



Balanced Scorecard Indicators Half Year Report 2025/26

This section of the Council report is presented using the Balanced Scorecard approach. The four Balanced Scorecard perspectives and key areas of focus are shown below and the associated key indicators that follow are drawn from across the Council's services.

Customer/Stakeholder

- Improving outcomes for children, young people and their families
- Ensuring Midlothian is a safe place to live, work and grow up in
- Creating opportunities for all and reducing inequalities
- Growing the local economy and supporting businesses
- Responding to growing demand for Housing and Adult Social Care services

Financial Health

- Maintaining financial sustainability and maximising funding sources
- Making optimal use of available resources
- Reducing costs and eliminating waste

Internal Processes

- Improving and aligning processes, services and infrastructure

Learning and Growth

- Developing employee knowledge, skills and abilities
- Improving engagement and collaboration
- Developing a high performing workforce

Each of the perspectives shown above are supported by a number of key measures and indicators which ensure that the Balanced Scorecard informs ongoing performance reporting and helps to identify areas for further improvement. The strategy map below provides an at a glance summary of the key performance indicators identified for the Single Midlothian Plan and under each of the perspective headings of the Balanced Scorecard. Detailed performance data is available in the quarterly service performance reports.

Single Midlothian Plan - Priorities

Community Planning Partnerships (CPPs) draw together public, voluntary and private sector bodies, and local communities. CPPs deliver a shared 'plan' based on evidence to improve the lives of local people, in Midlothian, the plan is called the Single Midlothian Plan. By working together as a Community Planning Partnership, individuals and communities will have improved health and skills for learning, life and work. No child or household need live in poverty. Midlothian will make significant progress towards net zero carbon emissions by 2045.










The Single Midlothian Plan from 2023-27 consists of 7 thematic priorities with key actions and measures across those four years and will be refreshed annually.


- Midlothian will be Healthier
- Midlothian will be Safer
- Midlothian will Get it Right for Every Child
- Midlothian will support residents to improve Employability and Outcomes in our Communities
- Midlothian will be Greener
- Midlothian will have a Wellbeing Economy and be Better Connected
- Midlothian will work towards reducing Poverty



Customer Perspective - Midlothian will be Healthier

Off target	On target	Data only	No data
2	10	4	6

1 Midlothian will be healthier

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Health and Social Care specific LearnPro modules working / accessible that relate to registered professional practice.	100%	100%	100%	100%		100%	100%	
All Health and Social Care specific LearnPro modules with up to date content that relate to registered professional practice.	Yes	Yes	Yes	Yes		Yes	Yes	
Total amount of additional income generated for individuals through welfare rights service.		£4,463,000.46	£968,246.52	Data Only	-	£1,142,624.54	Data Only	
6 week reviews completed within 10 weeks of admission to a care home from bed based resource e.g. RIE/Acute, MCH or Highbank			N/A		-	100%	90%	
Tasks completed by CCA's that facilitate discharge to be completed within 2 weeks from allocation e.g. house clean, housing applications, etc			N/A		-	65%	80%	
Number of Telecare referrals allocated within timescale (3 days)			N/A		-	99.83%	90%	
Percentage of clients referred for telecare have equipment installed within timescales (1 week)			N/A		-	50.69%	90%	
Care Inspectorate Grades Good or Above (4, 5, 6) -			Annual	N/A	-	Annual	N/A	-



Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Highbank Intermediate Care Home			I					
Care Inspectorate Grades Good or Above (4, 5, 6) - Newbyres Care Home			Annual	N/A	-	Annual	N/A	-
Care Inspectorate Grades Good or Above (4, 5, 6) - Cowan Court			Annual	N/A	-	Annual	N/A	-
Care Inspectorate Grades Good or Above (4, 5, 6)			Annual	N/A	-	Annual	N/A	-
Commissioned Services Care Inspectorate Grades Good or Above (4,5,6)			Annual	N/A	-	Annual	N/A	-
Number of assessment / reviews within 2 years of last assessment / review			93%	90%		94%	90%	
Performance against revenue budget			£72.63 4m	£71.205 m		N/A		-
Average number of working days lost due to sickness absence (cumulative)	24.26	16.36	3.92	10.53		7.42	10.53	
Number of completed Adult Carer Support plans by the HSCP (accumulative)			33	25		57	50	
Number of completed Adult Carer Support plans by VOCAL (accumulative)			301	175		578	350	
Achieve a response rate above 50% to the annual iMatter survey sent to all employees across health and social care.	NEW	65%	Half Yearly	N/A	-	62%	50%	
Maintain or improve the iMatter Employment Engagement Index Score.	NEW	78	Half Yearly	N/A	-	78	78	
Number of Midlothian Active Choices (MAC) attendees (quarterly)	5,688	6,431	2,209	Data Only		2,269	Data Only	
Number of new referrals after completion of	1,435	1,695	495	Data Only		486	Data Only	

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Midlothian Active Choices (MAC) sessions (quarterly)								
Number of activities offered by Ageing Well to 50+ age groups (quarterly)	2,763	3,045	845	Data Only		846	Data Only	

Customer Perspective - Midlothian will be Safer

Off target	On target	Data only	No data
0	0	1	0

2 Midlothian will be safer





























Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
% of people subject to a Community Payback Order and effectively participate.	92%	88%	88%	Data Only		89%	Data Only	



Customer Perspective - Midlothian will Get it Right for Every Child (GIRFEC)

Off target	On target	Data only	No data
0	0	26	0

3 Midlothian will Get it Right for Every Child (GIRFEC)

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Number of referrals to the duty service (cumulative)	7,179	4,118	947	Data Only		836	Data Only	
Number of foster carers going through prep groups on a quarterly basis (cumulative)	10	14	4	Data Only		1	Data Only	
Number of new foster carers approved (cumulative)	1	12	3	Data Only		2	Data Only	
Number of foster carers de-registered quarterly (cumulative)	5	6	1	Data Only		4	Data Only	
Number of permanence LAAC Reviews happening quarterly (cumulative)	19	13	1	Data Only		0	Data Only	
Number of children matched in quarter – (average months from perm LAAC to matching panel) (cumulative)	1	5	0	Data Only		0	Data Only	
The number of children living in kinship care	69	82	76	Data Only		74	Data Only	
The number of children living in foster care	62	63	65	Data Only		63	Data Only	
Number of Midlothian children on the Child Protection Register	40	35	41	Data Only		49	Data Only	
Rate per 1,000 population of Midlothian children on the Child Protection Register in relation to the Scottish average (2.3)	2.2	1.8	2.2	Data Only		2.6	Data Only	
% of Child Protection plans which have integrated chronology	90%	80%	96%	Data Only		61%	Data Only	

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Rate per 1,000 of Midlothian Looked After Children AT HOME in comparison with the Scottish average (2.6)	2.1	1.7	1.9	Data Only		1.7	Data Only	
Rate per 1,000 of Midlothian Looked After and Accommodated Children in comparison with the Scottish average (9.7)	7.4	9.3	9.4	Data Only		9.5	Data Only	
The number of looked after children and young people not in residential placed outwith Midlothian	9	9	9	Data Only		7	Data Only	
The number of looked after children and young people placed in Residential School outwith Midlothian	2	2	9	Data Only		13	Data Only	
The number of young people who are allocated/engage with Through Care and After Care service	54	56	51	Data Only		51	Data Only	
Number of referrals to FWS			62	Data Only		48	Data Only	
Number of referrals that had been referred in previous 12 months			434	Data Only		399	Data Only	
Number of referrals from FWS to practice teams			2	Data Only		0	Data Only	
Number of referrals to EEI - Children in Conflict with the Law				Data Only		28	Data Only	
% of Child's plans shared with children			31%	Data Only		36%	Data Only	
Number of children Looked after at home			41	Data Only		37	Data Only	
Number of children who are Looked after away from home			163	Data Only		165	Data Only	
The number of children living in Midlothian Residential care			13	Data Only		10	Data Only	
Child Protection: % of Core Group meetings held within a	100%	95%	100%	Data Only		100%	Data Only	



Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
8 week period.								
Child Protection: % of Core Group meetings held within 15 days for Initial	86%	100%	69%	Data Only		71%	Data Only	

Customer Perspective - Midlothian will support residents to improve Employability and Outcomes in our Communities

Off target	On target	Data only	No data
3	9	1	1

4 Midlothian will support residents to improve Employability and Outcomes in our Communities

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Improve Primary School attendance	93.42%	94.45%	93.95%	95%		94.63%	95%	
Improve Secondary School Attendance	87.14%	88.46%	88.01%	91.5%		88.84%	91.5%	
Reduce exclusions in Primary schools (Rate per 1,000)	7.59	5.6	8.11	15		1.48	3.75	
Reduce exclusions in Secondary schools (Rate per 1,000)	18.27	31.77	38.5	15		6.71	15	
% of those leaving school secure a positive destination	95.29%	95.27%	Annual	N/A	-	Annual	N/A	-
Number of local people engaged with CLL projects		5,023	1,995	1,500		3,446	3,000	
Foundation Apprenticeships completed through CLL		N/A	N/A	Data Only		86%	Data Only	
The number of Community groups engaged with CLLE		48	24	14		37	28	
Participants in the paid for adult learning program		375	109	125		175	250	
Opportunities offered		510	251	125		401	250	
Percentage of Midlothian Care Experienced school leavers progressing to positive destinations	100%	93.75%	Annual	N/A	-	Annual	N/A	-
Holistic Home Visits		1,187	221	138		523	275	
Increase the number of CLLE learners from 20% SIMD most deprived		451	159	95		266	190	
Increase the number of CLLE learners from 40% SIMD		2,271	850	500		1,375	1,000	

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
most deprived								
Number of qualifications gained by CLLE learners	2,531	2,506	479	625		1,427	1,250	

Customer Perspective - Midlothian will be Greener

Off target	On target	Data only	No data
2	4	2	2













5. Midlothian will be Greener

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	12.5%		14%	12.5%	
Percentage of waste going to landfill per calendar year (quarterly)	12.8%	N/A	N/A	14.0%	-	N/A	14.0%	-
Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	98.4%	98.4%	98.4%	100%		98.4%	100%	
Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	60.1%	88.35%	90.67%	100%		95.6%	100%	
Percentage of total household waste that is recycled (LGBF)	46.9%		N/A	54.0%	-	N/A	54.0%	-
Number of Businesses signed up to the Midlothian Business Green Pledge (quarterly)	108	179	13	Data Only		9	Data Only	
Number of volunteer hours in countryside sites (cumulative)	6,990	6,642	1,350	1,350		2,605	2,605	
Number of parks and green space improvements complete (cumulative)	77	62	15	15		26	26	
Percentage of household waste used to generate heat and electric (Energy from Waste)	42.1%	N/A	N/A	Data Only		N/A	Data Only	
Draft a replacement Climate Change Strategy			25%	25%		50%	50%	

Customer Perspective - Midlothian will have a Wellbeing Economy and be Better Connected

Off target	On target	Data only	No data
0	2	4	0











6. Midlothian will have a Wellbeing Economy and be Better Connected

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Number of New Business Start Ups (LGBF)	103	131	26	Data Only		22	Data Only	
Number of 'Planning to Start' business enquiries/submissions (quarterly)	235	198	45	Data Only		65	Data Only	
Number of jobs created by New Business Start Up	147	171	31	Data Only		24	Data Only	
Contribution to Midlothian Economy in 1st year of trading by Start Up Business	£5,790,000	£6,245,000	£1,016,200	Data Only		£710,000	Data Only	
Prepare a MLDP2 proposed plan			25%	25%		50%	50%	
Draft a Local Transport Strategy			25%	25%		50%	50%	

Customer Perspective - Midlothian will work towards reducing Poverty

Off target	On target	Data only	No data
0	2	3	0

















7. Midlothian will work towards reducing Poverty

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Number of Scottish welfare fund crisis grant applications awarded (cumulative)	3,352	3,840	976	Data Only		1,884	Data Only	
Number of customers receiving help/support via housing benefits (quarterly)	11,721	11,175	2,246	Data Only		2,061	Data Only	
The proportion of Scottish Welfare Fund Budget Spent (LGBF)	138%		34.6%	Data Only		65.39%	Data Only	
Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome	63.8	N/A	60.94	85		50.73	85	
Percentage of free school meal uptake (P1-P5)	70.59%	68.66%	65.91%	77.57%		70.58%	70.4%	

Financial Health Perspective











Off target	On target	Data only	No data
1	0	18	0

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Corporate Indicator - Primary Education - Cost per pupil (LGBF)	£7,529.00		Annual	N/A		Annual	N/A	
Corporate Indicator - Secondary Education - Cost per pupil (LGBF)	£8,750.00		Annual	N/A		Annual	N/A	
Corporate Indicator - Pre-Primary Education - Cost per pupil (LGBF)	£9,840.00		Annual	N/A		Annual	N/A	
Corporate Indicator - Central Support services as a % of Total Gross expenditure (LGBF)	5%		Annual	N/A		Annual	N/A	
Corporate Indicator - Cost of collecting council tax per dwelling (LGBF)	£11.86		Annual	N/A		Annual	N/A	
Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF) (quarterly)	92.6%		95.8%	95.0%		94.1%	95.0%	
Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF)	£89.10		Annual	N/A		Annual	N/A	
Corporate Indicator - Net cost of waste disposal per premise (annual) (LGBF)	£48.07		Annual	N/A		Annual	N/A	
Corporate Indicator - Net cost of street cleaning per 1,000 population (LGBF)	£9,648.00		Annual	N/A		Annual	N/A	
Corporate Indicator - Cost of maintenance per kilometre of roads (LGBF)	£9,434.00		Annual	N/A		Annual	N/A	
Corporate Indicator - Cost of Trading Standards, Money	£6,157.00		Annual	N/A		Annual	N/A	

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Advice & Citizen Advice per 1000 population (LGBF)								
Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)	£11,144.00		Annual	N/A		Annual	N/A	
Total useable reserves as a % of council annual budgeted revenue (LGBF)	36.6%		Annual	N/A		Annual	N/A	
Uncommitted General Fund Balance as a % of council annual budgeted net revenue (LGBF)	2.4%		Annual	N/A		Annual	N/A	
Ratio of Financing Costs to Net Revenue Stream - General Fund (LGBF)	0.6%		Annual	N/A		Annual	N/A	
Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account (LGBF)	40.2%		Annual	N/A		Annual	N/A	
Actual outturn as a percentage of budgeted expenditure (LGBF)	100%		Annual	N/A		Annual	N/A	
Corporate Indicator - Older Persons Home Care Costs per Hour (Over 65) (LGBF)	£37.91		Annual	N/A		Annual	N/A	
Corporate Indicator - The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)	£868.00		Annual	N/A		Annual	N/A	

Learning and Growth Perspective


Off target	On target	Data only	No data
0	0	5	1

Performance Indicator	2023/ 24 Value	2024/ 25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Percentage of staff turnover (including teachers) (quarterly)	9.2%	8.6%	1.78%			2.91%		
Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)	58.9%	N/A	Annual	N/A	-	Annual	N/A	-
Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees (LGBF)	2.7%	2.29%	1.76%			1.33%		
Corporate Indicator - Sickness Absence Days per Employee (All employees)	11.71	10.91	2.76			4.86		
Corporate Indicator - Teachers Sickness Absence Days (LGBF)	6.44 days	6.67 days	1.20 days			2.03 days		
Corporate Indicator - Local Government Employees (except teachers) sickness absence days (LGBF)	13.79 days	12.56 days	3.38 days			5.99 days		

Internal Processes Perspective

Off target	On target	Data only	No data
2	0	7	2

Performance Indicator	2023/24 Value	2024/25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
% of internal/external audit actions progressing on target.	97.16%	85.81%		85%	-		85%	-
% of high risks that have been reviewed in the last quarter	100%	100%		100%	-		100%	-
Corporate Indicator - Percentage of adults satisfied with libraries (LGBF)	59.3%		Annual	N/A		Annual	N/A	
Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF)	84.7%		Annual	N/A		Annual	N/A	
Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	65%		Annual	N/A		Annual	N/A	
Corporate Indicator - Percentage of Adults satisfied with local schools (LGBF)	69.3%		Annual	N/A		Annual	N/A	
Corporate Indicator - Percentage of Adults satisfied with refuse collection (LGBF)	88.3%		Annual	N/A		Annual	N/A	
Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF)	62%		Annual	N/A		Annual	N/A	
Number of complaints received (quarterly)	1,750	1,308	327			390		
Percentage of complaints at stage 1 complete within 5 working days	83.4%	78.33%	86.5%	95%		87.31%	95%	

Performance Indicator	2023/24 Value	2024/25 Value	Q1 25/26 Value	Q1 25/26 Target	Q1 25/26 Status	Q2 25/26 Value	Q2 25/26 Target	Q2 25/26 Status
Percentage of complaints at stage 2 complete within 20 working days	58.67%	90.24%	73.08%	95%		70.59%	95%	