Midlothian Council Performance Report 2024/25

High Level Annual summary

Key achievements during 24/25

Our Libraries

A total of **770,877 library visits** across the year, a 4% increase from last year and a 27% increase from 22/23.

605,003 physical visits were made to our libraries, an increase of 12% from last year 23/24 and a 40% increase from 22/23.

165,874 virtual library visits, an increase of 8% from last year

This year a total of **7,874 events, clubs, activities and workshops** were held across our libraries, a 29% increase compared to last year

A total of **102,001 event attendees**, an increase of 26% from those attending events last year

Library Service Excellence Award – Winner
Our library services were nominated in the Scottish Library Information Council (SLIC) Library Service Excellence Award and announced as the Regional and Country Winner for Scotland in the Bookseller Library of the Year Award.

Our Customers

Over the year our **Contact Centre** received a total of **150,481 calls**, a slight reduction of 2% compared to the annual figure for 23/24.

Over the year **46,908 emails were handled** by the Contact Centre, a 12.5% reduction from 23/24.

A **41% reduction in complaints received** for Corporate Solutions with 162 complaints responded to across the year.

Communications and promotions

This year we received **1,449,235 visits to our website**, a 27% increase from last year. This number is based on customers who accepted analytic cookies, therefore, we expect figures to be much higher.

Our Communication and Marketing team continued to support services across the Council by promoting key initiatives on our social media platforms, news releases, website and community radio channel. **30 key promotions/campaigns took place this year.**

21st Century Workforce

TB: THEME 2

Launch of Workforce Strategy 2024-34 after approval by Council in December.

2024-34
Workforce Strategy

Midlothian

Launch of New Human Resources Portal to provide valuable employee resources, policies, employee and managers guidance and templates.

Maximising Attendance at Work policy reviewed and amended.

Revised **Sexual Harassment Policy** following the introduction of new legislation.

The Equality, Diversity and Inclusion (EDI) policy launched.

Wellness@Midlothian programme

A total of **95 health and wellbeing events held**, an increase of **27%** compared to last year with a total of **1,751 attending events**, an increase of 194% compared to last year's attendance.

14% reduction in long term absence cases compared to last year.

22% reduction in employee relations cases compared to last year.

Continued year on year **reduction of the gender pay gap** at 2.29%

Continued year on year **increase in the number of females in the top 5% of earnings** to 130

Employment and Reward

'Overpayments and Underpayments policy' launched this year and aims to ensure all salaries and allowances are processed accurately and timeously. The policy sets out principles and procedures in place if any error in pay occurs, outlining the Council's processes for recovery of overpayments and payment of underpayments.

Digital

Workplaces of the future

TB: THEME 3

Launch of our new **Digital Transformation Strategy 2024-2029** after approval by from Council in November. Key to delivering change as part of the Council's Transformation Blueprint is fully utilising digital tools, digitising and automating processes, introducing Artificial Intelligence (AI) and ensuring that decisions can be made through comprehensive data and management information.

Digital Learning

Continued partnership with the highly **successful Equipped for Learning programme** delivering a first-class teaching experience for teachers and pupils including:

- **Installing 500 Interactive screens**
- A **brand-new School Wi-Fi** network
- Digital signage for all schools reusing old screens and Chromebooks
- Consolidating servers saving money and increasing energy efficiency

3,700 PCs and laptops have been migrated to Windows 11 as part of the upgrade, delivering a sustainable and efficient platform for our digital estate.

Faster Internet Connections

46 existing core internet connections upgraded to a faster, more cost-effective network. Ten other sites are getting brand new lines, providing robust connectivity across Midlothian

Microsoft 365 became the Council's central communication and collaboration tool:

- **290 Teams** started up
- **External Teams sharing** with NHS and other organisations
- Services migrating to SharePoint to share files and information
- Launch of a **new intranet: Mid-Hub**

Cyber Security

In a challenging cyber threat landscape, we continued to defend the Councils digital estate. **Over 500,000 Phishing and Spam emails were blocked**, and more than 80 malicious attacks were thwarted. Digital Services continued to maintain **100% of Cyber Essentials Plus** and PSN accreditation.

Business Applications

Business Application upgrades were completed for Integra Mosaic, Itrent, Open Revenues Civica D360, Legend, Learnpro, Talentlink, Content Server, DRS (dynamic scheduling tool for Property Maintenance), Civica Automation, Granicus and ONE Housing.
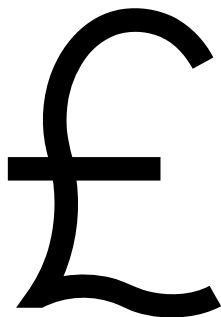
Invoicing and payments

104,036 invoice transactions were processed this year with an average processing time of **11.3 days**

13,645 direct payments to bank accounts to cover free school meals during the holiday periods, Ukrainian Host payments and Economic Development Business Grants.

3,268 internally generated payments were processed including grants, corporate appointees, salary deductions and treasury activities.

Reduction in 'Green slip' transactions to 8.1% this year from 12.1%

Cost of Living Crisis support

A total of **7,168 applications for Crisis Grants** and **1,351 for Community Care Grants** were received this year. This demonstrates the continued significant financial challenges faced by our communities.

Legal and Procurement

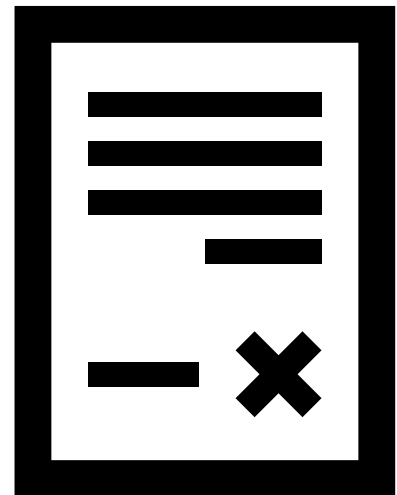**45 legal commercial transactions** completed this year by our in-house legal team.

The **legal court team** responded to over **257 individual legal queries**.

Procurement

35 new Tenders awarded on Public Contracts Scotland (PCS) this year**.**

288 new suppliers registered this year of which **61 Midlothian based.**

78 regulated procurement exercises undertaken

Continuous Improvement

Published the **Midlothian British Sign Language (BSL) Plan 2024-2030**

Developed fresh equality outcomes for 2025-2029

Refreshed Planning and Performance Management Framework (PPMF) to reflect changes in Statutory Performance Indicator (SPI) Directions.

Our Greenspaces

New Neighbourhood Environment Team became fully established within the Recycling and Greenspace Service this year

This year, **6,642 volunteer hours** (1,107 days) were spent in countryside sites. Volunteer numbers continue to remain high this year ensuring our sites are attractive, safe and welcoming for all to enjoy. (6,990 in 23/24).

In addition, **222 Ranger events** were undertaken. (36 in 23/24).

62 **improvements or new facilities** were completed across our play areas and greenspaces. (77 in 23/24)

£110,000 of UK Shared Prosperity funding invested into improvements for litter bins and Vogrie parking site.

Waste and Recycling

The **contract for the "Digital depot"** awarded this year and **in-cab technology was implemented** into our refuse collection vehicles providing real time reporting to and from our waste service operators.
Food waste collection service expanded to include a further 2,500 properties in rural areas.

48% of household **waste recycled**
(average figure from Q1 to Q3, annual figures available in Q1 25/26)
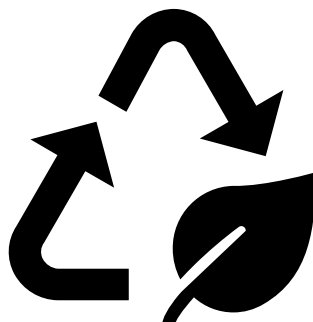
36% of waste used to **generate heat and electricity**
(average figure from Q1 to Q3, annual figures available in Q1 25/26) last year

Although remaining ambitious, Midlothian Council now have a Net Zero target of 2045

Our Roads and Footpaths

23.7km of **carriageway resurfaced** and **4.96km** of **footway resurfaced** this year. (an increase of 8.87km of carriageway was resurfaced this year compared to last)

Carriageway and footway investment in excess of £5.8m for the year

3,065.37 tonnes of material used in 2024/25 to **fill potholes. (1,802 in 23/24).** The Pothole Pro project equated to **16,029m^2** of **permanent patching**, repairing **3,122 potholes** this year. (compared to 9,214 m^2 and 2,985 in 23/24)

The **street lighting capital programme** was completed ahead of plan with a targeted **472 new lighting column** replacements. A further **680** street lights were upgraded to LED lanterns to include a central management system for dimming. (752 columns in 23/24)

Through a dedicated capital investment of £4.67m, **52 Vehicles** purchased as part of our **Fleet and Plant replacement plan during 2023 to 2025**

Progression made to **roll out 20 mph speed limits** across numerous urban roads in Midlothian.

"Road" icon by Evan Shuster from Noun Project CC BY 3.0

Protective Services

208 food law service requests were received this year from Midlothian residents and businesses. (236 in 23/24). A total of **287 food law interventions (food hygiene/standards) were carried out** at businesses across Midlothian. (312 in 23/24).

Our Public Health and Environmental Protection team received **1,252 public health service requests** this year from Midlothian residents and businesses and 381 requests from internal sources. (1,121 in 23/24).

"Safety" icon by Alice Design from Noun Project CC BY 3.0

224 abandoned vehicle reports were responded to. (185 in 23/24)

Trading Standards received **153 consumer complaints this year** with at least **£50,500 being returned to Midlothian consumers** following Trading Standards involvement. This includes refunds as well as repairs and replacement goods. (208 in 23/24)

154 Trading Standards **primary inspections** took place this year.

132 intelligence logs were recorded on IDB, the national Trading Standards database. (133 in 23/24)

Planning, Sustainable Growth and Investment

Our new Active Travel Strategy **'On the Move Midlothian: Our Active Travel Strategy for Everyone 2024-2034'** was approved this year at December Council.

Midlothian Local Development Plan 2 (MLDP2) Evidence Report approved and cleared Scottish Governments 'Gate Check' process this year.

This year Council approved the **Economic Strategy for Inclusive Economic Growth 2025-2030.** The new strategy aligns with the Scottish Government National Strategy for Economic Transformation and the Edinburgh and South East Scotland City Region Deal Prosperity Framework.

131 Business start-ups this year. This should realise a forecasted creation of **171 jobs** and an estimated contribution of **£6.245M to the Midlothian economy** in their first year of trading. (103 start ups in 23/24 with £5.790M contribution to economy)

179 Businesses now signed up to the **Midlothian Business Green Pledge.** (108 sign ups end of 23/24)

198 'Planning to Start' business enquiries were received this year and **58 'Strengthen Your Business'** enquires received, totalling 256, (235 in 23/24)

Housing

This year housing received the completed handover for **152 new build homes** extending our housing stock to **7,677 by end of 24/25.** (7,170 at end of 23/24)

Re-let times to permanent accommodation properties this year has averaged at **34 days** to re-let and continues on a downward trend from 35 days in 23/24.

"rent" icon by Adrien Coquet from Noun Project CC BY 3.0

586 lets were made this year, an increase of 6% lets from last year.

15 houses were let this year through our **Housing first model.** (19 in 23/24)

177 lets were made to new build and open market purchases. (217 in 23/24)

The **length of time homeless applicants waited until receiving a permanent housing** outcome has decreased to **53 weeks for this year** showing a continued downward trend from 58 weeks at the same period last year. (this is based on recent data from average of Q1 to Q3 – Q4 data not currently available)

The number of temporary accommodation households that have been **flipped to permanent accommodation** was **170** this year. (139 in 23/24)

The number of homeless cases provided with **advice and assistance** this year was **881**.

92.77% of homeless applicants **sustained a permanent tenancy** after 1 year compared to 93.2% in 23/24 and 76.98% during 22/23.

The total number of **jobs completed internally** by our Building Maintenance Service this year was **35,465**. (36,773 in 23/24)

Jobs include all reactive, planned works, voids and inspections.

"Repair" icon by parkjisun from Noun Project CC BY 3.0

Sport and Leisure

Our **tonezone memberships** continues to grow through improved marketing and promotion with a total of **5,349 memberships** this year to date. An increase of 15% from last year.

11,583 primary 4 pupils attended **free swimming lessons** this year after an effective system was put in place from our programme development officer.

Midlothian Active Choices (MAC) is a sport and leisure physical activity referral programme, aimed at adults who are inactive and experience various health conditions. The programme offers a range of supported activities across Midlothian to help manage these health conditions.

This year saw **6,431 Midlothian Active Choices attendees** and **an increase of 18% in new referrals** after completion of MAC sessions.

Catering Services

Across the year, over **1.16 million school meals** prepared and served.
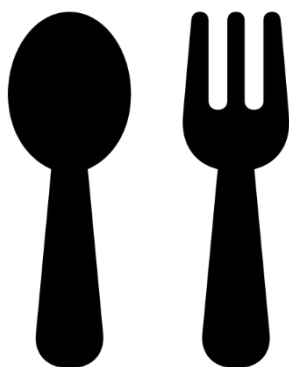
The percentage of **Secondary school meal uptake** continues to remain high this year with an uptake rate of **38.22%** (compared to 37.13% in 23/24)

Primary school meal uptake for this year increased to **59.96%** and remains steady compared to a 58.84% uptake for 23/24.

Our Catering Services received the **Bronze Food for Life Award and the Pro-veg School Plates Bronze award** this year.

Construction and Development

Passivhaus development progressing well on site at former Newbattle High School, part of **Scotland's largest Passivhaus housing programme.** The first handovers are programmed for summer/autumn this year.

The opening of the **new Easthouses Primary School** and the completion of Woodburn Primary School gym and kitchen extension.

Official opening of **Midlothian Energy Limited (MEL) Centre** which will capture low carbon heat from the Millerhill Recycling and Energy Recovery Centre and use this heat to supply 1,000s of homes, education and retail properties at Shawfair

The completion of contracts 1 and 2 of Destination Hillend with parking and service infrastructure in place and the opening of the **new Alpine Coaster.**

Welfare Rights/Learning Disability/Physical Disability
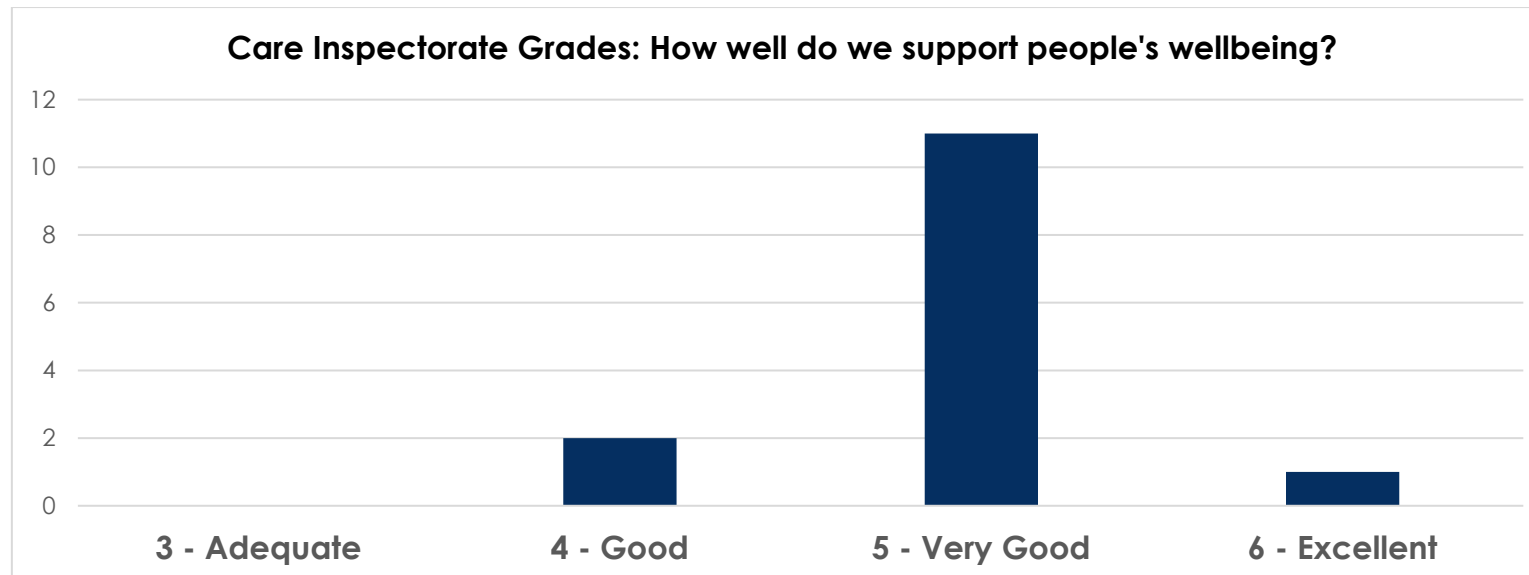
Key Achievements for 2024/25 – Welfare Rights

Service priority - Measure the effectiveness of welfare rights services in generating additional income for clients through welfare rights support.

The total benefit generated during 2024/25 is £4,463,000.46. This is an increase of £68,625.20 from the previous year and represents good outcomes for some of our most vulnerable people.

Key Achievements for 2024/25 – Learning Disabilities

Service priority - Monitor and maintain quality assurance of care providers in relation to hours delivered, number and type of incident reports, Care Inspectorate grades, complaints, and quality assurance activities.

Towards the end of 2024/25, the Care Inspectorate have completed inspections of a number of services including one external care provider, Thera (Scotland), and one council service, Cherry Road Resource Centre. The Care inspectorate evaluate quality using a six point scale where 1 is unsatisfactory and 6 is excellent. The risk status is monitored for the 10 largest providers operating in Midlothian. In 2024/25, 9 of these providers were rated at low risk. Follow up action is being progressed with the provider ranked as medium risk. The following graph shows the grades for support provision achieved by care providers in Midlothian.

Care Inspectorate Grades: How well do we support people's wellbeing?

Grade	Count
3 - Adequate	0
4 - Good	2
5 - Very Good	11
6 - Excellent	1

14

Key Achievements for 2024/25 – Physical Disabilities

Service priority - Monitor and maintain the percentage of PD/LTC interventions recorded as outcome achieved.
Service priority - PD/LTC referral screening episode concluded within 3 working days.

To support service delivery a performance framework has been developed with a range of monthly and quarterly reporting. One of these reports tracks the end of involvement of an intervention to identify if the intended outcome has been achieved. **Our target of 85% has been achieved throughout the year.**

The 90% performance target for referral screening episodes to be concluded within 3 working days has been consistently achieved with an average achievement rate of 96% for the year. While delays can occur due to the requirement for more information there is a process in place to ensure full oversight on a daily basis.

There has been an identified increase in the number of people with a physical disability who are being provided with support at home, of 24% across the year.

Older People's Services

Key Achievements for 2024/25 – Older People

Service priority – 60% of all initial care home reviews completed within 12 weeks of admission
The 60% performance target consistently achieved in 2024/25 with a 96% completion rate at year end. Initial reviews are being completed promptly within timescale.
Allocation of the care home review was identified as key to improving the process and a review of the Care Home review policy has been undertaken.

Service priority – Reduce the number of hours waiting each week on the community waiting list from 950 to 500 hours
An overall reduction of 28% for the year was attained and the trajectory is positive.

Service priority – Achieve a 90% qualification rate for care at home staff appropriate to their post (SVQ 2)
In 2024/25, this has been achieved since Q3 and with programmes in place improvement is expected to continue.

Key Achievements for 2024/25 – Hospital In-Reach Social Work

Service priority – Hospital In-Reach team referrals screened within 2 working days of allocation.
The 95% performance target has been achieved with a 99% performance rate at year end. A new screening allocation process was established to ensure screening episodes are completed timeously. Challenges in staffing reduction levels were noted throughout the year and action was taken to help mitigate the outcome on screening time.

Key Achievements for 2024/25 – Newbyres Care Village

Service priority – Maximise the occupancy rate at Newbyres Village Care Home to achieve 95% occupancy.
A 96% occupancy rate was recorded at year end and has been achieved since Q3. A change in process was established to ensure a robust admissions procedure that supports the reduction in the timescale of a vacancy.

Key Achievements for 2024/25 – Care at Home

In 2024/25, the service had an inspection (November 2024) where it received improved gradings from last year which were predominantly grade 5/very good . The whole service including commissioned services and Self-Directed Support Option 2 delivers around 9000 hours per week.

Justice and Protection Services

Key Achievements for 2024/25 – Justice Services
Individuals become formally involved with Justice Social Work at the point of conviction when a Court makes a request for a Justice Social Work Report; requests for assessment and risk management planning are received from the Scottish Prison Service and the Parole Board

The main community-based sentence is a Community Payback Order (CPO), which can have several requirements attached to it. The most frequently imposed requirements are Supervision and Unpaid Work.   The Courts have imposed **201 Community Payback Orders** during 2024/25.

Service priority – Justice Services work collaboratively to ensure those subject to statutory supervision are enabled and supported to effectively participate.

Justice Social Work staff use a trauma informed and person-centred approach to develop effective working relationships with clients.   In the interests of justice, and to maintain the public confidence in community sentences, all missed appointments, or failure to comply, are responded to robustly using disciplinary procedures which can result in the order being returned to court in breach.   During the breach process we continue to seek to engage individuals to re-engage with interventions to reduce and manage the risk of re-offending.

Public Health

Key Achievements for 2024/25 – Public Health

Service priority – Evidence informed, preventative improvements in population health gained by supporting integrated working with key strategic partners.

The annual target of 10 actions collaboratively achieved with other areas of the organisation involving early intervention/prevention was achieved.

Supporting vulnerable people - Health Inclusion

The Health Inclusion Team (HIT) is a small team working with some of the most vulnerable populations, such as those affected by homelessness, substance use, community justice and carers. The service operates predominately on outreach work, mainly through the temporary accommodations throughout Midlothian.

- The Health Inclusion team has supported 164 people in this financial year. 53% of these were male and 47% female.
- The majority of the clients are 45-54 years old.
- On average this year there were 13 referrals a month.
- Maximum wait time from referral to client contact was 1 day.

Adult Mental Health Service

Key Achievements 2024/25 - Mental Health

Service priority - Percentage of all Adults with Incapacity reports (AWI) allocated to MHO within 12 weeks.
Target achieved throughout 2024/25 with 100% of all Adults allocated to MHO within 12 weeks.

All adults referred to the Adult Mental Health continue to meet the waiting time directive of 100% of all individuals referred to adult mental health are seen within 18 weeks.

Neurodiversity continued to have increasing demand throughput 2024/25 which impacts on the waiting times for neurodiversity screening and assessment. At year end, there were 440 people in Midlothian waiting for an assessment for neurodiversity.

Service priority - Midlothian Adult Mental health bed occupancy rate (8 beds - 7 acute and 1 IPCU) to be maintained at/or below 100%.
The bed performance for Midlothian has fluctuated and although had periods of being on track the median bed occupancy has been 8 throughout 2024/25.

Post Diagnostic Support Feedback - Post diagnostic support feedback gives opportunity for individuals, carers and families to feedback, and share their experience on how staff provide a person-centred approach through engagement, support and communicate.

Feedback

"We were very grateful for workers help and support, she guided us through the paperwork and got us organised for the future, a true blessing to meet her"

"I looked forward to the visits, she had lots of practical advice and useful referrals"

"The ladies of the dementia team helped in our time of need which I feel was a very difficult time"

"Excellent support since diagnosis, cannot fault anything"

"Worker was excellent in every way, such a help in understanding things, I always felt lighter after she had visited, I'm sorry to lose her but understand she was only with us for a year "

"Worker was positive and caring"

Substance Use Treatment Service (SUS)

Key Achievements 2024-25 – Substance Use Services

Service priority - Achieve the Scottish Government HEAT target (A11) - 90% of all individuals will wait no longer that 3 weeks (21 days) from point of referral to drug and /or alcohol triage.

This target has consistently been achieved in 2024/25.

Measure	Q1	Q2	Q3	Q4
A11 – all individuals seen within 21 days of referral	100%	98.11%	100%	100%

Ensure the Midlothian Wellbeing Service is aligned with other family supports across Midlothian

Key Highlights

- A draft Whole Family Wellbeing Approach has been agreed with partners. The aim of the approach is to ensure that holistic, timeous and responsive family support is aligned and readily available to families in Midlothian that need it, where and when they need it. This includes working together as a partnership to understand what our Midlothian families want and need, what we have to offer collectively and to create opportunities to creatively and flexibly respond to need at a local level.

- Remaining WFWF funding has been used for targeted commissioning informed by data regarding gaps in service being collected via TATC.

- Data collection and performance indicators for the team have been defined and are in place. Data is now being drawn and reviewed for performance reporting and service developments. Work ongoing to create data dashboards and management information.

- The Family Learning review underway. This will collate information about all the available learning opportunities in place for families, the data about staff skills and examine the gaps in skills and service provision to support future planning.
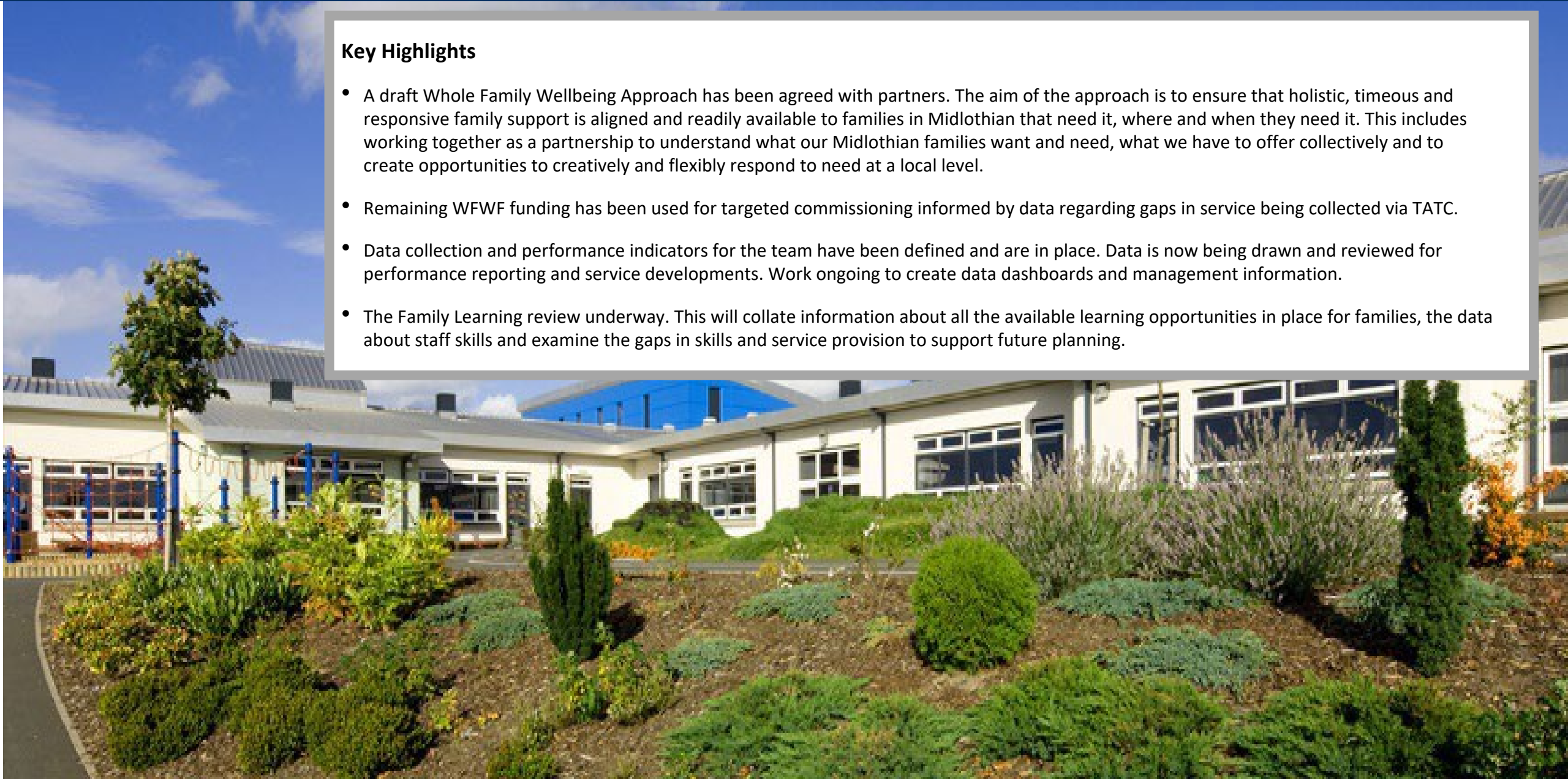
Develop a transitions strategy and pathway across Children's Services, Education and Adult Health & Social Care

Key Highlights

- The Transitions policy is in draft form and final consultation is happening prior to presentation at governance routes. This policy includes those impacted by complex needs, learning and physical disability, mental health and other acute vulnerabilities.

- The website giving all partners and families access to key transition routes will be live over the next month.

- Data collection and tracking is being established to allow long term planning for those with complex needs and consideration of support packages as they move though the system. Areas for improvement

Disability Service and Self-Directed Support

A discrete disability team is now in place for children's services. A Team Leader has been recruited and will start in April. Our focus upon improving practice and consistency continues, to ensure families are receiving a fair and equitable response to assessed needs. Work has focused upon those most in need, while we skill up and develop knowledge within the team. The team are currently support 226 children or young people with a package of care. This can vary from residential respite to allow children with a high level of need to remain living with their family, to supporting children to attend appropriate social activities and thrive in their communities.

The development of this team supports the Business Transformation Project focused on improving transitions across Education, Children's Services and Adult Services. The introduction of the team will support better tracking of our young people who will need support as they move into adulthood. Over the next 3 year we have identified over 200 young people will need varying level of post school support due to additional needs. A website is due to be launched providing information for families and partners. The transitions Policy is in final draft. We are also working with our information management system in the final stage of creating clear data around this cohort.

Maintain supports offered by Family Group Decision Making and Kinship staff to ensure children remain with birth/ kin families

Key Highlights

28 family referrals were made to FGDM during this quarter. 2 of these have been for Lifelong Links Work

13 meetings were held over the quarter

During this quarter our only full-time member of the team moved to the Family Wellbeing Service. Recruitment to replace him is ongoing and hoped complete in May 2025. We have a preferred candidate who is an experienced FGDM coordinator.

Fostering, Kinship and Adoption Service

Council recently approved permanent funding to recruit an additional Family Centred Care Team Leader and an additional Supervising Social Worker for the Family Centred Care Team to enable us to strengthen the Adoption and Kinship parts of the service. We have successfully recruited into both posts.

A successful fostering recruitment campaign was launched in February and the team are currently following up interest generated. There are plans to hold quarterly recruitment campaigns throughout the remainder of the year.

For Kinship Care week, the Family Centred Care team supported an activity eventing which was well attended with very positive feedback. We also held a Foster Carers appreciation brunch in February which gave us an opportunity to say thank you and celebrate the ongoing commitment and hard work of our Midlothian Foster Carers.

Child Protection and Looked After away from home population

The data evidences that our looked after population is fairly static. Overall, across the past year the data has had no significant change, generally fluctuating from 140 – 152 children.

The ongoing use of Family Group decision making, supports families to devise a plan which promotes families staying together with support from extended family. Further capacity for early support also contributes to keeping children out of care. For children who have needed permanent care it is really positive that there has been significant progress with permanence planning for a number of children within this period.

The number of children's names on the child protection register has also remained fairly consistent across the past year. The main reason for registering a child's name on the register is the risk posed by parental mental health, this is a change from previous years where domestic abuse was the most common risk factor. Emotional abuse and domestic abuse remain very prevalent in registrations. In the coming year we are seeking to strengthen our data to explore the connection between poverty and those on the children on the child protection register or who are looked after.

Strengthen the number staff who understand the importance of trauma informed practice

Key Highlights

In Total 283 Council staff have been trained in Trauma informed practice in 24/25, 235 at Level 1 and 283 to Level 2.

20 Children's services staff were trained in Trauma informed practice in Q4, 9 at Level 1 and 11 at Level 2 bringing the total for the 24/25 year to 128. This includes a significant number of Foster carers.
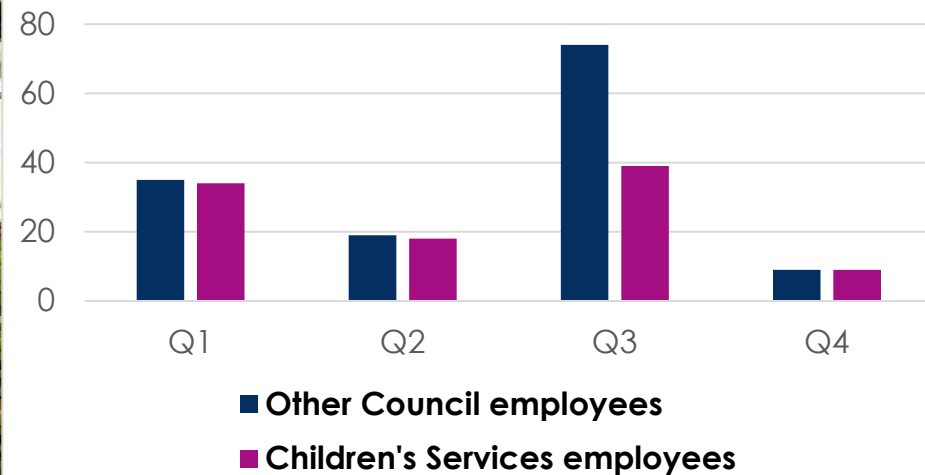
Further training sessions in Level 1 and 2 Trauma informed practice are being rolled out throughout 25/26.

Children's Services and Learning and Development have agreed 17 Children's Services staff will be supported to complete University level qualifications – all of these course support rights based and trauma informed practice.

Psychological consultations have been introduced of staff support and wellbeing. Much of this is focused on ensuring staff are supported with the challenging nature of the work and they have opportunities to reflect on the impact of our work. This was a pilot until December 24 and will be reviewed as part of the Children's Services staff survey. 12+ alternative curriculum offer has been revised with a main focus on this being an intervention, not a full time alternative placement for mainstream school.

Schools and CLLE will work closely together to monitor impact.

Trauma Informed Training - Level 1
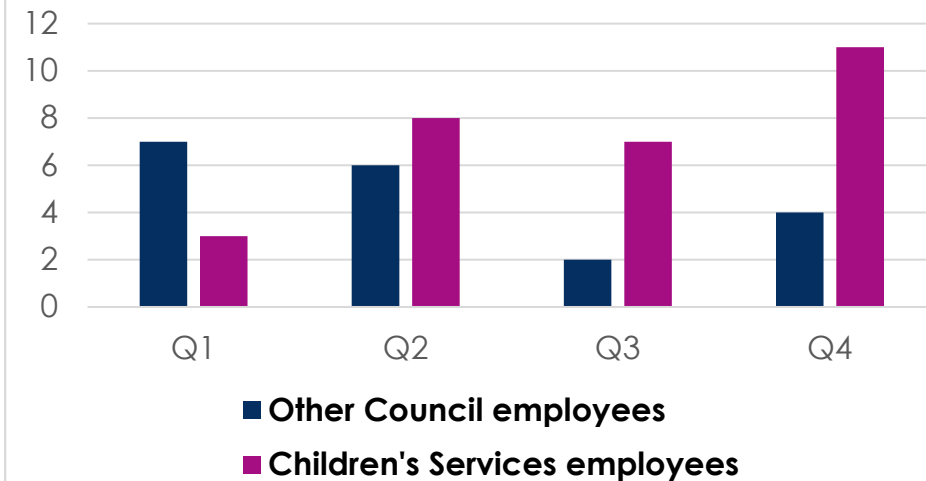
- Other Council employees
- Children's Services employees

Trauma Informed Training - Level 2

- Other Council employees
- Children's Services employees

Key Highlights

- ASG level action plans support ongoing planning for 2025/26 and beyond in relation to curriculum and pathways
- Quality Improvement gradings show an increase in the number of schools graded at "Good" or above in all QIs.
- Trio attainment meetings have been held with all secondary HTs/SLT and a summary of next steps shared to support improvement. Secondary attainment meetings with elected members, peer headteachers and central officers have helped to build a shared understanding of secondary attainment successes and challenges.
- Our Thematic inspection by Education Scotland this year stated that "Within the primary school sector, trios are having success in working together to evaluate, with increasing accuracy, progress made towards meeting outcomes within SIPs. The role of trios in validating school evaluation and learning and teaching has been supported by training for headteachers and is aimed at building improvement capacity across the authority."
- The raising attainment team has a measurable impact on raising learner attainment in the schools where it is working. Numeracy attainment in P7 improved by 15% (average) in these schools since June 2024. A "Core Numeracy" programme has been established which is a universal offer open to all teachers in Midlothian. This is focussed on raising attainment in Numeracy.
- The Thematic inspection this year found that "the professional learning team has developed a purposeful universal professional learning offer... The professional learning team use a range of approaches, such as online, in-person and prerecorded sessions. The online resources are helpful as they allow

Primary combined P1, P4, P7

Literacy & Numeracy S3
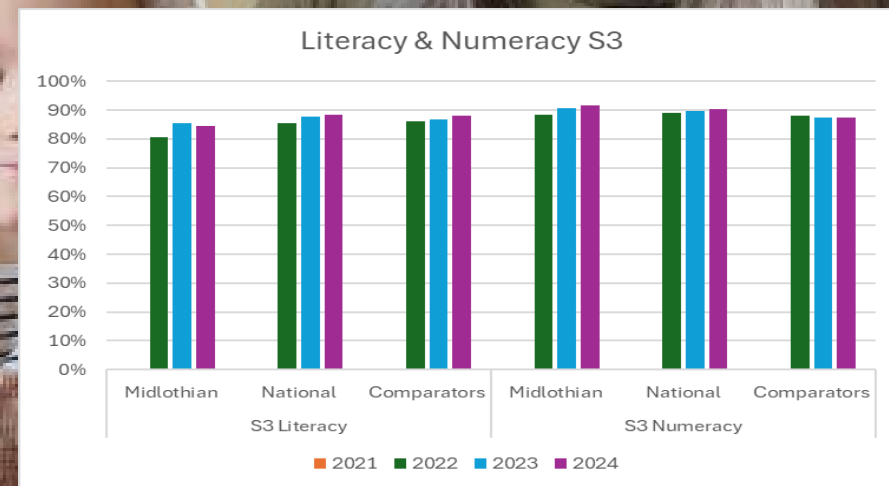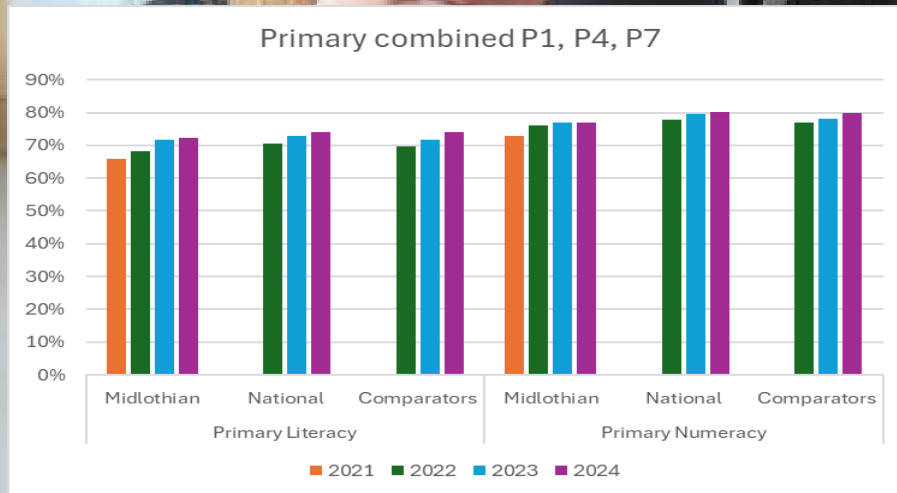
Key Highlights

- A Nurture Lead has been established in every school, nursery, Children and Families Service, and Community Life Long Learning Service
- A Resource Hub in GLOW currently enables Education Professionals and School Nurture Leads to share resources and ideas for practice
- School Counselling Service – MYPAS awarded the contract to deliver this service from September
- Updated guidance and training has been provided for school staff to improve the robustness and quality of our ASN data. Training and support has also been provided on the new 4 stages of interventions which will provide more accurate data on the needs of children and young people
- A Quick Reference Guide to STEM, with key concepts, has been written and printed ready to be given to all ELC settings and P1 classes in Midlothian. Seven Bite Sized modules were created and shared with ELC staff

31 Primary Schools

1 Special School

70 Educational settings within Midlothian

32 Early Years Provision

6 Secondary Schools

Challenges

- The continuing impact of the pandemic on attendance and on post-school destinations
- The implementation of a new Attendance strategy as well as strengthened supports will help to reverse this negative trend
- Increase in the number of children and young people with additional support requiring more specialist provision will require robust monitoring to ensure staffing and specialist facilities meets level of needs.
- Increase in the number of children and young people with additional support needs requiring more resourcing within mainstream school.

Key Highlights
- An action plan has been drafted following the Appreciative Enquiry into staff wellbeing based on the 4 key areas:
    1. Time and space to fulfil your role
    2. Right support at right time to meet learners' needs
    3. Feeling valued and part of a shared purpose
    4. Time, space and systems for reflection and care

- All ASGs are participating in the Nurture Leads Community of Practice which provides a forum of support for the implementation of principles and practice from Safe, Connected and Ready to Learn.
- Nurture Leads working group have drafted initial themes and plan for policy development.
- Over 100 learners from primary schools and over 30 learners from secondary schools participated in the Learners Conferences in September, sharing insights into what helps them feel safe, connected and ready to learn in school.
- A professional learning framework is being developed with the Professional learning team to establish core induction PL and progression routes in areas of trauma-informed practice, mental health and wellbeing.
- A review of the Wellbeing Concern process is underway with regards to robustness and consistency of process across settings and pathways to intervention.

Areas for improvement
- Increased difficulties of attracting and retaining subject specialists especially Maths, Science, Technologies is having an impact on service delivery in a number of secondary schools.
- Attracting and retaining teaching and non-teaching staff into ASN provisions is having an impact on service delivery.
- Attracting suitably qualified staff for ELC due to national demand is also proving a challenge and having an impact on service delivery.

Key Highlights

Ensure that all ASN provisions have robust Tracking and Monitoring systems in place to evidence attainment and achievement.

Monitor and reduce part-time timetables across the Midlothian.

Midlothian Learner's Plans and Personal Support Plans are in place for all learners who require one. Learner planning is informed by robust assessment of needs for learners with neurodivergence.

Websites for information around inclusion and ASN in Midlothian for staff and parents will be live and accessible.

Transition Planning for post school destinations is in place for 14+ learners with additional support needs.

A comprehensive CLPL programme ensures staff confidence and skills in creating inclusive learning environments for learners with ASN.

Outreach Service Referrals – to date the Outreach Teams have supported a total of 961 learners

ASN website for staff – feedback has been very positive from school/ELC staff:

"It is useful to locate and find information quickly, easy to navigate and up to date." "It's easy to find what you really need that is relevant to Midlothian."

"I think it is a good idea and easy to direct staff to when doing outreach."

Education Resource Group Referrals - The total number of pupils currently accessing a shared placement within Midlothian council amounts to 277. The total number of pupils presented to the ERG for a provision placement with effect from August 2025 amounted to 84.

Guidance to schools around part-time buildup timetables has been completed and shared. Quality Assurance around theses will be a key focus next session.

A review of all bespoke curriculum packages has been completed. Processes for referrals have been streamlined via the Education Resource Group (ERG). Costs and impact will be monitored.

12+ alternative curriculum offer has been revised with a main focus on this being an intervention, not a full time alternative placement for mainstream school. Schools and CLLE will work closely together to monitor impact.

Challenges

- Increase in the number of children and young people with additional support requiring more specialist provision will require robust monitoring to ensure staffing and specialist facilities meets level of needs.
- Increase in the number of children and young people with additional support needs requiring more resourcing within mainstream school.
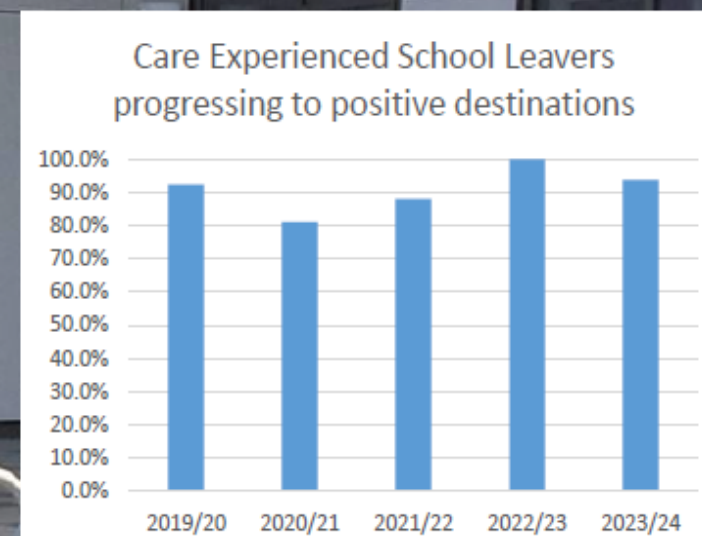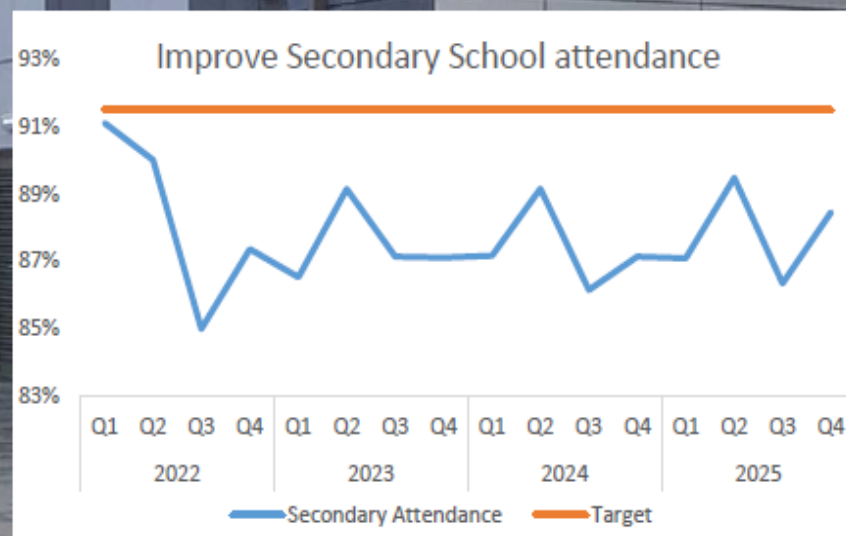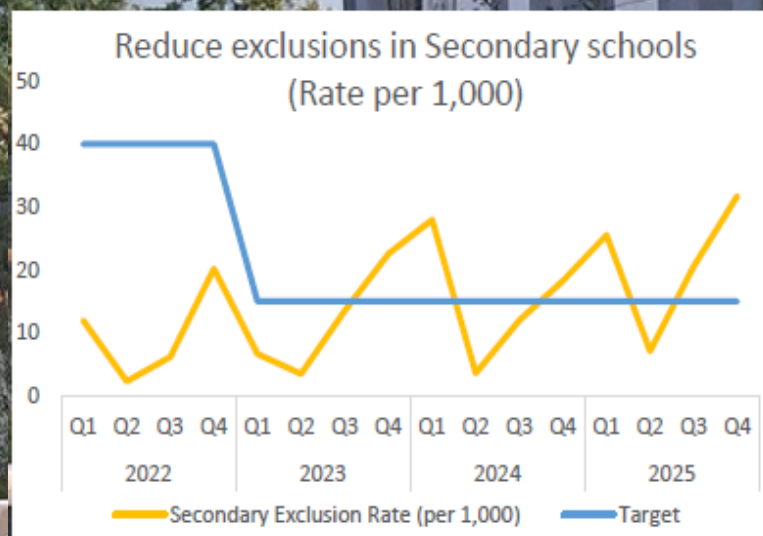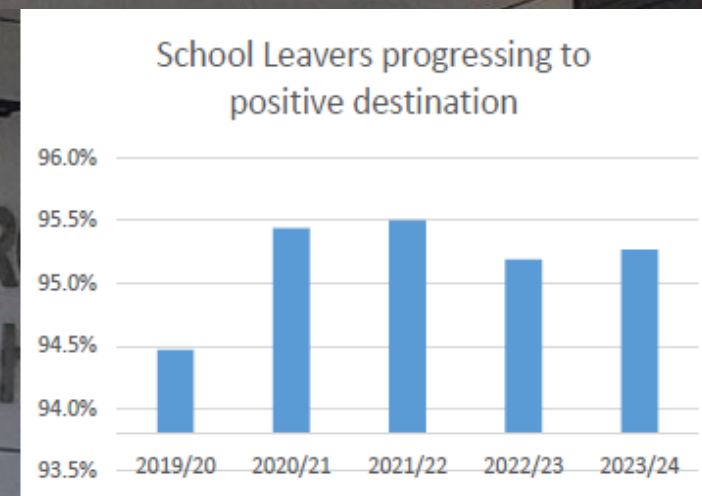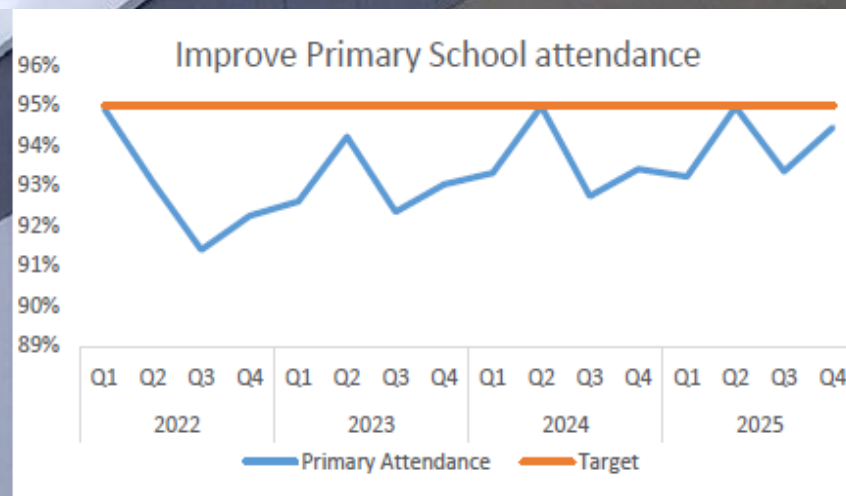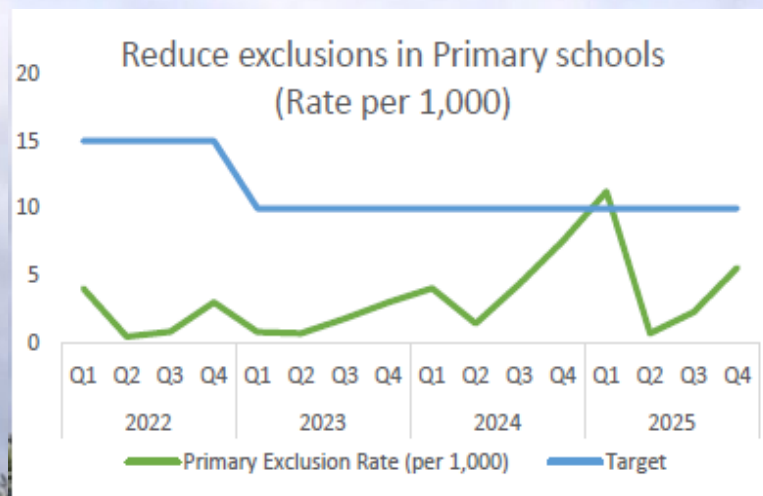
Pentana Performance Dashboard – Q4 24/25

Midlothian Council - How we are Performing

4	4	10	1
Midlothian Council Off Target	Midlothian Council On Target	Midlothian Council Data Only	Midlothian Council No Data
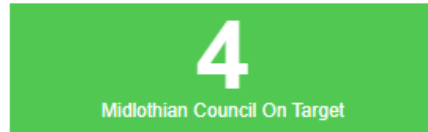
PI Off Target

...	Code & Title	Gauge	Value	Target	Last Update	History
🔴	CORP8 Corporate Indicator - Percentage of invoices sampled and paid within 30 day...		92.5%	95.0%	Q4 2024/25	
🔴	BS.MC.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d...		78.33%	95%	2024/25	
🔴	BS.MC.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		90.24%	95%	2024/25	
🔴	BS.MC.SPSO.05.3 Percentage of complaints escalated and complete within 20 work...		91.11%	95%	Q4 2024/25	

← 1 of 1 →