

Place Q1 24/25 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 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

Key achievements Q1 24/25

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 the changing climate. A new Climate Change officer was appointed this quarter. Plans are in place to review and refresh our Climate Change Strategy during 24/25 and associated action plan which incorporates a number of initiatives and ongoing programmes to reduce our emissions and carbon footprint.

Economic Development continues to promote the Midlothian Business Green Pledge to increase education and awareness of climate change and suggest adaptations. A total of 126 businesses have now committed to the Pledge with 21 of those signing up during quarter 1. 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. Planning is taking place to hold an 'in-person' Green Pledger event for Climate Week in September 2024 which will provide collaboration, shared learning and an opportunity for our Pledgers to highlight the steps they have taken to progress on their net zero journeys.

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.

Last year work progressed at pace to complete the LHEES methodology stages 1-4. This quarter, Council approved the LHEES Strategy and delivery plan. Overall, Midlothian Council's LHEES sets out a strategy to provide low carbon heat that is affordable to as many households and buildings as possible. Driving low cost, low carbon heat over expensive and challenging fabric retrofit approach will enhance the likelihood of achieving our net zero targets, whilst abiding by our six LHEES outcomes:

1. For Midlothian's communities and property decision makers to be engaged and empowered to deliver Net Zero heating targets, including making homeowners and tenants aware of funding and support available to them.

2. Working with Midlothian Energy Limited to find low/zero carbon heat solutions to meet the Council's climate change targets.
3. Work to alleviate fuel poverty by bringing forward solutions that move people out of fuel poverty or prevent them falling further into fuel poverty.
4. Make Midlothian's homes and buildings as energy efficient as possible using a fabric first approach.
5. Ensure that Midlothian Council will have an awareness of investment and grant funding opportunities and seek to secure these opportunities to deliver heat decarbonisation projects.
6. Work to whenever possible to create and keep jobs and revenue from heat decarbonisation projects within the Midlothian economy.

Following publication of the final LHEES strategy and delivery plan, an engagement campaign will take place over the next quarter.

Road Services

This quarter, under the combined Capital Works Programme and Residential Streets Programme, a total of 3.535km of carriageway and 0.05km of footway was resurfaced. Representing 0.51% and 0.01% of the carriageway and footway network respectively. Carriageway resurfacing is on target for the quarter. Although footway surfacing is behind target, it is expected to progress from July onwards bringing this back on target by quarter 2.

851.5 tonnes of material was used in quarter 1 to fill potholes. 226.46 tonnes of material was used for temporary repairs and 625.04 tonnes for pothole pro permanent patching. This is an increase of 104% compared to this period last year where 417.16 tonnes were used. The Pothole Pro project equated to 5,056m² of permanent patching, repairing 960 potholes this quarter.

As part of the street lighting capital programme a target of 500 new lighting column replacements are planned for this year. No lighting columns were replaced during quarter 1 because the programme will commence at the end of quarter 2 and the annual target is expected to be made by the end of the year. In addition, a further 472 street light replacements are programmed for this year which include LED upgrades.

This quarter 24 new variable speed message signs and 19 'school zone' signs were installed utilizing Transport Scotland funds. CCTV contracts were awarded this quarter for upgrades at Shawfair park and ride.

Waste and Recycling

As part of a wider Neighbourhood Services review, a new management structure for the Recycling Team was implemented in quarter 1. This has resulted in streamlined management of the service which has already seen an increase in productivity and time management of front line teams.

The implementation of an excellence model has seen the creation of an improvement plan which will see the development of new systems and procedures in all aspects of the service. For example, the way the service engages with residents in relation to enquiries has improved significantly since the start of Q1, resulting in a responsive and timely service to residents who contact the service.

Work has continued this quarter to introduce a digital asset management and operational deployment system for the waste collection service. This will be a huge step forward and will see an improved service to the residents of Midlothian. The system will include smart routing of the collection rounds as well as providing crews and customers with real time service updates about collections.

The service culture review has seen over 80 staff sign a voluntary pledge to improve working conditions for all members of the team by improving the culture of the management team and front line staff. The HEART pledge sets out a number of key principles which staff have voluntarily agreed to adhere to.

In quarter 1, the plans to expand food waste collection service were reviewed and amended ahead of roll out to customers in quarter 2. This included a review of the current collection rounds and consultation with front line staff and trade unions. The expansion of the food waste collection service is the latest phase of the plan to transform the waste collection service as part of the move to implement twin stream recycling in 2025.

Neighbourhood Environment Team

In quarter 1, the Greenspace service launched the new Neighbourhood Environment Team as part of the wider review of the Recycling and Greenspace Service. The new team combines elements of the former street cleaning service with specialist elements of the greenspace team to create a new service that aims to improve the quality of the local environment for our residents. As part of the Greenspace service, the Neighbourhood Environment Team will carry out the following works in our local communities;

- Ensuring our streets remain clear of litter
- Cleaning our bus stops so that they provide safe, clean shelter for residents
- Emptying street litter bins
- Spraying and removing weeds from footpaths and roads

- Mechanical sweeping of roads and pavements
- Ensuring pathways are clear of overhanging trees and shrubs
- Keeping Midlothian clear of fly tipping
- Edging back grass verges to reclaim overgrown footpaths
- Power washing of high streets and public areas

Nature restoration fund

The Council has been provided with a further £100k of funding from the Scottish Government as part of the Nature Restoration Fund. The Greenspace team is now in the process of creating plans to further enhance the work carried out in 2023 to plant one million bulbs at key sites across Midlothian. The projects will be delivered in quarter 4 and will focus on creating new habits and enhancing existing natural areas in our parks and open spaces. Further updates will be provided once the plans have been developed.

Play area improvements

The team are continuing to deliver the play area improvements programme funded by the Scottish Government grant, with further projects planned for 2024 in play areas across Midlothian. Further updates will be provided as projects are developed throughout the year. 8 improvements across our play areas, parks and green spaces were completed this quarter including the installation of a new Pétanque court.

Village improvements

In quarter 1 the Greenspace Team have been developing plans to carry out clean up works in village areas to build on the success of the work carried out last year which saw improvements to 16 areas including; Pathhead, Leadburn, Fala, Howgate, Lasswade, Ford, Edgehead, Auchendinny, Newton village and Silverburn to date with works planned for Cousland, Carrington, Millerhill, Temple, Whitehill and Middleton. The works will commence in quarter 3.

Working with the community

The Greenspace Team have continued to work with our brilliant volunteers across Midlothian. The work we carry out jointly has a huge impact on the quality of the local environment and we are determined to strengthen these partnerships over the rest of 2024. Our volunteer groups provide added value to the work that we do with litter picking, gardening and fund raising to brighten our local areas. This quarter, 1,890 volunteer hours (300 days) were spent in countryside sites. Volunteer numbers continue to remain high.

Galas and Events

The Greenspace team have supported the summer events programme and Galas across Midlothian this quarter. The events have been a huge success and the team have received positive feedback from those attending the events as well as the organisers.

Greenspace service

Quarter 1 has seen the creation of the new Greenspace service which incorporates the Neighbourhood Environment Team as well as the former Land and Countryside Team. The service has a new management team who are in the process of reviewing all systems, procedures and ways of working to improve the efficiency and effectiveness of the service.

The grounds maintenance team, Rangers, Cemetery team, play area staff and arborists are all being reviewed to strengthen these teams and to improve service delivery to ensure we provide the best quality parks, open spaces and cemeteries for our residents.

Protective Services

Our Business Regulations Food and Safety team continue to prioritise proactive interventions at food businesses registered with Midlothian Council with the highest risk for food safety and standards. These include retailers and caterers with significant or sustained non-compliances in food law. During Q1, 33% of our planned priority inspections were completed. In addition, the team completed 4 Official Control Verification interventions at approved establishments that supply products of animal origin.

Evidence of an extensive ongoing rat infestation throughout a Midlothian food business resulted in closure of the business for 10 days to protect public health due to imminent risk. A Hygiene Emergency Prohibition Notice was served on the Food Business Operator at the time of the visit and a Hygiene Emergency Prohibition Order was subsequently granted by the Sheriff Court, ratifying the actions of the officers. Interventions by the authorised officers saw the conditions of the food business significantly improve allowing the business to reopen. However, a further routine inspection 3 weeks later found the conditions had once again deteriorated and evidence of rat activity within the premises led to a Remedial Action Notice being served by officers, closing the business for a further 2 weeks to make the required improvements. Due to the nature of the offences found by officers a report is being prepared to be sent to the Crown Office Procurator Fiscal Service (COPFS).

This quarter, all three Midlothian based residential caravan sites requiring license renewal were issued with their 5 year license.

East Region Health Protection Team (HPT) have notified the team of 24 confirmed cases of infection disease within Midlothian over the past 3 months. This is a significant increase in cases with an average of 22 cases notified within a year. Investigations conducted by officers have led to 2 Exclusion Orders and 2 Restriction Orders issued by HPT to prevent spread of the infectious agents. Public Health Scotland have issued alerts to all Local Authorities to raise awareness of the increased incidents of Cryptosporidium,

linked to animal contact events and non-O157 E. coli linked to a UK outbreak.

Our Trading Standards team received 46 consumer complaints this quarter, a decrease from 58 during the same period last year and 72 in Q1 of 22/23. All consumer complaints were responded to within 5 working days and 88% completed within 14 days. Completion is not fully within service control and is dependent on traders and complainants responding to investigations. This quarter at least £21,470 has been returned to Midlothian consumers following Trading Standards involvement.

Trading Standards prosecution cases continue this quarter with one report submitted to the Crown Office and Procurator Fiscal Service for offences under the Trade Marks Act 1994, Tobacco & Related Products Regulations 2016 and Standardised Packaging of Tobacco Products Regulations 2015. The Midlothian resident was found to be possession of 8,400 counterfeit cigarettes and 17 counterfeit tobacco pouches by Police Scotland. This information was provided to Trading Standards who prepared and submitted the case earlier this quarter and has already been subject of a pleading diet. Two other reports submitted earlier this year, one relating to 933 oversized vapes and the other for landscaping work charged for but not carried out were subject to pleading diets at Edinburgh Sheriff Court in June and further pleading diets in July with a trial date in December.

29 Trading Standards primary inspections took place this quarter of a targeted 145 for the year, although off target, most inspections take place over quarters 3 and 4 so our overall annual target is expected to be met. Due to extensive inspections to farms and small holdings over the last year, only 8 small holdings/farms are required for inspection this year.

This quarter 38 intelligence logs were recorded on IDB, the national Trading Standards Intelligence database (IDB) by our Trading Standards team. In comparison to other Scottish Councils, Midlothian sit in the top quartile for logs created. As part of Operation CeCe Scotland, a joint initiative between Scottish trading standards and HM Revenues and Customs (HMRC) to tackle the illegal tobacco trade at retail level, 14 packs of counterfeit cigarettes were found in a shop by Trading Standards using detector dog services funded through the Society of Chief Officers Trading Standards in Scotland (SCOTSS).

This quarter our Public Health Environmental Protection team contributed to a focus group with the Scottish Animal Welfare Commission, contributing experience and suggestions to shape the implementation of forthcoming animal licensing legislation.

The team successfully applied and have been awarded college fee funding from Skills Development Scotland for a Regulatory Services Apprentice. The team are progressing with development of the role and hope to move forward with a candidate in quarter 2. Midlothian Council will be part of this new pilot apprenticeship scheme aimed at partially addressing the national shortage of Environmental Health Officers by providing a new route into the field. In addition, interviews for a post recently redesigned to create the role of Technical Enforcement Officer took place this quarter and a preferred candidate has been offered the position.

The team received 360 public health service requests this quarter from Midlothian residents and businesses, a slight increase from 345 compared to the same period last year. A further 116 service requests were received from internal sources, an increase of 61 from the same period last year.

66 abandoned vehicle reports were responded to this quarter, of which 18 notices were served and 4 vehicles removed for destruction. Officers are proactive in contacting owners early in the process prior to having to go to formal notice by affixing 'awareness' notices at their first visit, encouraging the owners to contact us. This allows the owner to informally deal with the issue before moving to formal notice.

Housing

Key achievements Q1 24/25

Meeting housing need

The Council's Strategic Housing Investment Plan (SHIP) 2024/25 to 2028/29 was submitted to the Scottish Government during 23/24. 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.

This quarter we have received the completed handover for 96 new build homes in Conifer Road, Mayfield, St Cuthberts in Bonnyrigg High Street and Buccleuch Wynd.

There were 6,260 active housing applicants placed on the Common Housing Register at the end of this quarter, a 33% increase compared to the same period last year. 122 lets were made this quarter, 3 houses were let through our Housing first model. 31 lets were made to new build and open market purchases.

Re-let times to permanent accommodation properties this quarter has averaged at 23 days to re-let which is lower than this period last year at 27 days and continues on a downward trend from 45 days in 22/23.

Changes to our Housing allocation policy were approved by Council on the 26th of March 2024 following a consultation process with tenants and stakeholders earlier this year. The policy aims to prioritise applicants needs and to let the available vacant properties to those in the greatest need in accordance with current guidance and legislation. This quarter the team completed all associated delivery plans. The policy is now available on our website and further communications to all applicants will take place during quarter 2 outlining future plans and changes. In addition, Council also approved the adoption of our Mixed Tenure Strategy. With rising numbers of housing applications for social housing, the strategy will support the active promotion of a range of mixed tenures in meeting the needs of affordable housing.

After collaboration with residents and tenants we have reviewed our Tenancy Participation Strategy. The new Tenancy Participation and Customer Engagement Strategy 2024-27 is now published on our website and sets our commitments in making sure there are opportunities for all tenants and service users to participate in the design and delivery of our Housing Services.

This quarter our Annual Return on Charter was submitted to the Scottish Housing Regulator. The results of which were positive in general and specifically in relation to the time people spend in temporary accommodation and the elimination of our use of bed and breakfast type accommodation.

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. 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 now presenting to Midlothian and as result the total number of households in temporary accommodation at the end of quarter was 396, an increase of 27.7% compared to the same period last year.

Strengthening our support services, this quarter we have commissioned WithYOU (soon to be rebranded as Care Support Scotland from 1st August 2024) to manage our Supported Accommodation Service, Tenancy Support Service and Housing First. WithYOU cover a range of support services and work with people experiencing different levels of vulnerability, including those with lifelong support needs to people experiencing homelessness for the first time.

Our aim is to reduce the length of time that an applicant is in Temporary Accommodation and through our Rapid Rehousing transition plan we see households moving through the homeless system more quickly. Officers take a proactive approach when allocating properties to place applicants in area of choice where possible, increasing the chances to accept the property being flipped to permanency and allows for a more sustainable community.

The length of time homeless applicants waited until receiving a permanent housing outcome was 51 weeks, showing a continued downward trend from 106 weeks at quarter 1 of 22/23 and 58 weeks for the same period last year. Although figures for the length of time homeless applicants spent in temporary accommodation is currently not available (as part of our Scottish Government homeless report) data from Q3 23/24 shows that an average of 39.5 weeks was spent in temporary accommodation compared to an average of 89 weeks over the same period in 22/23. It is expected that figures will continue to remain within our 60 week target.

The number of temporary accommodation households that have been flipped to permanent accommodation was 38 this quarter, reducing the need for multiple moves before being permanently housed, allowing for links established within the local community to be maintained.

Homelessness prevention assists around 20 households with advice and assistance about homelessness prevention per week. This is rental assistance advice, financial awareness advice and mediation. The number of homeless cases provided with advice and assistance this quarter was 222. We continue to promote this service to ensure early successful intervention when possible.

Tenants sustaining permanent accommodation continues to be high this quarter with 95.6% of homeless applicants sustaining a permanent tenancy after 1 year.

Building Maintenance

The total number of jobs completed internally by our Building Maintenance Service this quarter was 8,052. Jobs include all reactive, planned works, voids and inspections.

This year the Building Maintenance Service (BMS) Capital upgrade programme has been set at just over 3000 upgrades across our estate, continuing on from achievements last year. These upgrades include the continuation of our new windows, doors, bathrooms and kitchen programmes helping Midlothian Council maintain its Scottish Housing Quality Standards. The service also aims to complete the remaining fire door installs to all our flats to ensure that we are also in keeping with the latest fire regulations.

This quarter we have increased the percentage of Council Housing stock meeting the Scottish Housing Quality Standards criteria to 72.1%. Although this is still off target there has been a significant increase from 34.3% meeting standards at Q1 of last year. Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (ESSH). We have reduced these failures to meet 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have reduced this figure to 2,035, resulting in 72.1% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation.

In line with our Damp and Mould policy the service continues to roll out the environmental sensors throughout our portfolio. This year BMS are aiming to install around 2,000 monitors across 1,000 homes. This continued roll out will provide us with valuable information from within our homes, allowing us to achieve our targets set out in our Damp and Mould policy. The information collated by the monitors is sent through to a portal using a gateway system that also monitors our smoke alarms.

Economy & Regeneration

Key achievements Q1 24/25

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.

Business gateway Service

The Business Gateway Service has seen an increase in demand this quarter compared to the same quarter in 2023.

55 'Planning to Start' enquiries were received in Q1, an increase of 11 compared to the same period last year. Enquiries are received 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.

The total number of new Business start-ups this quarter was 37, creating a total of 53 jobs and an estimated contribution of £1,640,000 to the Midlothian economy in their first year of trading. This is an increase of 13 new business starts, 14 jobs and an estimated £370,000 economic contribution compared to the same period in 2023/24.

Business Gateway Expert Help Programme

Work is underway with our Net Zero Nation Programme which is supporting 13 diverse 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. After

completion in December 2024, the team will commence case studies on those outcomes in Q3 24/25 as the programme comes to a close.

Our first Learn e-Commerce Expert Help programme commenced this quarter in April. 18 businesses enrolled for the digital course, with 6 going on to receive 121 expert help guidance from the trainers. The feedback from clients has been extremely positive with tangible improvement to their businesses immediately felt. A second round of this programme has been launched, with an expression of interest page, live on our Locate in Midlothian site for delivery in late Summer/Autumn this year.

The team continue to provide expert help consultancy in financial management and Human Resources to support the Fair Work Policy to Business Gateway clients on an as needed basis.

Business gateway Service redesign

The successful launch of the Business Gateway portal and the new 'strengthen your business' client enquiry tool has 15 enquiries received so far. This is designed for existing businesses that are not registered with Business Gateway and are already trading. The introduction of this tool has reduced the level of data input required of local Advisory teams. National and local marketing will take place over the next quarter to increase awareness with existing businesses that can be supported.

Business Gateway Midlothian Spring Coffee Morning

A Business Gateway coffee morning took place at Rosemains Steading in Pathhead on 19th April with attendees hearing from a business psychologist and coach about successful, confident sales techniques. The Polar Academy who are taking pupils from Dalkeith High School on an arctic expedition in 2025, to help build their confidence and skills for the future, also delivered a presentation to include a previous beneficiary of the programme which was very well received and resulted in 3 offers of support from local businesses in attendance. The Directors of Rosemains Steading shared their journey on the development of their Business Association and chosen legal structure of a Community Interest Company. 37 businesses attended and got to explore Rosemains Steading after the event, meeting and purchasing from the businesses based there.

The next scheduled [BG Coffee Morning](#) is being held on Friday 6th September 2024 at The Craigie Hotel in Penicuik.

A joint event between Midlothian Science Zone and Business Gateway was held on 16th April at The Energy Training Academy (ETA) to introduce forum members to the ETA's services and tour the Net Zero House on-site.

Economic Development events delivered this quarter:

- UK Shared Prosperity Fund online sessions held in April to support potential applicants to the fund with a total of 10 attendees.
- UK Shared Prosperity Fund online session held in May to support third sector applicants to the fund with 7 attendees.
- Facilitated a Career Ready online event in May to encourage local businesses to mentor and provide summer placements for school pupils. The criteria for applying organisations was restrictive as businesses must employ 10 or more, we had interest from many smaller businesses that could not participate.
- Facilitated a Community Benefit input in June from Morrison Construction to provide an in-person workshop held at Bush House
- In person session on UK Shared Prosperity Fund delivered to Business Association in June at Rosemains Steading with 12 attendees.

Business Associations

There are now 4 active Business Associations in Midlothian. 3 are geographic covering Dalkeith, Rosemains and Penicuik with the Midlothian Wellbeing Association being the only thematic association formed to date. Officers are supporting organisations to develop a further two thematic Business Associations, one following on from the success of the externally funded Women in Business Series reported in Q4 2023/24 and the other to include food and drink businesses, covering both production and retail/wholesale.

Social Enterprise

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 service supported 23 Social Enterprise organisations and 1 school based social enterprise in quarter 1, of these 2 were registered as new starts with a projected income of £180k and 4 jobs in year one.

Support provided included:

- 1 Charity receiving in depth support to develop a social enterprise (Community Interest Company) as a trading subsidiary to generate unrestricted funds to support the core work of the charity to reduce reliance on grant funding.
- 1 private sector organisation creating a social enterprise to take their current sport offer and extend it to support community wellbeing.
- 1 collaboration of East Lothian private sector businesses creating a green construction social enterprise after being inspired by The Energy Training Academy (ETA) model and choosing Midlothian to locate in due to the support ETA have received for the Economic Development Service.

Land and Property

Property enquiries are specific premises enquiries and sign ups to the property mailing list. We had a total of 23 enquiries from local businesses in Q1 of which 10 were from businesses

outside of Midlothian, these could be considered Inward Investment enquiries however they are all smaller businesses looking to relocate.

Economic Development have provided a further 3 inputs of support to businesses approaching us via the Invest in Midlothian webpage:

- New entity in the early stages of creating an accessible community space for tennis with further children's play area, food and drink options and changing spaces – referred to Crown Estates Scotland for the Whitehill Development at Rosewell.
- Vault City Brewing, consolidating the business from 3 premises in Livingston, Portobello and Newtongrange to one location at Midlothian Science Zone, purchasing a Scottish Enterprise building that has been vacant for a number of years. This will be a high growth business that the service will continue to support.
- Doctoral College/University of Newcastle, referral to Edinburgh College as advantageous synergies instead of supporting to find own premises, this will bring post graduate students into Eskbank College generating additional revenue for the college and may present opportunities for this organisation to work with our local schools and businesses on Innovation and Enterprise.

Property Assets

This quarter our Estates team concluded the Shawfair land acquisition for the education provision at the site. Tenders for and offers over asking price were received for property at Leadburn and Loanhead Police station. Asset valuation was completed and submitted to Finance for auditing. Missives were agreed for the acquisition of 3 houses under the Ukrainian Resettlement Programme.

Planning

Following the adoption of the National Planning Framework No.4, the Planning Service formally commenced its review of the Council's adopted spatial strategy, the Midlothian Local Development Plan 2 (MLDP2). The first phase consisted of engagement with community groups, key agencies, the development industry, local residents and elected members. This engagement was ongoing throughout 2023/24 and continues into 2024/25. At its meeting in June 2024 Council approved the MLDP2 Evidence Report, including setting a Local Housing Land Requirement at 8,851, for submission to the Scottish Government for 'Gate Check'. This is the first major milestone in the MLDP2 process.

During quarter 1, the Planning Committee granted planning permission for a new primary school campus at Mayfield and a waste transfer state at Middleton Quarry. The Planning Committee also approved the Dalkeith Regeneration Development Framework Planning Guidance, which sets out the Council's vision for Dalkeith Town Centre.

Building Standards

Although performance targets in relation to building warrant applications issued are off target this quarter, our Building Standards service continues to provide a high level of customer satisfaction against an increasing service demand. The Building Standards service review has been agreed and outlined in the review is the proposal to increase the workforce

to manage the increase in workload, as well as successfully managing the future of the service as it navigates through the expected changes in succession planning.

Health and Wellbeing

Key achievements Q1 24/25

Across our Facilities services, the percentage of Secondary school meal uptake this quarter remains steady at 34.35%, an increase from 20.36% in quarter 1 of last year. This is due to changes made to the menu offered to secondary schools to attract pupils back into the dining room. The percentage of Primary school meal uptake for quarter 1 was 54.44% and again remains steady compared to previous quarters. Primary school meal uptake continues to sit well above the APSE average of 41.24% with quarter 1 uptake for Midlothian at 54.44%. The percentage of school meal food waste has decreased to 4.98% from 6.86% compared to the same period last year.

Across Sport and Leisure services, our tonezone memberships continues to grow through improved marketing and promotion with a total of 4,386 memberships up to the end of quarter 1. An increase of 7% from quarter 1 of last year.

Towards the end of quarter 1, a new Sport and Leisure mobile app was launched. The new app will make it easier for customer to access and manage their account, book classes, get live pool updates, news and Active Schools information. The app had 500 downloads within the first week of launch. Our app can be found on the Apple and Google store.

456 primary 4 pupils attended free swimming lessons this quarter after an effective system was put in place from our programme development officer. 19 sessions were delivered over 11 weeks.

Our Active Schools Midlothian team continue to work in partnership with sportscotland, 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. 163 activities were delivered this quarter, an increase from 134 delivered during quarter 1 last year. 2,466 participants attended Active Schools free extra curricular club which is an increase of 38% compared to the same period last year. The number of volunteer hours delivered in the Active Schools Programme has also increased from this time last year with 1,162 volunteers compared to 677 during quarter 1 of 23/24 showing a 72% increase.

In addition, Newtongrange Primary school and Newbattle High school achieved the Gold sportscotland award. The sportscotland School Sport Award is an assessment and planning tool which encourages schools to demonstrate an on-going commitment to increase young people's opportunities and engagement in physical education, school sport and leadership and provide clear pathways to life-long participation in sport.

15 pupils successfully completed the Active Schools Leadership Academy. A Partnership was formalised with Edinburgh College to offer Active Schools placement opportunities to students.

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 quarter saw 1,670 Midlothian Active Choices attendees, an increase of 29% compared to the same period last year and 416 new referrals after completion of MAC sessions showing an increase of 21%.

Various training and development took place this quarter across our Sport and Leisure service including 9 staff receiving National Pool Lifeguard Qualifications (NPLQ) and 7 NPLQ renewals. 35 staff received emergency first aid training, 28 staff received gym instructor training, 17 staff received first aid at work training and 4 staff received stretcher training.

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 any further Passivhaus developments are paused for a cost benefit analysis exercise.

This quarter, key achievements across our Construction and Development team include:

Destination Hillend: very near completion of Contract 1 at Hillend with parking and service infrastructure in place. The Alpine Coaster is undergoing operational testing to be ready for operation from September (soft start weekends only) with full opening planned for the October break.

Learning Estate

- Easthouses Primary School was completed in August 2024 ready for the new school term. The high quality learning space was welcomed by clients in CYPP, delivered on time and to budget.
- Woodburn Primary School 9 class, STEM and gym extension on site and still on programme for completion in November 2024. The new expanded kitchen is due to be complete by the end of August 2024.

Housing

- New Passivhaus housing developments completed and certified in Bonnyrigg High Street, in addition to Buccleuch St, Dalkeith and Burnbrae, Bonnyrigg. A Post Occupancy Evaluation by Building Research Establishment Environmental Assessment Methodology (BREEAM) is currently underway to understand the impact of this quality of homes on

our tenants.

- The largest (92 home) Passivhaus housing development is progressing well on site at the former Newbattle High School.
- Replacement Highbank Intermediate Care with extra care housing is progressing well on site with Ogilvie in Bonnyrigg, all being built to Passivhaus standard.
- Newbyres, Gorebridge replacement housing site awarded to Cruden in June 2024, constructing 79 new homes.

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.

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 drive change and redesign services.

Place Performance Report Q1 2024/25

Performance Indicator summary

01. Manage budget effectively

| Priorities | Indicator | 2023 /24 Value | Q1 2023/ 24 Value | Q1 2024/ 25 Value | Note | Annual Target 2024/25 | Feeder Data | Value |
|-------------------------------|------------------------------------|----------------|-------------------|-------------------|-------------------------------------|-----------------------|-------------|-------|
| 01. Manage budget effectively | Performance against revenue budget | N/A | £41.601m | N/A | Q1 24/25: Data not available | | | |

02. Manage stress and absence

| Priorities | Indicator | 2023 /24 Value | Q1 2023/ 24 Value | Q1 2024/ 25 Value | Note | Annual Target 2024/25 | Feeder Data | Value |
|-------------------------------|--|----------------|-------------------|-------------------|--|-----------------------|--------------------------|----------|
| 02. Manage stress and absence | Average number of working days lost due to sickness absence (cumulative) | 13.15 | 3.68 | 3.86 | Q1 24/25: Data only The average number of working days lost due to sickness absence has remained similar 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 | 3,624.97 |
| | | | | | | | Number of FTE in service | 937.95 |

04. Process invoices efficiently

| Priorities | Indicator | 2023 /24 Value | Q1 2023/ 24 Value | Q1 2024/ 25 Value | Note | Annual Target 2024/25 | Feeder Data | Value |
|----------------------------------|---|----------------|-------------------|-------------------|----------------------------|-----------------------|---|-------|
| 03. Process invoices efficiently | % of invoices paid within 30 days of invoice receipt (cumulative) | 88% | 86% | 93.5% | Q1 24/25: On Target | 90% | Number of invoices received | 8,026 |
| | | | | | | | Number of invoices paid within 30 days (cumulative) | 7,503 |

05. Improve PI performance

| Priorities | Indicator | 2023 /24 Value | Q1 2023/ 24 Value | Q1 2024/ 25 Value | Note | Annual Target 2024/25 | Feeder Data | Value |
|----------------------------|--|----------------|-------------------|-------------------|--|-----------------------|-------------------------------------|-------|
| 04. Improve PI performance | % of Service PIs that are on target/ have reached their target. (does not include Corporate PIs) | 86.67% | 88.79% | 84.82% | Q1 24/25: Off Target 17 of 112 performance indicators off target this quarter. Please see the individual indicators for further information and improvement actions. | 90% | Number on tgt/complete or Data Only | 95 |
| | | | | | | | Total number of PI's | 112 |

06. Control Risk

| Priorities | Indicator | 2023 /24 Value | Q1 2023 /24 Value | Q1 2024/ 25 Value | Note | Annual Target 2024/25 | Feeder Data | Value |
|------------------|---|----------------|-------------------|-------------------|--------------------------------------|-----------------------|---|-------|
| 05. Control Risk | % of high risks that have been reviewed in the last quarter | 100 % | 100 % | 100% | Q1 24/25: All risks reviewed. | 100% | Number of high risks reviewed in the last quarter | 7 |
| | | | | | | | Number of high risks | 7 |

07. Implement Improvement Plans

| Priorities | Indicator | 2023 /24 Value | Q1 2023 /24 Value | Q1 2024/ 25 Value | Note | Annual Target 2024/25 | Feeder Data | Value |
|---------------------------------|--|----------------|-------------------|-------------------|--|-----------------------|---|-------|
| 06. Implement Improvement Plans | % of internal/external audit actions progressing on target or complete this quarter. | 97.18% | 81.67% | 81.08% | Q1 24/25: Off Target 14 audit actions off target by the end of quarter 1. These audits are currently being reviewed with internal audit where extensions are required to fully complete actions by the end of this year. | 90% | Number of internal/external audit actions on target or complete | 60 |
| | | | | | | | Number of internal/external audit actions | 74 |

Place Complaints Indicator Summary

Commitment to valuing Complaints

| Indicator | 2023/ 24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|---|----------------------|------------------------|------------------------|--|-----------------------------|
| Number of complaints received (quarterly) | 1,271 | 476 | 284 | Q1 24/25: Data only | |
| Number of complaints closed in the year | 798 | 343 | 191 | Q1 24/25: Data only | |
| Number of complaints upheld (quarterly) | 398 | 210 | 99 | Q1 24/25: Data only | |
| Number of complaints partially upheld (quarterly) | 129 | 70 | 32 | Q1 24/25: Data only | |
| Number of complaints not upheld (quarterly) | 130 | 29 | 29 | Q1 24/25: Data only | |
| Number of complaints Resolved (quarterly) | 139 | 34 | 31 | Q1 24/25: Data only | |
| Average time in working days to respond to complaints at stage 1 | 3.29 | 2.5 | 4.65 | Q1 24/25: On Target | 5 |
| Average time in working days to respond to complaints at stage 2 | 24.91 | 18.37 | 8.67 | Q1 24/25: On Target | 20 |
| Average time in working days for a full response for escalated complaints | 15.25 | 18.22 | 9.1 | Q1 24/25: On Target | 20 |
| Percentage of complaints at stage 1 complete within 5 working days | 83.01% | 85.95% | 68.03% | Q1 24/25: Off Target 100 of 147 stage 1 complaints were complete within 5 working days. | 95% |
| Percentage of complaints at stage 2 complete within 20 working days | 51.72% | 73.68% | 100% | Q1 24/25: On Target | 95% |
| Percentage of complaints escalated and complete within 20 working days | 73.28% | 66.67% | 87.8% | Q1 24/25: Off Target 36 of 41 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) | 93 | 0 | 52 | Q1 24/25: Data only | |
| Number of Compliments | 114 | 26 | 26 | Q1 24/25: Data only | |

Place performance

Building Services Priorities

- Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.
- Continue to deliver the additional programmes of work identified by the house condition surveys to maintain the Scottish Housing Quality Standard for the Council's housing stock.
- Deliver the Energy Efficiency Standard for Social Housing (ESSH) programme.
- Continue to improve the delivery of Building Maintenance services through the review of mobile working, process improvements, income and productivity.
- Implementation of the Local Authority Carbon Management Plan and General Services Capital programme

Building Services Measures

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|------------------|---|---------------|------------------|------------------|---|-----------------------|
| BS.PLACE .P.5.2b | Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria | 98.4% | 98.4% | 98.4% | Q1 24/25: Off Target Work planned to bring the percentage of Council's housing stock that does not meet Scottish Quality Standards criteria back to standard. | 100% |
| HSN3 | Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality | 56.47% | 34.3% | 72.1% | Q1 24/25: Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (ESSH). We have reduced these failures to meet 2025 targets. However, with the | 100% |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|------------------|--|---------------|------------------|------------------|--|-----------------------|
| | Standard criteria (LGBF) | | | | Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have reduced this figure to 2,035, resulting in 72.1% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation. | |
| HSN4b | Average time taken to complete non-emergency repairs (LGBF) | 20.00 days | 19.37 days | 30.00 days | Q1 24/25: Off Target Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the job target date. This will result in figures that show poorer performance and are not reflective of actual timescales to carry out a repair. 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 such as the expansion of PDA devices. Figures reported under these indicators are being used as a baseline for improving system reporting. | 7.00 days |
| PLACE.BU ILDS.02 | Be on site with first modular housing development within 12 months | No | No | No | Q1 24/25: Off Target Tender responses received were non-compliant demonstrating a lack of market appetite for this development with modular construction. A revised procurement strategy is being progressed to procure the site via the Regional Delivery Alliance (previously Edinburgh Home Demonstrator project) which utilises modern methods of construction however this will result in a delay to delivery of these units. Delivery programme yet to be confirmed. | Yes |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|------------------|---|---------------|------------------|------------------|---|-----------------------|
| PLACE.BU ILDS.04 | 95% of first reports for building warrant applications issued within 20 working days | N/A | N/A | 58% | Q1 24/25: Off Target Building standards have experienced a continual increase in workload for a number of years. A new structure has been agreed and the 1st phase has been implemented. The new service structure will now seek additional team members. This additional resource will serve to manage the increase in workload and meet nationally agreed service level performance targets. | 95% |
| PLACE.BU ILDS.05 | 90% of Building warrants issued within 10 working days, following receipt of satisfactory information | N/A | N/A | 74% | Q1 24/25: Off Target Building standards have experienced a continual increase in workload for a number of years. A new structure has been agreed and the 1st phase has been implemented. The new service structure will now seek additional team members. This additional resource will serve to manage the increase in workload and meet nationally agreed service level performance targets. | 90% |
| PLACE.BU ILDS.06 | Building Standards service to achieve a minimum overall average satisfaction rating of 7.5 out of 10 in line with the Scottish Governments national customer satisfactions survey | N/A | N/A | 7.7 | Q1 24/25: On Target | 7.5 |
| PLACE.P.5 .2a | Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing | 98.9% | 98.9% | 98.9% | Q1 24/25: 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 | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|---------------|---|---------------|------------------|------------------|--|-----------------------|
| | Quality Standard criteria | | | | 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 | 34.3% | 34.3% | 72.1% | Q1 24/25: Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (ESSH). We have reduced these failures to meet 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have reduced this figure to 2,035, resulting in 72.1% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation. | 100% |
| PLACE.P.5 .3a | % of completed emergency repairs carried out on time | N/A | N/A | 93.51% | Q1 24/25: Data only Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the job target date. (E.g historic jobs carried out in previous years but not completed on our reporting system until this year). This will result in figures that show poorer performance and are not reflective of actual timescales to carry out a repair. | |
| PLACE.P.5 .3b | % of completed priority 2 (7 day) repairs carried out on time | N/A | N/A | 87.58% | Q1 24/25: Data only Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|------------------|--|---------------|------------------|------------------|---|-----------------------|
| | | | | | system until after the job target date. (E.g historic jobs carried out in previous years but not completed on our reporting system until this year). This will result in figures that show poorer performance and are not reflective of actual timescales to carry out a repair. | |
| PLACE.P.5 .3c | % of completed priority 3 (28 day) repairs carried out on time | N/A | N/A | 83.48% | Q1 24/25: Data only Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the job target date. (E.g historic jobs carried out in previous years but not completed on our reporting system until this year). This will result in figures that show poorer performance and are not reflective of actual timescales to carry out a repair. | |
| PLACE.P.5 .3d | Total number of in-house jobs completed by BMS | N/A | N/A | 8,052 | Q1 24/25: Data only | |
| RHM.a.07. 1b | Average time in hours taken to complete emergency repair | 32 | 24.65 | 23.79 | Q1 24/25: 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. As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting. | 24 |

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 our Education estate.
- Continue to improve the facilities and cleaning services and introduce new cleaning practices and methodologies.

Property and Facilities Management Measures

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|---------------|--|---------------|------------------|------------------|---|-----------------------|
| PLACE.PF M.16 | Percentage of Local Heat & Energy Efficiency Strategies (LHEES) complete | 99% | 25% | 100% | Q1 24/25: Data only Strategy was reported and has been approved by Council in May. Currently being formatted for publication. | |
| PLACE.PF M.17 | Number of secondary school meals prepared per hour (APSE) | 7.23 | 4.33 | 7.13 | Q1 24/25: 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.PF M.18 | Number of nursery and primary meals prepared per hour (APSE) | 7.28 | 7.13 | 7.3 | Q1 24/25: 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.PF M.19 | Percentage of primary school meal uptake | 58.84% | 56.68% | 54.44% | Q1 24/25: On Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 41.24% uptake for meals in Primary Schools. | 41.24% |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|---------------|---|---------------|------------------|------------------|--|-----------------------|
| PLACE.PF M.20 | Percentage of secondary school meal uptake | 37.13% | 20.36% | 34.35% | Q1 24/25: Off Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 36.23% uptake for meals in Secondary Schools. | 36.23% |
| PLACE.PF M.21 | Percentage of free school meal uptake (P1-P5) | 70.59% | 74.28% | 67.76% | Q1 24/25: 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.PF M.22 | Percentage of school meal food waste | 5.73% | 6.86% | 4.98% | Q1 24/25: On Target The target is to have less than 7.5% of food waste from meals prepared. This quarter there was 4.98% of food waste from meals prepared. | 7.5% |
| PLACE.PF M.23 | Percentage of cleaning hours against budgeted hours achieved in primary schools | 102.95% | 100.99% | 109.1% | Q1 24/25: 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 2189.75 hours per week this period meaning that productivity is 109.1%. | 100% |
| PLACE.PF M.24 | Percentage of cleaning hours against budgeted hours achieved in secondary schools | 104.67% | 101.85% | 107.84% | Q1 24/25: 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 1344 hours per week meaning that productivity is 107.84%. | 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
- 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.
- 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
- Continue to provide Homeless prevention service for young persons.
- Continue to look at strategies/funding options to reduce drug deaths within Midlothian homelessness accommodation.
- Continue to ensure our supported accommodations are fit for purpose and meet legislation.
- 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 | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|-----------------|---|---------------|------------------|------------------|--|-----------------------|
| BS.PLACE.HSN.01 | Re-let time permanent accommodation properties (calendar days) | 35 days | 27 days | 23 days | Q1 24/25: On Target Re-let time for permanent properties remains significantly lower compared to this period last year at 27 days. | 35 days |
| BS.PLACE.HSN.02 | Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome | 63.8 | 58 | 51 | Q1 24/25: On Target | 85 |
| PLACE.HS N.03 | Length of time (weeks) homeless applicants | N/A | 46 | N/A | Q1 24/25: Data not available | 60 |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|---|---------------|------------------|------------------|---|-----------------------|
| | spend in temporary accommodation | | | | Homeless data for this indicator is taken from HL3 Scottish Government homeless report. Data not currently available due to issues with the Capita reporting system. Data expected to be available in Q2. | |
| PLACE.HS N.04 | Total applicants on waiting lists (General Needs & Homeless) | 5,712 | 4,714 | 6,260 | Q1 24/25: Data only 5,226 general needs applicants and 1,034 homeless applicants. | |
| PLACE.HS N.05 | Total number of lets (quarterly) | 552 | 145 | 122 | Q1 24/25: Data only 79 lets to homeless applicants and 43 lets to general needs applicants. | |
| PLACE.HS N.06 | Number of lets to new build and open market purchases (quarterly) | 217 | 43 | 31 | Q1 24/25: Data only 26 lets to new builds and 5 lets to buy back properties. | |
| PLACE.HS N.07 | Number of lets to Housing First applicants (quarterly) | 19 | 3 | 3 | Q1 24/25: Data only 3 lets to Housing First applicants, another 5 receiving support whilst waiting on a property becoming available from voids. | |
| RHM.a.04.4mi | Percentage of lets made to homeless list applicants | 56.5% | 62.1% | 64.8% | Q1 24/25: On Target | 60% |
| RHM.a.04.4oi | Percentage of lets made to general needs list applicants | 40.63% | 38.9% | 35.25% | Q1 24/25: Off Target This is a cumulative figure, officers will work towards meeting the 40% target by year end. | 40% |
| RHM.h.05.5aiii | Percentage of Homeless applicants sustaining a permanent tenancy after one year | 80.07% | 95.9% | 95.6% | Q1 24/25: On Target 87 out of 91 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 | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|------------------|--|---------------|------------------|------------------|---|-----------------------|
| BS.PLACE.P.15.1c | Percentage of all street light repairs completed within 7 days (quarterly) | 98.42% | 99.27% | 99.17% | Q1 24/25: On Target | 90% |
| BS.PLACE.P.15.3a | Percentage of Council fleet which is 'Green' (cumulative) | 8.2% | 8.2% | 8.2% | Q1 24/25: On Target The fleet replacement budget is currently undergoing a review with plans for enhanced targets from 25/26. | 8% |
| BS.PLACE.P.15.6a | Percentage of waste going to landfill per calendar year (quarterly) | N/A | 15.1% | N/A | Q1 24/25: Data not available Data for Q4 figures will be available week commencing 12th of August. Q1 data will be available in quarter 2. | |
| PLACE.P.1 4.2f | Percentage of the footpath network resurfaced (cumulative) | 0.64% | 0.03% | 0.01% | Q1 24/25: Off Target 0.05km of footways resurfaced in Q1 under combined programmes of annual Capital Works and Residential Streets. Delayed start to programme, but schemes expected to commence in July. | 0.6% |
| PLACE.P.1 5.1a | Total savings in street lighting carbon emissions (cumulative) | 1121 Tonnes | 187 Tonnes | 186 Tonnes | Q1 24/25: Data only | |
| ENV6 | Percentage of total household waste that is recycled (LGBF) | N/A | 50.6% | N/A | Q1 24/25: Data not available Data for Q4 figures will be available week commencing 12th of August. Q1 data will be available in quarter 2. | |
| PLACE.P.1 3.1a | Number of volunteer hours in countryside sites (cumulative) | 6,990 | 1,962 | 1,890 | Q1 24/25: On Target The Ranger service continues to see a high level of volunteer engagement with 300 volunteer days during Q1. | 6,000 |
| PLACE.P.1 4.2e | Percentage of total road network resurfaced (cumulative) | 2.15% | 0.55% | 0.51% | Q1 24/25: On Target | 2.2% |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|-------------------|--|---------------|------------------|------------------|---|-----------------------|
| | | | | | 3.535km of carriageway resurfaced in Q1 under combined programmes of annual Capital Works and Residential Streets. | |
| PLACE.P.1 5.1b | Number of lighting columns replaced (cumulative) | 752 | 304 | 0 | Q1 24/25: On Target A target of 500 new lighting column replacements are planned for this year. No lighting columns were replaced during quarter 1 because the programme will commence at the end of quarter 2 and the annual target is expected to be made by the end of the year. In addition, a further 472 street light replacements are programmed for this year which include LED upgrades. | 500 |
| PLACE.P.1 6.3a | Number of ranger events undertaken (cumulative) | 36 | 3 | 0 | Q1 24/25: On Target Due to a temporary reduction in staffing, the service was not able to deliver any events in Q1 however, the team led 66 school sessions during this period. | 20 |
| PLACE.P.1 6.4a | Number of parks and green space improvements complete (cumulative) | 77 | 21 | 8 | Q1 24/25: On Target Projects have continued to be delivered across Midlothian to improve our parks and open spaces, including installations of play areas, benches, bins as well as a Petanque court installed. | 50 |
| PLACE.P.1 7.1a | Total tonnes of material used to fill temporary and permanent potholes (quarterly) | 1,802.58 | 417.16 | 851.5 | Q1 24/25: Data only 851.5 tonnes of material was used in Q1 to fill potholes. 226.46 tonnes of material was used for temporary repairs and 625.04 tonnes of material was used for pothole pro permanent patching. | |
| PLACE.P.1 7.1b | Total metres squared (m2) of permanent repairs (quarterly) | 9214 | N/A | 5056 | Q1 24/25: Data only The Pothole Pro project equated to 5056 m2 of permanent patching. | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|-------------------|--|---------------|------------------|------------------|--|-----------------------|
| PLACE.P.1 7.1c | Number of potholes permanently repaired using Pothole Pro (quarterly) | 2985 | N/A | 960 | Q1 24/25: Data only 960 potholes were permanently repaired. | |
| PLACE.P.2 0.1 | Percentage of household waste used to generate heat and electric (Energy from Waste) | N/A | 33.3% | N/A | Q1 24/25: Data not available Data for Q4 figures will be available week commencing 12th of August. Q1 data will be available in quarter 2. | |

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 | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|--|---------------|------------------|------------------|---|-----------------------|
| ECON5a | Number of New Business Start Ups (LGBF) | 103 | 24 | 37 | Q1 24/25: Data only 37 businesses were claimed as 'Starts' in Q1. This is an increase of 13 new business starts compared to the same period in 2023/24. | |
| PLACE.EC ON.01 | Number of Businesses signed up to the Midlothian Business Green Pledge (quarterly) | 108 | 3 | 21 | Q1 24/25: Data only Continuous promotion of the Green Pledge on social media, newsletter and in direct conversations with clients across the Economic Development Service. At the end of Q1 2024/25 the current total of Carbon Pledgers is 126, 21 signed up in Q1 but 3 businesses have relocated. | |
| PLACE.EC ON.02 | Number of social enterprises supported (quarterly) | 63 | 15 | 24 | Q1 24/25: Data only The service supported 23 Social Enterprise organisations and 1 school based social enterprise in Quarter 1, of these 2 were registered as new starts with a projected income of £180k and 4 jobs in year one. | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|--|---------------|------------------|------------------|---|-----------------------|
| PLACE.EC ON.03 | Number of Locate in Midlothian social media followers (cumulative) | 1,690 | 1,503 | 1,729 | Q1 24/25: Data only Facebook followers is 786, and Instagram followers is 943. There has been an increase of 39 Locate in Midlothian social media followers since Q4. | |
| PLACE.EC ON.04 | Number of Business gateway social media followers (cumulative) | 2,288 | 1,970 | 2,369 | Q1 24/25: Data only Facebook followers is 1,114, Twitter followers is 256, LinkedIn followers is 999. | |
| PLACE.EC ON.06 | Number of 'Planning to Start' business enquiries/submissions (quarterly) | 235 | 44 | 55 | Q1 24/25: Data only 55 Planning to Start enquiries in Q1. An increase of 11 compared to the same period last year. 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.EC ON.07 | Number of jobs created by New Business Start Up | 147 | 39 | 53 | Q1 24/25: Data only 53 jobs were created by new business start ups in Q1. This is an increase of 14 jobs compared to the same period in 2023/24. | |
| PLACE.EC ON.08 | Contribution to Midlothian Economy in 1st year of trading by Start Up Business | £5,790,000 | £1,270,000 | £1,640,000 | Q1 24/25: Data only In Q1 there has been an estimated contribution of £1,640,000 to the Midlothian economy in their first year of trading. This is an increase of £370,00 economic contribution compared to the same period in 2023/24. | |
| PLACE.EC ON.09 | Number of 'Strengthen Your Business' enquiries | N/A | N/A | 15 | Q1 24/25: Data only Successful launch of the new 'strengthen your business' client enquiry tool. This is designed for existing businesses that are not registered with business gateway and are | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|--|---------------|------------------|------------------|---|-----------------------|
| | | | | | <p>already trading. The introduction of this tool has reduced the level of data input required of local Advisory teams. National and local marketing will take place over the next quarter to increase awareness with existing businesses that business gateway can support them.</p> <p>We have received 15 enquiries so far.</p> | |
| PLACE.EC ON.10 | Number of Local Growth Adviser Support instances (LGAS) | N/A | N/A | 5 | Q1 24/25: Data only | |
| PLACE.EC ON.11 | Number of Property enquiries received | 208 | 75 | 23 | <p>Q1 24/25: Data only</p> <p>Property enquiries are specific premises enquiries and sign ups to the Property mailing list. A total of 23 enquiries from local businesses were received in Q1, of which, 10 were from businesses outside of Midlothian. These could be considered Inward Investment enquiries however they are all smaller businesses looking to relocate.</p> | |
| PLACE.EC ON.12 | Number of Inward Investment enquiries received | 7 | N/A | 3 | <p>Q1 24/25: Data only</p> <p>3 Inward Investment enquiries were received in Q1.</p> | |
| PLACE.PL AN.01 | Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application) (quarterly) | 76% | 68% | 70% | <p>Q1 24/25: Off Target</p> <p>Below target due to staff resource with vacant posts and a high turnover of officers dealing with planning applications. However, vacant posts are being filled and staff resource sustained throughout 2024/25.</p> | 80% |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|---|---------------|------------------|------------------|--|-----------------------|
| PLACE.PL AN.02 | Average timescale (weeks) to determine planning applications for major developments | 54.6 | 102.42 | 28 | Q1 24/25: On Target | 50 |
| PLACE.PL AN.03 | Average timescale (weeks) to determine planning applications for local developments | 9.3 | 8.61 | 10 | Q1 24/25: On Target | 10 |
| PLACE.PL AN.05 | Draft an Active Travel Strategy | N/A | N/A | 25% | Q1 24/25: On Target Draft strategy is currently subject to consultation. | 100% |
| PLACE.PL AN.06 | Submit Midlothian Local Development Plan 2 evidence report for Scottish Government's Gate Check stage | N/A | N/A | 75% | Q1 24/25: On Target Evidence Report approved by June Council and submitted to Scottish Governments Planning and Environmental Appeals Division (DPEA) for Gate Check. Follow up DPEA requests pending. | 100% |

Protective Services Priorities

- Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations.
- Deliver the Scottish Government's 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.
- 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 support managers by providing them with the tools to manage and self-assess their services to achieve full compliance with health and safety standards incorporating PLAN, DO, CHECK principles.
- 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 and improve 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 in assessing its strategic and service level risks and opportunities both in the short and longer time to support and improve decision making.

- Review and improve the Licensing Service to ensure that through the exercise of licensing controls, it continues to prevent crime and disorder, secure public safety, prevent and eliminate public nuisance, protect and improve public health and also protect children and young adults from harm.

Protective Services Measures

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|-----------------|---|---------------|------------------|------------------|----------------------------|-----------------------|
| PROSERVICES.01 | Number of food law service requests received from Midlothian Residents and businesses (includes food safety and food standards) (quarterly) | 236 | 60 | 59 | Q1 24/25: Data only | |
| PROSERVICES.02a | Percentage of food related service requests from Midlothian residents and businesses responded to within the target response time of 10 working days. (includes food safety and food standards) (quarterly) | N/A | N/A | 92% | Q1 24/25: Data only | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|-----------------|--|---------------|------------------|------------------|--|-----------------------|
| PROSERVI CES.03 | Number of Food law interventions carried out (Food Hygiene/Food Standards) (quarterly) | 312 | 101 | 42 | Q1 24/25: Data only 474 planned inspections due at Midlothian food businesses this year. Due to reduced staffing levels, high risk premises are prioritised. | |
| PROSERVI CES.04 | Percentage of priority 1 and 2 premises receiving completed food law interventions in line with the Service plan (quarterly) | 100% | 89% | 33% | Q1 24/25: On Target 18 of 55 high priority inspections completed. | 100% |
| PROSERVI CES.05 | Number of workplace safety RIDDOR reports received | 61 | 18 | 10 | Q1 24/25: Data only | |
| PROSERVI CES.06 | Number of RIDDOR related visits to investigate business workplace health and safety incidents | 3 | 1 | 0 | Q1 24/25: Data only None of the incidents notified during Q1 met the selection criteria that requires investigation. | |
| PROSERVI CES.07 | Number of Public Health Service requests from Midlothian residents and businesses received (quarterly) | 1,121 | 345 | 360 | Q1 24/25: Data only | |
| PROSERVI CES.08 | Percentage of Public Health complaints receiving first response | 78% | 52% | 96% | Q1 24/25: Data only | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|---|---------------|------------------|------------------|----------------------------|-----------------------|
| | within timescales (quarterly) | | | | | |
| PROSERVICES.09 | Number of Public Health Service requests from internal sources received (quarterly) | 412 | 55 | 116 | Q1 24/25: Data only | |
| PROSERVICES.10 | Percentage of Public Health complaints from internal sources receiving first response within timescales (quarterly) | 71% | 56% | 85% | Q1 24/25: Data only | |
| PROSERVICES.11 | Number of Abandoned Vehicles reported (quarterly) | 185 | 66 | 66 | Q1 24/25: Data only | |
| PROSERVICES.12 | Number of abandoned vehicle notices served (quarterly) | 33 | 19 | 18 | Q1 24/25: Data only | |
| PROSERVICES.13 | Number of abandoned vehicles removed for destruction (quarterly) | 16 | 4 | 4 | Q1 24/25: Data only | |
| PROSERVICES.14 | Number of private water supplies inspected (quarterly) | 5 | 0 | 2 | Q1 24/25: Data only | |
| PROSERVICES.15 | Number of private water supplies sampled (quarterly) | 43 | 10 | 2 | Q1 24/25: Data only | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|--|---------------|------------------|------------------|---|-----------------------|
| PROSERVICES.16 | Number of short term let applications received (quarterly) | 99 | 9 | 13 | Q1 24/25: Data only | |
| PROSERVICES.17 | Number of short term let Licences issued (quarterly) | 32 | 4 | 26 | Q1 24/25: Data only | |
| PROSERVICES.18 | Number of consumer complaints received by Trading standards (quarterly) | 208 | 58 | 46 | Q1 24/25: Data only | |
| PROSERVICES.19 | Percentage of consumer complaints responded to within 5 working days (quarterly) | 100% | 100% | 100% | Q1 24/25: On Target | 100% |
| PROSERVICES.20 | Percentage of consumer complaints completed within 14 days (quarterly). | 80% | 80% | 88% | <p>Q1 24/25: On Target This quarter we received 46 consumer complaints of which 42 were completed. (37 within 14 days).</p> <p>In addition, we acted at our discretion, on notifications from Advice Direct Scotland (ADS). 12 ADS Notifications were accepted and 10 were completed, 8 within 14 days. 80% of accepted ADS notifications were accepted within 14 days. 67% of all accepted ADS notification received this quarter were completed within 14 days.</p> <p>It should be noted that completion is not fully within service control. Complainants and traders can be slow to respond to enquiries and under-age sales complaints require</p> | 80% |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|---|---------------|------------------|------------------|---|-----------------------|
| | | | | | volunteers. Trading Standards seek to contact consumers and traders as early as possible to maximise time target. | |
| PROSERVICES.21 | Number of business advice requests received by Trading Standards (quarterly) | 20 | 1 | 12 | Q1 24/25: Data only | |
| PROSERVICES.22 | Percentage of business advice requests responded to within 5 working days (quarterly) | 100% | 100% | 100% | Q1 24/25: On Target 100% of business advice requests received were responded to within 5 working days. | 100% |
| PROSERVICES.23 | Percentage of business advice requests completed within 14 days (quarterly) | 100% | 100% | 100% | Q1 24/25: On Target All business advice requests were completed within 14 days. | 75% |
| PROSERVICES.24 | Number of intelligence logs input to Intelligence Database (IDB) (quarterly) | 133 | 33 | 38 | Q1 24/25: On Target We are in the top quartile for logs created by a Scottish Council and one of two creating many more than should be expected given our size. | 120 |
| PROSERVICES.25 | Number of Trading Standards Primary inspections (quarterly) | 275 | 59 | 29 | Q1 24/25: Off Target Most of the Trading Standards primary inspections take place in the second half of the year. The Q1 figure is better than expected at this point in the year. This year 8 farms and smallholdings to be assessed for animal health and welfare, none this quarter. | 145 |
| PROSERVICES.26 | Percentage of planned inspections achieved in line with Service plan (quarterly) | 100% | 20% | 20% | Q1 24/25: Data only | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|---|---------------|------------------|------------------|---|-----------------------|
| PROSERVICES.27 | Develop and implement a Trusted Trader Scheme (quarterly) | N/A | N/A | N/A | Q1 24/25: Data only The scheme has been approved. It is anticipated it will be implemented in 24/25. | |
| PROSERVICES.28 | Number of Interventions carried out regarding Tobacco & nicotine containing products (quarterly) | 24 | 16 | 1 | Q1 24/25: Data only 1 Intervention resulted in a Fixed Penalty Notice for failing to register for selling vapes with the Scottish Government. | |
| PROSERVICES.29 | Percentage of businesses registered for tobacco/vapes in Midlothian visited (quarterly) | 59% | 11% | 9% | Q1 24/25: On Target A total of 136 premises are believed to be registered and selling tobacco and/or vapes. The Scottish Government requires a target of 20% to be visited which is 28. 12 visited this quarter. | 20% |
| PROSERVICES.30 | Percentage of businesses registered for tobacco/vapes in Midlothian where a test purchase was carried out (quarterly) | 2% | 1.4% | 0% | Q1 24/25: Off Target The Scottish Government target of 10% equates to 14 premises to be inspected. No premises were tested this quarter. Continued challenges every year in obtaining enough test purchasers (aged 16-17) to carry out purchases. | 10% |
| PROSERVICES.31 | Number of Liquor Licencing applications received | 329 | 0 | 180 | Q1 24/25: Data only | |
| PROSERVICES.32 | Percentage of Liquor Licence applications determined | 99% | 0% | 99% | Q1 24/25: Data only | |
| PROSERVICES.33 | Percentage of Liquor Licence Applications | 0% | 0% | 0% | Q1 24/25: Data only | |

| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|----------------|--|---------------|------------------|------------------|----------------------------|-----------------------|
| | referred to the Licensing Board | | | | | |
| PROSERVICES.34 | Number of Civic Government Licence applications | 456 | 99 | 102 | Q1 24/25: Data only | |
| PROSERVICES.35 | Percentage of Civic Government Licence applications determined | 92% | 61% | 95% | Q1 24/25: Data only | |
| PROSERVICES.36 | Percentage of Civic Government Act applications referred to the General Purposes Committee | 0% | 1% | 0% | Q1 24/25: Data only | |

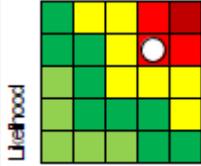
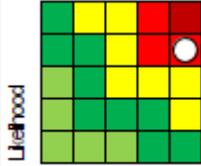
Sport and Leisure Measures

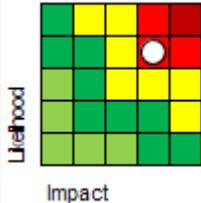
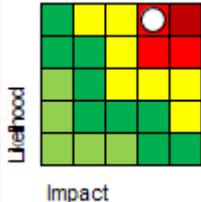
| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note |
|------------------|--|---------------|------------------|------------------|--|
| SPORT&LEISURE.01 | Number of distinct activities involving Active Schools programmes to school children | N/A | 134 | 163 | Q1 24/25: Data only There has been an increase of 29 distinct activities involving Active Schools programmes compared to the same period last year. |
| SPORT&LEISURE.02 | Number of distinct participants attending Active Schools free extra-curricular club | N/A | 1,782 | 2,466 | Q1 24/25: Data only There has been an increase of 684 distinct participants attending Active Schools free extra-curricular club compared to the same period last year. |

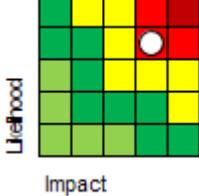
| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note |
|-------------------|--|---------------|------------------|------------------|---|
| SPORT&L EISURE.03 | Number of volunteer hours delivered in Active Schools Programme | N/A | 677 | 1,162 | Q1 24/25: Data only 1162 volunteer hours have been delivered in the Active Schools programme this quarter. A 72% increase compared to the same period last year. |
| SPORT&L EISURE.04 | Number of Midlothian Active Choices (MAC) attendees (quarterly) | 5,688 | 1,298 | 1,670 | Q1 24/25: Data only There has been an increase of 372 MAC attendees compared to the same period last year. |
| SPORT&L EISURE.05 | Number of new referrals after completion of Midlothian Active Choices (MAC) sessions (quarterly) | 1,435 | 345 | 416 | Q1 24/25: Data only There has been an increase of 71 new referrals after completion of MAC sessions compared to the same period last year. |
| SPORT&L EISURE.06 | Number of activities offered by Ageing Well to 50+ age groups (quarterly) | 2,763 | 715 | 741 | Q1 24/25: Data only 741 activities are being offered by Ageing Well to 50+ age groups. This is an increase of 26 since compared to the same period last year. |
| SPORT&L EISURE.07 | Total number of attendances at all sport and leisure facilities (quarterly) (excluding pools) | 248,066 | 62,501 | 70,366 | Q1 24/25: Data only There were 70,366 attendances at all sport and leisure facilities (excluding pools) in Q1. This is an increase of 7,865 compared to Q1 23/24. |
| SPORT&L EISURE.08 | Total number of attendances at all swimming pools (quarterly) | 169,826 | 55,792 | 52,615 | Q1 24/25: Data only |

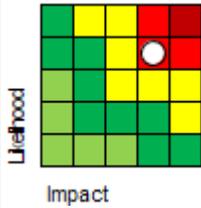
| PI Code | PI | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note |
|-------------------|---|---------------|------------------|------------------|--|
| SPORT&L EISURE.09 | Total number of attendances at outdoor sport and leisure facilities - Pitches (quarterly) | 797 | 340 | 430 | Q1 24/25: Data only There were 430 attendances at outdoor sport and leisure facilities (Pitches) in Q1. This is an increase of 90 compared to the same period last year. |
| SPORT&L EISURE.10 | Total number of attendances at outdoor sport and leisure facilities - Pavilions (quarterly) | 101,833 | 27,941 | 27,757 | Q1 24/25: Data only |
| SPORT&L EISURE.11 | Number of Tonezone memberships (cumulative) | 4,628 | 4,084 | 4,386 | Q1 24/25: Data only 4,386 people currently have a Tonezone membership in Q1. This has increased by 302 compared to the same period last year. |

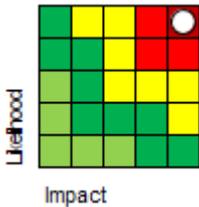
Place Service Risks

| Code & Title | Risk Control Measure | Risk Identification | Risk Evaluation | Related Action | Related action latest note | Current Risk Matrix | Risk Score |
|---|---|--|--|----------------|----------------------------|---|------------|
| 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> |  | | |  <p>Likelihood</p> <p>Impact</p> | 16 |
| PL.HHS.06 Homelessness and Temporary Accommodation – Duties as a | <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 | <p>Currently we are meeting our statutory duties.</p> |  | | |  <p>Likelihood</p> <p>Impact</p> | 20 |

| Code & Title | Risk Control Measure | Risk Identification | Risk Evaluation | Related Action | Related action latest note | Current Risk Matrix | Risk Score |
|--|---|---|--|--|--|--|------------|
| Statutory 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 duties. |  | | |  | 16 |
| 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. | The 2023/24 budget requires a reduction (or ongoing income generation) of £90K. This saving is now approved against Trading Standards through the reduction of staff FTE. |  | Clearly define the role of the Trading Standards service in the future | Q1 24/25: In progress The Trading Standards service Review has been approved by CMT in Q1 24/25 with a reduction of 33% of TS staff to be implemented. It is anticipated this will take place in Q2 24/25. |  | 20 |
| | | | | Identify new income streams | Q1 24/25: In progress No meaningful income streams are identified within Trading Standards. Elsewhere in | | |

| Code & Title | Risk Control Measure | Risk Identification | Risk Evaluation | Related Action | Related action latest note | Current Risk Matrix | Risk Score |
|---|--|--|--|--|---|--|------------|
| | <p>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.</p> | | | | <p>Protective Services income has been identified.</p> | | |
| <p>PL.R.EH.01c Duties as a Statutory Food Authority</p> | <p>1 Protective Service Business regulation Service review will seek to stabilise staffing and implementation.</p> | <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</p> |  | <p>Engage with FSS (Food Standards Scotland) as the programme develops</p> | <p>Q1 24/25: The engagement date initially proposed by FSS (Food Standards Scotland) has been delayed. NFA until FSS are in a position to consult further.</p> |  | <p>16</p> |

| Code & Title | Risk Control Measure | Risk Identification | Risk Evaluation | Related Action | Related action latest note | Current Risk Matrix | Risk Score |
|--|---|--|--|---|---|---|------------|
| | | <p>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> | | | | | |
| 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 | <p>Q1 24/25: The WISE Pilot commenced on 17 July 2023.</p> <p>The pilot is generating some Fixed Penalty Notices but the numbers issued are insufficient to cover the costs.</p> |  | 16 |

| Code & Title | Risk Control Measure | Risk Identification | Risk Evaluation | Related Action | Related action latest note | Current Risk Matrix | Risk Score |
|--------------------------------------|---|--|--|--------------------|---|---|------------|
| | | | | (or exceed) costs. | <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> | | |
| PL.RR.01-21 Loss of Building/wing | 01 - Business Continuity Plans to be reviewed | <p>Risk Cause: Structural defects, flood/fire damage. Access to data prevented, or data loss.</p> <p>Risk Event: Severe weather, fire/flood, building deterioration, Cyber attack. Power outages.</p> <p>Risk Effect: Loss of premises for normal service delivery impacting users and services. Loss of data resulting in restriction on operating capacity.</p> |  | | |  | 25 |

| Code & Title | Risk Control Measure | Risk Identification | Risk Evaluation | Related Action | Related action latest note | Current Risk Matrix | Risk Score |
|--------------|----------------------|--|-----------------|----------------|----------------------------|---------------------|------------|
| | | <p>The risk related to complete loss of a school wing or whole building resulting in disruption to pupils education. Adequate BCP is required to identify core services, priorities these, document data sources, communication routes, Key suppliers etc.</p> | | | | | |

Place Balanced Scorecard Indicators

| PI Code | Performance Indicator | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|------------------|---|---------------|------------------|------------------|---|-----------------------|
| BS.PLACE.P.15.1c | Percentage of all street light repairs completed within 7 days (quarterly) | 98.42% | 99.27% | 99.17% | Q1 24/25: On Target | 90% |
| BS.PLACE.P.15.3a | Percentage of Council fleet which is 'Green' (cumulative) | 8.2% | 8.2% | 8.2% | Q1 24/25: On Target The fleet replacement budget is currently undergoing a review with plans for enhanced targets from 25/26. | 8% |
| BS.PLACE.P.15.6a | Percentage of waste going to landfill per calendar year (quarterly) | N/A | 15.1% | N/A | Q1 24/25: Data not available Data for Q4 figures will be available week commencing 12th of August. Q1 data will be available in quarter 2. | |
| BS.PLACE.P.5.2b | Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria | 98.4% | 98.4% | 98.4% | Q1 24/25: 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% |
| ECON5a | Number of New Business Start Ups (LGBF) | 103 | 24 | 37 | Q1 24/25: Data only 37 businesses were claimed as 'Starts' in Q1. This is an increase of 13 new business starts compared to the same period in 2023/24. | |
| ENV6 | Percentage of total household waste that is recycled (LGBF) | N/A | 50.6% | N/A | Q1 24/25: Data not available Data for Q4 figures will be available week commencing 12th of August. Q1 data will be available in quarter 2. | |

| PI Code | Performance Indicator | 2023/24 Value | Q1 2023/24 Value | Q1 2024/25 Value | Note | Annual Target 2024/25 |
|------------------|---|---------------|------------------|------------------|--|-----------------------|
| HSN3 | Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality Standard criteria (LGBF) | 56.47% | 34.3% | 72.1% | Q1 24/25: Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (ESSH). We have reduced these failures to meet 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have reduced this figure to 2,035, resulting in 72.1% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation. | 100% |
| BS.PLACE.H SN.01 | Re-let time permanent accommodation properties (calendar days) | 35 days | 27 days | 23 days | Q1 24/25: On Target Re-let time for permanent properties remains significantly lower compared to this period last year at 27 days. | 35 days |
| PLACE.P.14. 2e | Percentage of total road network resurfaced (cumulative) | 2.15% | 0.55% | 0.51% | Q1 24/25: On Target 3.535km of carriageway resurfaced in Q1 under combined programmes of annual Capital Works and Residential Streets. | 2.2% |

Published Local Government Benchmarking Framework - Place

Corporate Asset

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|--------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| 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 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-----------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| 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&L5 b | Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF) | 78.33% | 78.67% | 84.67% | 81.33% | 83% | 83% | 85.3% | 20/23 Rank 22 (Third Quartile) 19/22 Rank 24 (Third Quartile) 18/21 Rank 20 (Third |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | | | | | | | | | Quartile) 17/20 Rank 22 (Third Quartile) 16/19 Rank 19 (Third Quartile) |
| C&L5d | Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF) | 74% | 74.33% | 70.87% | 63.2% | 60.2% | 63% | 66.7% | 20/23 Rank 27 (Bottom Quartile) 19/22 Rank 30 (Bottom Quartile) 18/21 Rank 30 (Bottom Quartile) 17/20 Rank 18 (Third Quartile) |

Economic Development and Planning

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|--------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| ECO N1 | 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) |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|--------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| | | | | | | | | | 16/17 Rank 8 (Top Quartile) |
| ECO N2 | 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) |
| ECO N3 | 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 (Second 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) |
| ECO N5 | No of business gateway start-ups per 10,000 population (LGBF) | 18.62 | 22.42 | 16.75 | 16.12 | 8.05 | 13.1 | 12.46 | 22/23 Rank 22 (Third Quartile) 21/22 Rank 20 (Third Quartile) |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|--------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | | | | | | | | | 20/21 Rank 20 (Third Quartile) 19/20 Rank 202(Third Quartile) 18/19 Rank 22 (Third Quartile) 17/18 Rank 14 (Second Quartile) 16/17 Rank 18 (Third Quartile). |
| ECO N6 | 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) |
| ECO N7 | 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 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|---------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | | | | | | | | | 15/16 Rank 17 (Third Quartile) 14/15 Rank 9 (Second Quartile) |
| ECO N8 | 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) |
| ECO N9 | Town Centre vacancy rates (LGBF) | 5.7% | 6.72% | 7.48% | 5.45% | 5.1% | 13.49% | 9% | 22/23 Rank 12 (Second Quartile) 21/22 Rank 22 (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) |
| ECO N10 | Immediately available employment land as a percentage of total land | 57.14% | 55.49% | 43.08% | 41.95% | 39.64% | 31.12% | 27.1% | 22/23 Rank 15 (Second Quartile) 21/22 Rank 16 |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|----------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| | allocated for employment purposes in the local development plan (LGBF) | | | | | | | | (Second Quartile) 20/21 Rank 18 (Third Quartile) 20/21 Rank 19 (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). |
| ECO N11 | 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 | | 21/22 Rank 25 (Bottom Quartile) 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). |
| ECO N12a | Claimant Count as % of Working Age Population (LGBF) | 1.6% | 2.2% | 2.5% | 2.5% | 5.2% | 3.6% | 2.3% | 22/23 Rank 8 (TOP Quartile) 21/22 Rank 11 (Second Quartile) 20/21 Rank 11 (Second Quartile) |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|----------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | | | | | | | | | 19/20 Rank 10 (Second Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 20 (Third Quartile). 16/17 Rank 9 (Second Quartile). |
| ECO N12b | Claimant Count as % of 16-24 Population (LGBF) | 2.6% | 3% | 3.6% | 3.7% | 7.8% | 4.9% | 3% | 22/23 Rank 14 (Second Quartile) 21/22 Rank 15 (Second Quartile) 20/21 Rank 19 (Third Quartile) 19/20 Rank 15 (Second Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 17 (Third Quartile). 16/17 Rank 15 (Second Quartile). |

Environmental Services

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|--------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| ENV1 a | 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 13 (Second Quartile) 21/22 Rank 12 (Second Quartile) |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-----------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | | | | | | | | | 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) |
| ENV2 a | 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) |
| ENV3 a | 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 | £12,368.00 | 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) |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-----------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | | | | | | | | | 16/17 Rank 15 (Second Quartile) |
| ENV3 c | 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) |
| ENV4 a | 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) |
| ENV4 b | Percentage of A class roads that should be | 20.9% | 25% | 27.4% | 24.8% | 22.1% | 24.27% | 29% | 22/23 Rank 24 (Third Quartile) 21/22 Rank |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-----------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | considered for maintenance treatment (LGBF) | | | | | | | | 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) |
| ENV4 c | 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) |
| ENV4 d | 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 |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| | | | | | | | | | 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% | 19/23 Rank 27 (Bottom Quartile) 18/22 Rank 24 (Third Quartile) 17/21 Rank 21 (Third Quartile) 16/20 Rank 20 (Third 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) 17/18 Rank 15 (Second Quartile) 16/17 Rank 9 (Second Quartile) |
| ENV7a | Corporate Indicator - Percentage of Adults | 86.67% | 89.67% | 87.1% | 83.1% | 80.1% | 81% | 84.7% | 20/23 Rank 14 (Second Quartile) |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-----------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| | satisfied with refuse collection (LGBF) | | | | | | | | 19/22 Rank 17 (Third Quartile) 18/21 Rank 17 (Third Quartile) 17/20 Rank 7 (TOP Quartile) |
| ENV7 b | Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF) | 73% | 71.33% | 67.97% | 62.3% | 58.63% | 58.63% | 60% | 20/23 Rank 20 (Second Quartile) 19/22 Rank 26 (Bottom Quartile) 18/21 Rank 21 (Third Quartile) 17/20 Rank 19 (Second Quartile) |

Housing Services

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-----------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| 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 18 (Third Quartile) 18/19 Rank 14 (Second Quartile) 17/18 Rank 14 (Second Quartile) 16/17 Rank 11 (Second Quartile) |
| HSN4 b | 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 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| 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 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|--------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| CLIM 1 | 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) |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|--------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| CLIM 2 | 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) |
| CLIM 3 | Emissions from Transport per Capita (LGBF) | | 20 | 19 | 16 | 17 | 18 | 22.84 | 21/22 Rank 8 (Top Quartile) 20/21 Rank 13 (Second Quartile) 19/20 Rank 6 (Top Quartile) 18/19 Rank 6 (Top Quartile) 17/18 Rank 9 (Second Quartile). 16/17 Rank 11 (Second Quartile). |
| CLIM 4 | Emissions from Electricity per Capita (LGBF) | | 118.1 | 64.86 | 57.19 | 47.63 | 44.99 | 44.25 | 21/22 Rank 16 (Second Quartile) 20/21 Rank 23 (Third Quartile) 19/20 Rank 18 (Third Quartile) 18/19 Rank 17 (Third Quartile) 17/18 Rank 9 (Second Quartile). |

| Code | Title | 2016/17 Value | 2017/18 Value | 2018/19 Value | 2019/20 Value | 2020/21 Value | 2021/22 Value | 2022/23 Value | External Comparison |
|-----------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| | | | | | | | | | 16/17 Rank 11 (Second Quartile). |
| CLIM 5 | Emissions from Natural Gas per Capita (LGBF) | | 94.6 | 96.6 | 81.77 | 94.63 | 96.57 | 94.77 | 21/22 Rank 28 (Bottom Quartile) 20/21 Rank 28 (Bottom Quartile) 19/20 Rank 27 (Bottom Quartile) 18/19 Rank 28 (Bottom Quartile) 17/18 Rank 27 (Bottom Quartile). |

