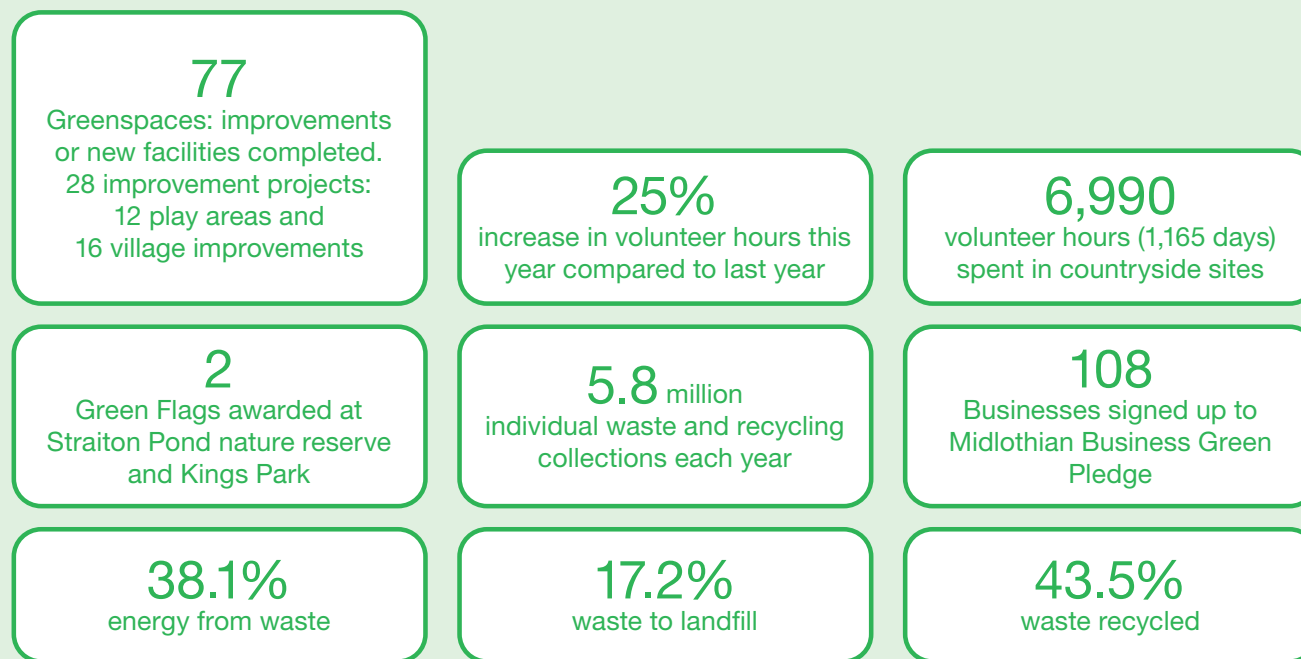
In addition, £2.2m was awarded from the Scottish Government's Recycling Improvement Fund which allow the Council to fully transition existing waste and recycling collection services to meet the recommendations in the Charter for Household Waste Recycling.

**Protective services:** Environmental Crime Pilot was launched this year 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.

**Libraries:** This year saw the launch of Gorebridge Library's Lend and Mend Hub. The Hub provides free access to sewing machines and other equipment to allow communities to repair, re-use and upcycle their own items.

### 2023-24 Outcomes included:



# Midlothian will have a Wellbeing Economy and be Better Connected

To create a connected, collaborative and ambitious economic culture in Midlothian.



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.

Localised procurement is promoted to clients, encouraging registration with the Supplier Development Programme and Public Contracts Scotland (PCS). Businesses are encouraged 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.

The creation of action groups to take forward key areas of proposed work to focus on 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 Economic Development priorities for the 2023/27 Single Midlothian Plan align to the social, environmental and economic aspirations of the wellbeing economy with people focussed outcomes that will also deliver local economic benefit.

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.



**Housing:** the housing programme Phase 1 provided 864 additional houses within Midlothian. The total number of new homes from phases 2, 3 and 4 is currently estimated at 1134, comprising of 489 from phase 2 budget and 645 from phase 3 and 4 budgets. An additional 327 homes are funded for delivery in phase 5.



## 2023-24 Outcomes included:

**181**

new build homes  
handed over, extending  
housing stock to 7,170  
by end of 23/24

**235**

'Planning to Start'  
business enquiries  
received, 120% more  
than previous year

**103**

new business  
start-ups this year

**1.690**

Locate in  
Midlothian followers

**2,288**

Business Gateway  
followers

**63**

Social enterprises  
supported this year

**54.6**

weeks average time  
to determine planning  
applications for major  
developments in Q4 (up  
from 50.1 weeks in Q3)

**9.3**

weeks average time  
to determine planning  
applications for minor  
developments in Q4 (up  
from 9 weeks in Q3)

# Midlothian will Work Towards Reducing Poverty

To reduce all aspects of poverty using a data informed approach whilst learning from those with direct experience of poverty.



**Homelessness:** 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. Our aim is to reduce the length of time that an applicant is in Temporary Accommodation and through our Rapid Rehousing transition plan we are seeing households moving through the homeless system more quickly.

**The Council's Strategic Housing Investment Plan (SHIP) 2024/25 to 2028/29** was submitted to the Scottish Government. 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.

**Our Rapid Rehousing Transition Plan** 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 this year, 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.

**Cost of Living Crisis:** To respond to this emerging crisis, the Council established a Cost of Living Task Force in 2022, which is chaired by the Council Leader and meets regularly to coordinate mitigating activities. The Cost-of-Living Task Force agreed £66,000 carry forward funding to support the trusted partners model till June 2024, with a further report being prepared jointly by CLLE and Place Directorate regarding future Cost of Living Supports.

**Community Capacity Building and Reducing Poverty:** 58 groups in the last 12 months have received direct community capacity building support.

**Warm and Well Hubs:** As part of Challenge Poverty Week we relaunched our 4 warm and well hubs. Working in partnership with other services including Communities, Lifelong Learning and Employability, Citizens Advice Bureau, Social Security Scotland and Into Work, a number of workshops and drop-in sessions were held in our Warm and Well Hubs providing advice on benefits, employability support, household budgeting and Cost of Living support and advice. In order to continue to support our communities through the Cost of Living Crisis, Dalkeith Library launched a free coat swap where coats could be donated or taken by those who were in need.

**Wellbeing:** In conjunction with Midlothian Voluntary Action's project MFIN (Midlothian Financial Inclusion Network) and the cost of living agenda, HR and Communications staff were involved with promoting support available through partner agencies to combat the cost of living pressures currently being experienced by employees and friends and family living in Midlothian communities. This included awareness of supports for debt advice, energy costs, healthy eating and stress management.



**Website/Social Media:** A dedicated communications campaign encouraging eligible families to apply for free school meals and clothing grants. A further social media campaign to promote Social Security Scotland's Drop-In Services at libraries throughout Midlothian and a short social campaign to raise awareness of the updated offering of the Best Start Food Grant.



## 2023-24 Outcomes included:

**35**

days averaged for property re-let times to permanent accommodation continuing a downward trend from 46 days in 21/22

**93.2%**

of homeless applicants sustained a permanent tenancy after 1 year.

**43.8**

weeks homeless applicants wait time. Down from 70 for same period last year

**139**

temporary accommodation households flipped to permanent accommodation this year

**552**

housing lets this year, 56.52% Homelessness and 43.48% General needs

**19**

houses let through our Housing first model

**217**

lets were made to new build and open market purchases

**£527,868**

granted from Scottish Welfare fund for crisis grants

**1,243**

homeless cases provided with advice and assistance

**5,712**

applicants on housing waiting list this year

**£449,088**

granted for community care grants up to Q4

## Other areas of interest

**Growing Council:** Midlothian is projected to have the highest percentage change in population size of all mainland council areas in Scotland with an increase of 16%. In addition, Midlothian has 10 zones which fall into the most deprived areas living a local share of 8.7% living in the most deprived areas in Scotland.



**Corporate Solutions** will “deliver forward looking services fit for a modern 21st Century organisation and put the citizen at the centre of service redesign”. Corporate Solutions supports the whole Council delivering services to internal and external stakeholders, playing a key role in the delivery of the Council's Medium Term Financial Strategy and ensuring organisational compliance, developing the workforce, and advancing transformation.

2023-24

Outcomes included:

**1,201**  
complaints were  
closed in the year.

**78.27%**  
of all complaints  
responded to in  
full at Stage 1

**6.24%**  
of all complaints  
responded to in  
full at Stage 2

**15.4%**  
of all complaints  
responded to in full  
following escalation

**3.37**  
working days on average  
to respond to Stage 1

**22.75**  
working days on average  
to respond to Stage 2

**9.2%**  
staff turnover  
(including teachers)

**11.71**  
days average Sickness  
Absence per Employee

**2.7%**  
gender pay gap  
between average hourly  
male & female pay.

**58.9%**  
of Council employees  
in top 5% of earners  
are Women.

**154,176**  
customer enquiry calls  
to our Contact Centre

**22,100**  
Midlothian Council  
Facebook followers

**18,000**  
@midlothian twitter  
followers



**Local  
Government  
Benchmarking  
Framework**

Comparing performance, or benchmarking, allows us to compare our performance with other local authorities so that we can identify best practice, learn from each other, and improve what we do. We do this through the Local Government Benchmarking Framework (LGBF).

The framework is a set of performance indicators developed for Scottish councils to compare performance and encourage shared learning and continuous improvement. Information on our performance in the LGBF Framework nationally and against similar councils is available via the [Local Government Benchmarking Framework Dashboard](#).

## Your feedback counts

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

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

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

or follow us on social media

 [Twitter@midgov.uk](https://twitter.com/midgov.uk)

 [facebook.com/MidlothianCouncil](https://facebook.com/MidlothianCouncil)

## COMMUNICATING CLEARLY

We are happy to translate on request and provide information and publications in other formats, including braille, tape or large print.

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

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

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

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

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

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