

Place Q2 25/26 performance report

“Place is where people, location and resources combine to create a sense of identity and purpose, and are at the heart of addressing the needs and realising the full potential of communities”

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.



Transformation

Place services continue to support the delivery of the Council’s transformation agenda, embracing new ways of working, making better use of technology, cross-service collaboration and focussing our efforts on delivering what matters most in our local communities. The **Transformation Blueprint (2023-2028)** outlines the key areas that need addressing to balance the Council’s financial position, prepare for upcoming challenges, foster continued growth, and adapt to unforeseen changes.

The Blueprint aligns with the Council’s three strategic aims, as defined in the Single Midlothian Plan:

- 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 2045.

The Transformation Blueprint sets out the strategic direction over a five year period, guiding the organisation through reprioritisation and redesign to meet future challenges and demands and achieve sustainable success.

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 are fit for a 21st century workforce.
4. Design a workplace for the future delivering services in a holistic and integrated way.
5. Drive forward multi-agency transformation to deliver systems-level change resulting in joined-up service delivery which improve outcomes.

Environmental

Midlothian Council is firmly committed to tackling climate change and working towards a net zero future in line with Scottish Government targets. This commitment covers not only the Council's own operations, but also as its role in leading, supporting, and partnering with the wider community to reduce greenhouse gas emissions and prepare for the impacts of a changing climate.

We are delivering on this commitment through our Climate Change Strategy, a clear plan that sets out how we will cut emissions from our activities, work collaboratively with residents, businesses, and community groups, and promote both climate mitigation and adaptation across Midlothian.

To ensure our approach remains ambitious and effective, we are currently updating our Climate Change Strategy and its supporting action plan. This refreshed framework will guide the Council and our local authority partners in their shared mission to reach net zero, building a greener, more sustainable, and more resilient Midlothian for future.



Economic Development continues to promote the Midlothian Business Green Pledge on social media and in direct conversations with clients to increase education and awareness of climate change and suggest adaptations. The number of businesses signing up to the Pledge continues to rise each quarter with a total of 201 businesses now committed, 9 of those signing up during quarter 2. 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.

Roads and Travel

Fleet replacement: as part of our ongoing Fleet replacement programme, we have continued to modernise and decarbonise our vehicle fleet. So far this year, 13 large vans, 3 electric medium sized vans, 13 electric small vans as well a new arboriculture vehicle was added to our operations. The introduction of 16 additional electric vehicles represents a significant step forward in reducing our environmental impact. In total, 14% of the council's fleet now consists of electric vehicles, directly supporting our commitment to achieving net carbon zero emissions by eliminating exhaust emissions from these vehicles. In addition, a new jet wash trailer and grave digger was delivered this quarter, to support our Neighbourhood Environment team.

Transport: this quarter has saw the continued success of the community bus service pilot which has been running now for 6 months. The pilot uses existing Council fleet and runs between Pathhead and Penicuik, via Gorebridge, Dalkeith, Bonnyrigg, Straiton (Loanhead). The service will run free of charge until a ticketing system has been implemented. Recent data indicates that over 2,000 passengers have used the service to date. In addition, our client transport within includes home to school, additional support needs, Children services and Health and Social care was delivered from August 2025 under the new transport procurement framework.

Our road network: up to this quarter, under the combined Capital Works Programme and Residential Streets Programme, 6.77km of carriageway was resurfaced representing 0.97% of our road network resurfaced. After a new contract framework was introduced 3.97km of carriageway was resurfaced this quarter compared to 2.8km during quarter 1.

Footway resurfacing is off target with 0.03% of footways resurfaced up to this quarter. However, resurfacing work is expected to increase from quarter 3 to bring this back on target by the end of the year.

Capital resurfacing works have been affected this quarter due to the progression of the A7 urbanisation project. As part of this project work to upgrade the A7 has made significant progress with large stretches of footpath installed and traffic signal preparation complete



for installation during quarter 3. The overall A7 project aims to improve active travel connections, making it easier for people to walk, wheel and cycle and connect to public services more easily.

515.6 tonnes of material was used this quarter to fill potholes. 163 tonnes of material was used for temporary repairs and 352.6 for pothole pro permanent patching. Whilst this is much lower than 901.76 tonnes used to fill potholes in quarter 2 of last year, overall figures across both quarters 1 and 2 show an increase in tonnes of material used (1,766.7) compared to same periods last year at 1,753.26.

The Pothole Pro project equated to 4,099m² of permanent patching, repairing 937 potholes this quarter. The number of potholes permanently repaired this quarter is similar to the same period last year of 967. The total metres squared of permanent patching repairs has decreased by 32% this quarter compared to the same period last year. However, data shows there is a 27% increase in total metres squared of permanent patching repairs across both quarter 1 and 2 compared to the same periods last year. Data in relation to pothole repairs, material used, square metres covered and number filled, is expected to fluctuate from quarter to quarter depending on areas prioritised for maintenance. Rural roads typically involve fewer but larger potholes and residential areas tend to contain a higher number of smaller defects.

The capital street lighting programme commenced in June with 270 street lighting columns replaced during quarter 2 out of a planned 330 to be replaced by the end of the year. In addition, a further 703 LED upgrades to existing columns have been replaced up to the end of quarter 2, of which 405 were complete this quarter.

Waste and Recycling

In-cab technology

The implementation of the Whitespace in-cab technology system continues to have a positive impact on the way the waste service is being delivered this quarter. This innovative system has enhanced the efficiency of resource deployment, leading to measurable gains in key performance areas and there continues to be a marked reduction in customer complaints, as well as a decrease in overtime costs associated with missed collections. Work to integrate our online 'missed bin' form to the in-cab technology has progressed this quarter and at final testing stages. This will providing real time reporting and further improve the customer journey and is expected to go live during quarter 3.

In addition, in-cab technology was rolled out to our trade waste customer operations this quarter. This is expected to bring the same benefits to the commercial waste service as have already been realised in residential collections.

Alongside these achievements, the team has also continued to refine how we engage with residents regarding enquiries and complaints. A new, more proactive way of working is enabling quicker response times and more effective resolutions issues. As a result, residents are now benefiting from a more responsive, reliable and customer focused service.

Twin Stream recycling

Work continues this quarter on the implementation plan for the roll out of the Twin Stream project which commences in March 2026 and is a major initiative aimed at improving recycling services for residents. This project, which is supported by a £2.2 million grant from Zero Waste Scotland, will introduce an additional green recycling bin for every household.



Twin stream recycling is a collection method where recyclable materials are separated into two categories at the point of collections, one stream for paper and card and the other for plastics and cans. This approach reduces contamination, improves the quality of recyclables, and increases the proportion of materials that can be successfully processed and reused. By making it easier for residents to sort their recycling at source, the Council anticipates substantial cost savings in the disposal of dry mixed recycling, alongside higher overall recycling rates. These improvements will be further supported by a focused, ongoing education and engagement programme designed to help residents adapt to the changes and maximise participation.

A key part of the Twin stream project is the purchase of 46,000 new green 240 litre bins. Following a procurement exercise, the contract was awarded, and bins ordered this quarter. Other work this quarter included the development of a public campaign for roll out during quarter 3.

Our Greenspaces

Litter bin replacement programme

During quarter 2, the Neighbourhood Environment Team have completed the work to install 350 new litter bins on street and in district centres across Midlothian, raising the quality of the local environment. As part of the replacement programme, each bin that was replaced was assessed for condition and re-used where possible. The majority of bins that were removed were damaged or corroded. Any bins that were in a suitable condition for re-use were installed in parks or used as trial bins for new locations.

Park and greenspace improvements

Improvements continue to be delivered in our park and green areas, with a further 50 projects planned for this year across Midlothian.

26 improvements across our play areas, parks and green spaces were completed up to and including this quarter.

Key activity this quarter includes the reopening of the Big Chairs in Vogrie Country Park following repairs made to the safety surfacing.

The team have also commenced the extension to the Newtongrange Play area, as well as starting a project at Gore Glen which will see the creation of a new amphitheatre. The team have also completed the soft landscaping works at Teviot Court during quarter 2.



Working with the community



Our ranger service continues to deliver activities and school sessions with 65 events carried out this year so far attracting 981 participants.

The team continued to work with our brilliant volunteers across Midlothian, supporting volunteer groups who help manage our countryside sites. The work we carry out jointly has a huge impact on the quality of the local environment. Our volunteer groups provide added value to the work that we do with litter picking, gardening and fund raising to brighten our local areas. Up to and including this quarter, 2,605 volunteer hours (434 days) were spent in countryside sites. This is a reduction in volunteer hours compared to the same period last year of 3,342 which is largely due to staff availability. However, figures are expected to increase over the next few quarters after an appointment was made to the vacant post within the ranger service.

This quarter the service has also appointed an additional Ranger, funded by the Nature Restoration Fund, to deliver biodiversity projects by the end of March 2026.

Protective Services

Business Regulations: Food and Safety

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. 72% of planned priority inspections were completed during quarter 2.

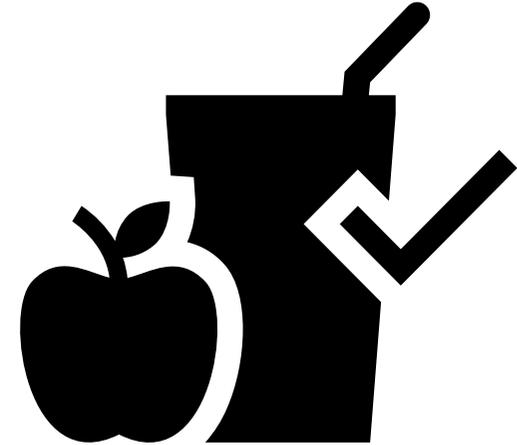
The team carried out 73 food hygiene/food standards interventions across Midlothian this quarter which is a 5% increase compared to the number of interventions during quarter 2 of last year.

The team received 43 food law service requests from Midlothian business residents. 84% of food related service requests were responded to within 10 working days and 65% within 5 working days. Figures remain similar to the same period last year of 42 requests received and 86% responded to within 10 days.

This quarter, our Business Regulations Food and Safety team underwent an audit conducted by the external regulator, Food Standards Scotland in relation to food law enforcement activities. The aim of the audit was to assess and verify the arrangements in place to ensure the adequate and effective delivery of food law enforcement systems, procedures and actions. The documentation and data requested was provided to the audit team within the agreed timescales for review. The Food Standards Scotland audit team delivered their audit presentation at a meeting in Midlothian House in August and feedback received was very positive, praising the team for their hard work. The final audit report is due imminently.

Midlothian Council's allocation of food samples for the Food Standards Scotland sampling survey was completed for quarter 2.

One of our Trainee Authorised Officers has completed the requirements set out by Royal Environmental Health Institute for Scotland (REHIS) and is now a fully Authorised Officer, taking on the duties of a Food Safety Officer. Our second Trainee Authorised Officer completed their practical training element and submitted the required reports and case study to REHIS prior to sitting the professional exams at the end of September. In addition, a newly appointed Environmental Health Officer started with the Food & Safety Team at the beginning of August.



Business Regulations: Trading Standards

Our Trading Standards team received 33 consumer complaints this quarter which is a 31% decrease compared to the same period last year. All consumer complaints were responded to within 5 working days and 30 complaints were fully completed in the quarter. Completion is not fully within service control and it is dependent on traders and complainants responding to investigations, although the team continue to contact consumers and traders as early as possible to maximise target completion days. This year to date £17,118 has been returned to Midlothian consumers following Trading Standards involvement.

All planned Trading Standards inspections scheduled to take place during quarter 2 were completed in line with our Trading Standards Service plan. 39 Trading Standards primary inspections took place this quarter, totalling 90 inspections of a targeted 186 planned for the year.

35 intelligence logs were recorded on the national Trading Standards Intelligence database (IDB) by our Trading Standards team this quarter and in comparison to other Scottish Councils, Midlothian continue to sit in the top quartile for logs created.

Trading Standards prosecution cases continued this quarter with a report submitted to the Procurator Fiscal against a company concerning their failure to provide a £5,500 refund to a Midlothian resident. This related to a payment made for the deposit for a wind turbine which was then cancelled. Another Midlothian resident was admonished after pleading guilty to possession of over 8,000 counterfeit cigarettes. Trading Standards reported the case on evidence provided by the Police. Three other cases are in court, two have been further adjourned for trials next quarter. The courts have not provided an update on the other case which was submitted more than a year ago.

Sale of illicit tobacco: this quarter 20 interventions were carried out regarding tobacco and nicotine containing products, this is an increase from 3 interventions during the same period last year and 6 interventions last quarter.

A shop in the Dalkeith area, which had been operating as a front for the sale of cheap, illegal cigarettes was permanently closed in August 2025. In July, a third visit had been made to the shop with the tobacco detection dog and Police. Illegal tobacco was again found and concealed, and 3,620 cigarettes were seized leading to a third referral to HMRC for them to issue a sanction or financial penalty. Trading Standards worked in close co-operation with the landlord who served notice on the tenants to quit and obtained peaceful possession.

Since this closure, complaints were received concerning two new shops in Dalkeith and Penicuik areas, alleging they had been selling illegal tobacco. In September, 2 visits were made to each shop. Police attended with Trading Standards where a total of 6,760 counterfeit cigarettes

and 62 counterfeit tobacco packs were seized. A Referral was made to HMRC for the Dalkeith shop with another to be made for the Penicuik shop when identification is clarified.

Public Health and Environmental Protection

Our Public Health Environmental Protection (PHEP) team received 331 public health service requests this quarter from Midlothian residents and businesses, a 14% increase compared to the same period last year. 98% of public health complaints received a first response within timescale. A further 90 service requests were received from internal sources, an increase of 45% compared to the same period last year.

The team recently recruited an Environmental Warden (principal role in Pest Control) and an Environmental Warden (principal role Dog Control) following retirement of the previous post holder. This quarter training and study for the RSPH Level 2 Pest Management Award was completed.

In addition, a trainee Environmental Health Officer has now been recruited and will sit their professional exams during quarter 3 for the Diploma awarded by the Royal Environmental Health Institute Scotland. The team continue to support our Regulatory Services Modern Apprenticeship, as part of the national pilot scheme. This new pilot apprenticeship scheme is aimed at partially addressing the national shortage of regulatory services officers and is hoped to assist future staffing requirements by providing a new route into the field of Environmental Health.

The Drinking Water Quality Regulator has published their annual report for Local Authority Private Water Supply performance. Midlothian has achieved 100% sampling compliance and risk assessed a large number of supplies. This quarter we have introduced a formal supply risk assessment report to assist supply users with improving their supplies. Private water supplies sampling continues this quarter with 22 samples undertaken and 5 water supplies inspected.



Our Air Quality Annual Progress Report for 2024 was approved by Defra and SEPA. Midlothian were commended on their commitment to air quality monitoring.

Health, Safety and Resilience

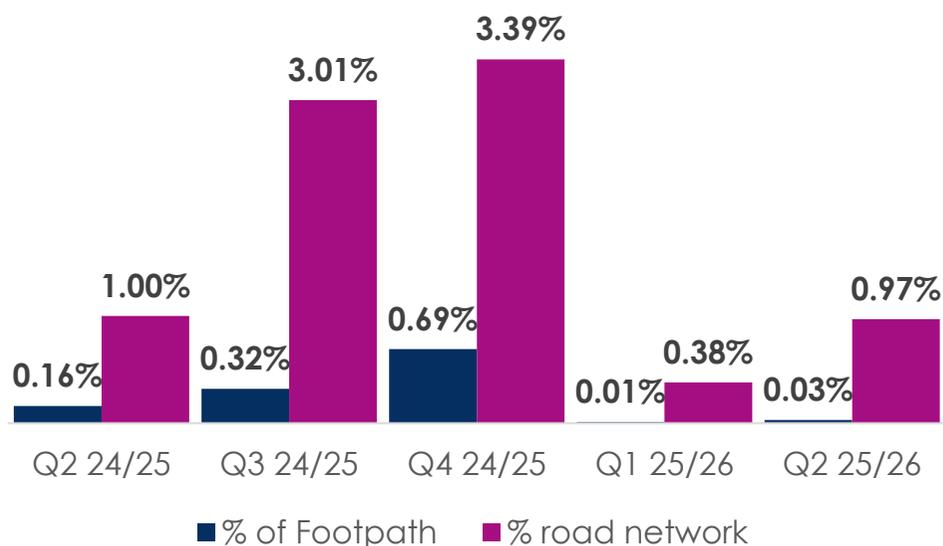
This quarter our Health, Safety and Resilience team processed 122 liquor licenses, 99% of which were determined. 147 Civic government licences were processed this quarter, 83% of which were determined.

During quarter 2, 6 events were called to the Safety Advisory Group (SAG) meetings, including summer fair/galas and a new car show at Vogrie. Also scrutinised were the larger autumn festivals, Vogrie Pogrie and the Woodland Dance project. Effective operation of the Safety Advisory Group helps ensure that all events held within Midlothian's District were safe and without incident.

Work continued on the digitalisation of all licence applications with the first set of online applications launched throughout quarter 2. This quarter a public consultation for taxi tariffs and taxi and private hire licensing conditions went live and will run until the middle of November 2025.

Neighbourhood Services – performance

% of Roads and footpath resurfaced (cumulative)



Road network

515.6 tonnes of material used to fill temporary and permanent potholes this this. (901.76 in Q2 24/25)

4,099 m² of permanent patching achieved this quarter (6,031 m² in Q2 24/25)

937 potholes were permanently repaired this quarter. (967 in Q2 24/25).

97.23% street lights repairs completed in 7 days. (98.27% in Q2 24/25)

Greenspaces

11 play area, parks and greenspace improvements completed this quarter (10 during Q2 24/25)

350 new litter bins installed across Midlothian

Number of vounteer hours in countryside sites (cumulative)



14% of Council fleet 'Green' (8.2% in Q2 24/25).



Protective Services – performance

Food Standards

84% of food related service requests from mid residents and Businesses responded to with target of 10 working days. (86% Q2 24/25)

73 food law interventions carried out (Hygiene/Food Standards). (69 in Q2 24/25)

43 food law service requests received this year (42 in Q2 24/25)

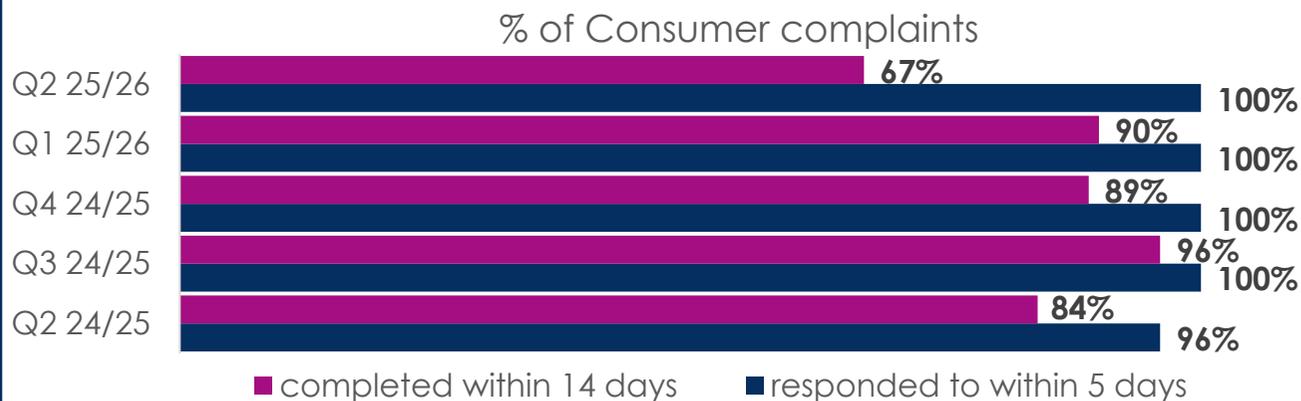
Public Health

331 Public Health service requests received from residents and businesses this year. (290 in Q2 24/25).

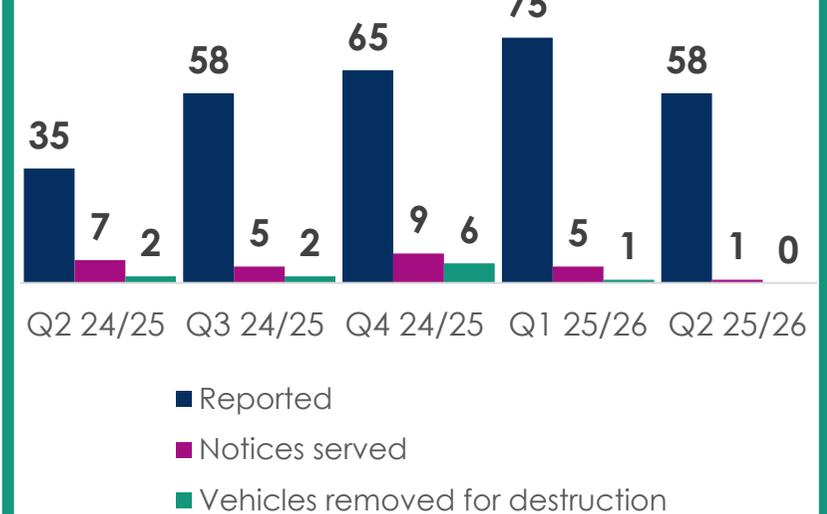
98% of public health complaints receiving first response within timescale this year. (96% in Q2 24/25)

Trading Standards

33 consumer complaints received this quarter (48 in Q2 24/25)



Number of abandoned vehicles (quarterly)



122 liquor licence applications

received this quarter with **99%** determined (106 in Q2 24/25)

147 Civic Government license applications received this quarter with **83%** determined (158 in Q2 24/25)

Housing



Meeting housing need

The Council's Strategic Housing Investment Plan (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 of 8 new build homes during July and August. An increase in new build handovers is expected over quarter 3.

There were 6,427 active housing applicants placed on the Common Housing Register at the end of this quarter, a slight decrease compared to the same period last year of 6,564.

98 lets have been made this quarter, averaging 32 lets per month.

This shows a reduction in lets made compared to previous quarters. However, a total of 261 lets were made during quarters 1 and 2 this year compared to a total of 365 during quarters 1 and 2 of last year. It is expected that lets made over quarter 3 will increase after the hand over of more new builds. 57.1% of lets were made to homeless list applicants and 42.9% to general needs list applicants. 15 lets were made to new builds and 3 to open market purchases during quarter 2.

Re-let times to permanent accommodation properties has reduced to 42 days to re-let this quarter compared to 54 at the end of quarter 1. Re-let figures have been higher over the last few quarters due to a change in policy with the Scottish Housing Regulator where flip tenancies are now excluded.

This quarter 113 void properties were turned around and ready for let by our Building Maintenance Service. Our void turnaround times show that 44% (50) of properties required minor work and were turned around quickly, within 20 days, averaging 11.24 days to bring back to a letting standard.

42% (47) of properties required major works involving house clearances, full decoration and excessive repairs and therefore take longer to bring back to standard, those properties averaged 64.51 days. 14% (16) of properties required moderate work including a moderate clearance and repairs and took an average of 23.5 days to bring back to a letting standard.

Our Scottish Housing Day was held this quarter in September, tenants had the opportunity to liaise with our Housing teams. This is a strategic initiative that supports the council's goals of delivering tenant focussed services, promoting inclusion, and strengthening community ties. In addition, our annual gardening contest announced its winner this quarter, honouring Midlothian's best outdoor space. The garden competition is designed to promote environmental awareness and inspire our residents to take pride in creating greener and more beautiful outdoor spaces.

Our Tenants Satisfaction Survey went live this quarter, running from the 22nd of September and includes eight weeks of interviews. The survey, which is conducted every three years, plays a vital role in gathering direct feedback from tenants about their experiences and levels of satisfaction with housing services provided.

A final public consultation on the draft Midlothian Local Housing Strategy (LHS) 2026/27 to 2030/31 was launched this quarter providing our residents with an opportunity to have their say on what matters the most to them. Feedback received during the first consultation in quarter 1 was incorporated into the draft strategy. After the consultation period closes, further feedback will be added to the draft strategy before the document is sent for a peer review undertaken by another local authority and the Scottish Government. The Midlothian Local Housing Strategy is a five year document that sets out the council's plans to improve housing in the area and covers all types of tenures of housing. Topics covered include equalities, engagement and consultation, preventing and addressing homelessness, fuel poverty, energy efficiency and housing conditions.

Homelessness

There continues to be a significant demand placed on homeless and temporary accommodation services as a result of a rise in the number of people presenting as homeless which is driven largely by the cost of living crisis and lack of affordable housing.

The total number of households in temporary accommodation at the end of quarter 2 was 350, a decrease of 16% compared to the same period last year of 406.

We continue to aim to reduce the length of time that an applicant is in temporary accommodation and through the initiatives implemented as part of 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 their area of choice where possible, increasing the opportunity to accept the property being flipped to permanency and allows for a more sustainable community.

The number of temporary accommodation households that have been flipped to permanent accommodation this quarter was 24, reducing the need for multiple moves before being permanently housed, allowing for links established within the local community to be maintained. Homelessness prevention assists households with advice and assistance about homelessness prevention; through rental assistance advice, financial awareness advice and mediation. The number of homeless cases provided with advice and assistance this quarter was 159. We continue to promote this service to ensure early successful intervention when possible.

Latest figures show the length of time homeless applicants waited until receiving a permanent housing outcome was 50.73 weeks, although this figure has increased from the same period last year of 44.1 weeks, figures show a continued downward trend from quarter 3 of last year and sit well below our 85 day maximum target.

Tenants sustaining permanent accommodation continues to be high this quarter with 91.7% of homeless applicants sustaining a permanent tenancy after 1 year.



Building Maintenance

The total number of jobs completed internally by our Building Maintenance Service (BMS) this quarter was 7,935, similar to the number of jobs completed during the same period last year. Jobs include all reactive, planned works, voids and inspections.

This quarter we have further increased the percentage of Council Housing stock meeting the Scottish Housing Quality Standards criteria from 90.67% last quarter to 95.6% this quarter. This demonstrates a continued increase over the last few years in working towards our 100% target. Work this quarter continued to address the remaining properties that are failing the Electrical Installation Condition Reports (EICR's). At the end of quarter 2 we have now reduced that figure to 338 properties from 682 in quarter 1. The Service have commenced a programme of Electrical enforcement entries to reduce this figure and bring this 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 quarter BMS installed 247 monitors. 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. The total monitors installed to date (as of mid Oct 2025) is 4,990.

Work this quarter also focussed on the completion of the summer works programme which included significant roof work repairs to Lasswade high school and Cornbank primary school as well as boiler replacements at Fairfield House and Cornbank primary school. Flood prevention measures were undertaken at Bonnyrigg and Lasswade primary school playground areas and a replacement of all external doors was completed at the Lasswade Hub.

Building Standards

Due to a continued increase in demand and reduction in resource, performance targets in relation to Building warrants issued are off target this quarter with 44.3% of first reports for building warrant applications issued within 20 working days and 67.65% of building warrants issued within 10 working days, following receipt of satisfactory information. Plans are in place to strengthen the team through the Building Standards service review where the first phase of the new structure has been implemented. The service has successfully appointed two new modern apprentices within the structure and two new surveyors. Although an addition to the team, they will require a period of development, with associated training. This additional resource in time will serve to manage the increase in workload and meet nationally agreed service level performance targets.

The service continues to provide a high level of customer satisfaction against an increasing service demand, including a continued high percentage rate of customers queries being responded to within 15 working days, with 97.84% responded to in quarter 2. It should also be noted that all first reports for building warrants for people with disabilities were responded to within 10 days meeting our targets set.

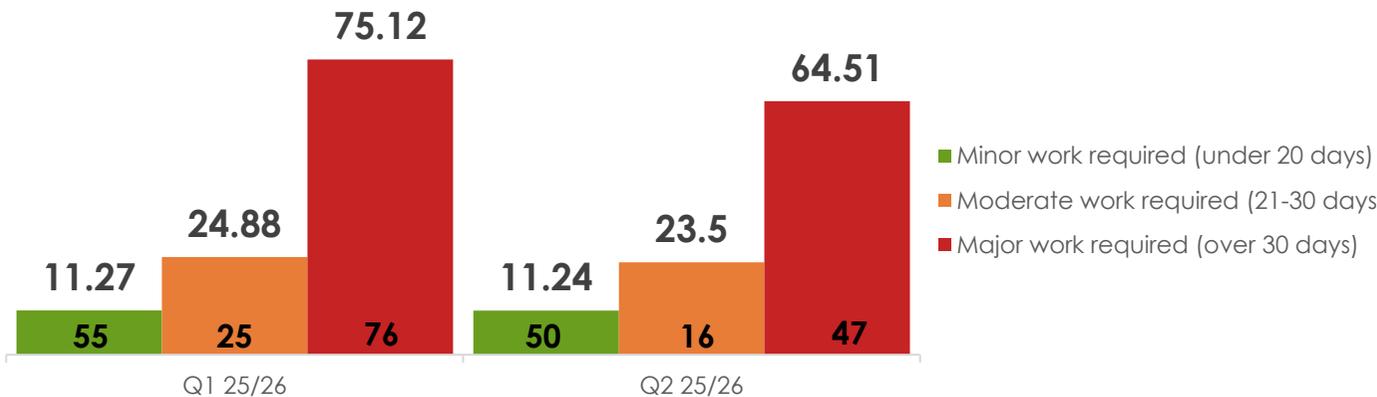
Housing – performance

6,427 applicants on housing waiting list as of end of this quarter (General needs and Homeless) (decrease from 6,564 in Q2 24/25).

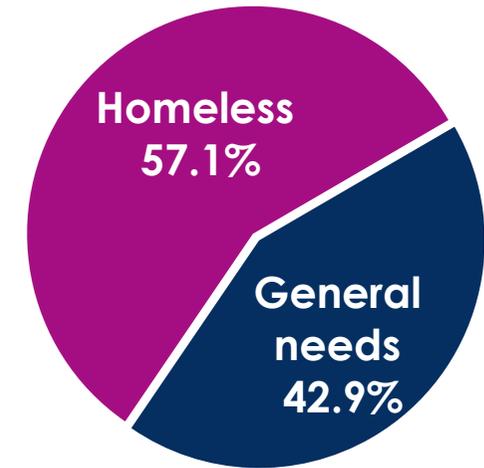
98 housing lets this quarter

18 Lets to new build and open market purchases this quarter. (56 in Q2 24/25)

Average number of days to turnaround a void property by RAG status

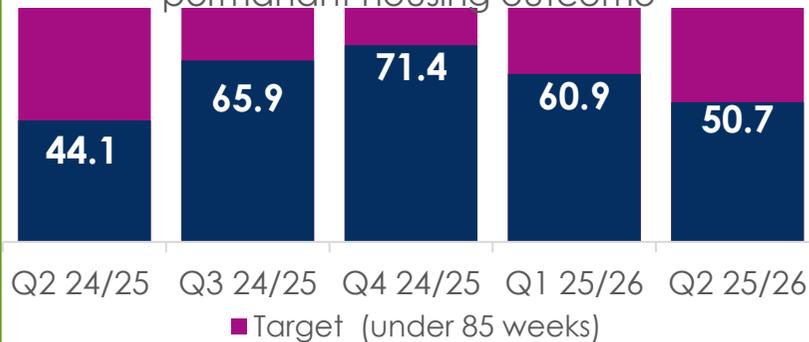


% of lets made to applicants this year



91.7% of Homeless applicants sustaining a permanent tenancy after 1 year.

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

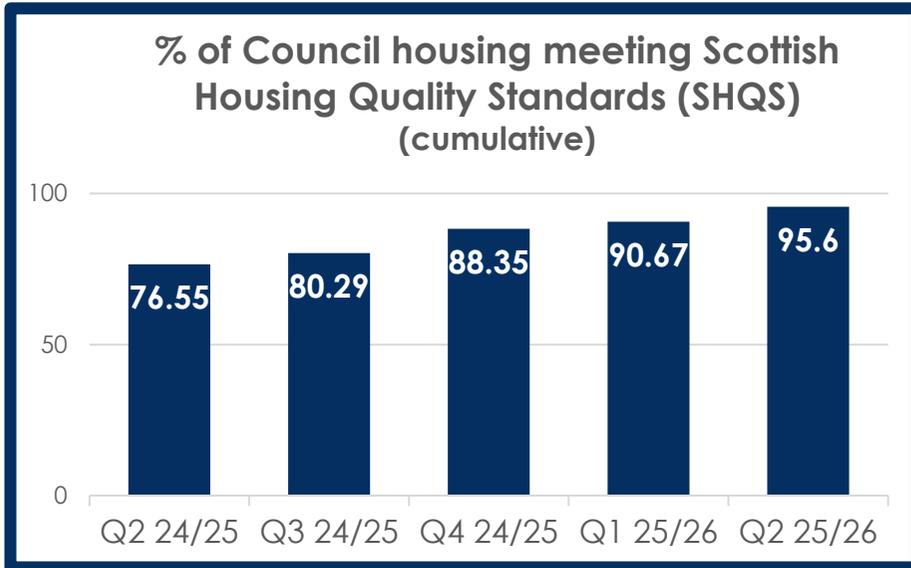


Length of time (weeks) homeless applicants spend in temporary accommodation



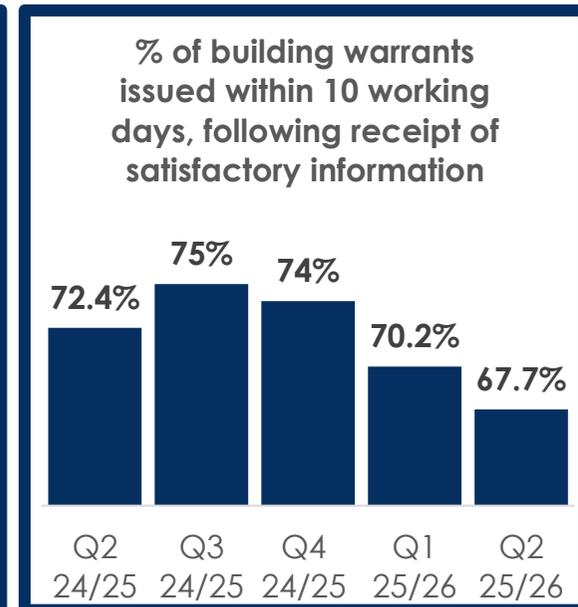
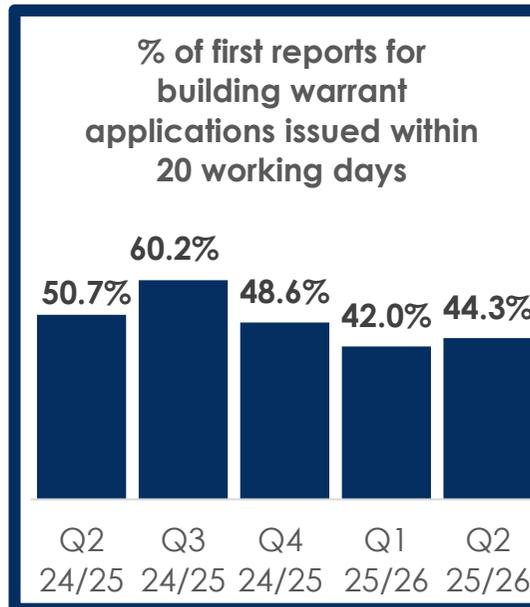
Data for previous quarters will not be available until quarter 3.

Building Services – performance



7,935 jobs completed this quarter by our Building Maintenance Service (7,925 in Q2 24/25)

Building Standards



Percentage of (completed) housing repairs carried out within timescale

95.69%
of
emergency repairs
completed on time (within 24 hours) (95.72% in Q2 24/25)

84.82%
of
priority 2 repairs
completed within 7 days (89.15% in Q2 24/25)

96.42%
of
priority 3 repairs
completed within 28 days (87.14% in Q2 24/25)

Building Standards National Customer Satisfaction Survey rate for Q2 25/26: 7.2 out of 10

Economy & Regeneration

Work continues on the delivery of the Councils **Economic Strategy for Inclusive Economic Growth 2025-2030** with supporting delivery plans from 2025-27, setting out how we achieve the objects within the strategy, being shared with Council this quarter. 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. Midlothian's vision is that:

“Midlothian’s wellbeing economy will support our communities, businesses and town centres to thrive, ensuring inclusivity and fair work for all. It will continue to be recognised as home to world leading clusters of science and innovation and be known as an area in which everyone can live, work and do business sustainably to generate wealth and wellbeing for its citizens”

This will be achieved in accordance with four pillars, principles that underpin the strategy’s vision: **empowerment, partnership and collaboration, ambition** and **innovation** and sets out the following priorities to achieve our vision:

- Develop Midlothian’s proposition within the Edinburgh and South East Scotland City Region.
- Enhance skills and employability opportunities in Midlothian, to meet the challenges and opportunities of inclusive Green Growth with entrepreneurship recognised as valuable career pathway.
- Maximise the potential of Midlothian’s key sectors to support a Just Transition.
- Capitalise on the strengths of Midlothian’s strategic partners to embed community wealth across all services to realise a wellbeing economy.
- Re-imagine our town centres, ensuring they meet Midlothian’s economic, social, cultural and environmental needs.
- Deliver infrastructure enhancements that will support Midlothian’s transition to a Wellbeing Economy.



Business Gateway Service

The Business Gateway Midlothian Service continues to offer consistent levels of activity across various support services, from pre-start, to start-up and existing business growth support.

65 'Planning to Start' enquiries were received in quarter 2 which is a decrease of 25% 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.

8 'Strengthen Your Business' enquires were received this quarter, a decrease by 5 enquires from the same period last year. These are a mix

of disengaged clients that are re-engaging or new clients and present an opportunity to engage new businesses with the service, as well as re-engaging existing clients.

As well as 'Planning to Start' and 'Strengthen Your Business' enquiries, the Business Gateway Service responds to CRM and local enquiries including pre-start and existing businesses across Midlothian. In quarter 2 the team also received an additional 64 local enquiries to the CRM, an additional 6 more than quarter 1. Local enquiries relate to any incoming enquiry on the CRM that is distinct from a Planning To Start or Strengthen Your Business, as an example, if a client contacts the Business Gateway inbox or leaves an enquiry on the Business Gateway National Website this is then allocated to Midlothian based on postcode.

The total number of new Business start-ups this quarter was 22, creating a total of 24 jobs and an estimated contribution of £710,000 to the Midlothian economy in their first year of trading. Business start-ups have increased from the same period last year which saw 20 start ups.

The team continue to host the weekly BASE Enterprise Hub at Edinburgh College Dalkeith. This quarter has continued to be productive with 17 client meetings held, totalling 33 since April.

Master Ecommerce: following our partnership with 'Learn Ecommerce' last year, 5 client organisations have benefitted from accessing the 'Master Ecommerce' programme in quarter 2. The course is designed to take the client's ecommerce businesses to the next level, in terms of growth and international markets. Feedback has been positive, as well as the set coursework, clients have been able to join interactive sessions weekly, as well as booking one-to-one consultancy support with ecommerce experts.

Business Gateway Expert Help Programme

A new programme of Expert Help inputs is in development in conjunction with our Procurement Service and the tender is expected to be issued in October 2025 with Expert help topics in 'Digital Marketing support' and 'Environmental Energy Audits'. These contract opportunities will be advertised as a framework with 2 lots, via Public Contracts Scotland.

Business Gateway Midlothian Events

Business Gateway held 2 events this quarter:

- Business Gateway Coffee Morning was held at Glencourse Centre on the 5th of September. Guest speakers from the Fair Work Convention presented how to deliver the Fair Work Agenda as an employer. 24 local businesses attended.
- A workshop at The Original Rosslyn Inn was held on the 25th of September for Midlothian Tourism businesses. This focused on the opportunity Artificial Intelligence (AI) can bring businesses in the sector and how they can use it to their advantage. 23 tourism businesses attended. This was hosted in partnership with Midlothian Tourism Forum.



Business Gateway Midlothian feedback was received this quarter via Business Gateway National provider for support received during quarter 2. Feedback was extremely positive:

"Ali was super helpful"

"Annie Watt and Diane Pryde have been excellent in helping our Social Enterprise and look forward to working with them going forward"

"I received good advice in relation to HMRC"

"Annie Watt is excellent very go ahead and positive, Diane Pride very helpful"

"I reached out to find out about local networking events as I had just launched a business, I was invited to a really great networking event, had a 1-to-1 with Ali who offered a lot of really useful resources as well as introducing me to Diane in procurement. Both extremely helpful".

Locate in Midlothian and Business Gateway Midlothian Digital engagement

During the summer months the Explore Midlothian campaign was published on our Locate in Midlothian website, encouraging locals and visitors to get out and discover the rich culture, stunning landscapes, and thriving businesses that make Midlothian a must visit destination. Five videos were created and hosted on the Locate in Midlothian website, shining a spotlight on the area's heritage, outdoor adventures, artistic spirit, and hidden gems. The campaign increased social media follower numbers, engagement, and drove traffic to the Locate in Midlothian website, bringing visibility to a range of unique tourist attractions and allowed us to increase engagement with these attractions to bring Midlothian's unique offering to life. The Locate in Midlothian received 8,069 website visits and 16,593 page views during quarter 2, an increase of 36% and 15%, respectively, compared to the previous quarter. Our social media channels target different audiences, and each is

performing well in terms of audience growth and interaction with 2,422 'Business Gateway Midlothian' followers and 2,089 'Locate in Midlothian' followers across Facebook and LinkedIn and Instagram.

Our Locate in Midlothian Business Directory was launched on 1st December 2023 and at the end of this quarter has a total of 159 businesses listed on the directory, 12 of these were added as listings in quarter 2. 95 of the businesses on the directory have also registered to support Midlothian Schools to provide work experience, talks and opportunities for learning to pupils.

Tourism, Culture and Heritage

Work continues this quarter on the Midlothian Tourism Strategy which is now at the final draft and design stage and on track for publication in quarter 3.

During quarter 2, Midlothian provided active support to the Edinburgh and South East Scotland (ESES) City Region Deal, Integrated Regional Employability and Skills Partnership, contributing to 3 key workstreams:

- Customer Experience Pathway
- Supervisory, Management and Leadership Pathway
- Tourism and Hospitality Skills

Midlothian continues to play an active role in the ESES Regional Visitor Economy Partnership (RVEP), with contributions to destination development, low-carbon tourism, and visitor management. In quarter 2, engagement expanded to include on-site in-person meetings, strengthening regional collaboration. At the national level, Midlothian continues to monitor discussions around the introduction of a Visitor Levy, assessing potential implications for the area.

All five UK Shared Prosperity Funded marketing videos were published on council social media channels throughout quarter 2, supported by a coordinated marketing plan to grow destination awareness and regional engagement.

A successful application to VisitScotland's Strategic Tourism Infrastructure Design (STID) secured £35,000 of grant funding in quarter 2. This funding will deliver an audit of rural tourism pressure points and opportunities across Midlothian. The project is currently out for tender.

In collaboration with the Midlothian Tourism Forum and Business Gateway Midlothian, a tourism business event was delivered on *“Using AI to Power Your Tourism Business”*. This session highlighted the practical benefits of Artificial Intelligence adoption, supporting innovation and competitiveness in the tourism sector.

Land and Property

Land and Property enquiries are specific premises enquiries and sign ups to the property mailing list. This quarter, 24 Land and Property enquires were received.

Property Assets

This quarter our Estates and Asset management team finalised a new lease arrangement for car parking provision to assist in the expansion of a local restaurant. And secured the renewal of a long term lease to Lasswade Gymnastics Club, enabling the continued use of facilities at the Lasswade Centre. Our asset valuation process was successfully concluded, ensuring full compliance with audit requirements. Comprehensive responses were provided to all audit enquires. This process is a crucial element of asset management, as it ensures the Council maintains accurate and transparent financial records of its property holdings and are able to make informed decisions about maintenance, investment and disposals.

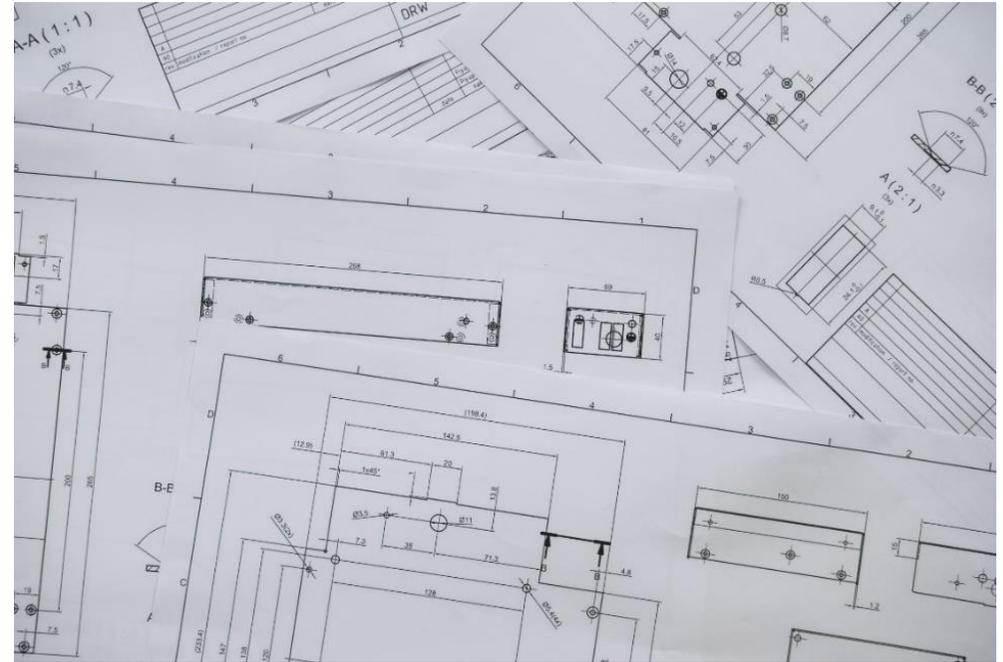
Salix Recycling Fund Projects: the team identified, developed and implemented a Salix Recycling Fund project focused on replacing and upgrading lighting at Stobhill. This initiative delivers measurable energy savings and carbon reductions, supporting the Council’s wider sustainability objectives. Further recycling fund projects are currently under assessment for future improvements.

In collaboration with our Development team, Salix funding was secured through the Building Decarbonisation Fund for energy improvement works at Midlothian House. This funding will contribute to reducing emissions and improving energy performance of the Council’s main office hub.

Planning

Following the adoption of the National Planning Framework No.4, the Planning Service continue 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 continued 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. The Evidence Report has now cleared the 'Gate Check' process.

A 'call for ideas and opportunities' exercise was carried out thereafter which generated over 160 sites. After a series of member workshops were held in March April this year, the suggested sites were uploaded last quarter to the public website to allow communities and other interested parties to see the level and location of development interest in our area. The timetable for MLDP2 contained in the Development Plan Scheme 17 (approved by Committee at its meeting in April 2025) sets the target of publishing the proposed plan in November 2025 for consultation.

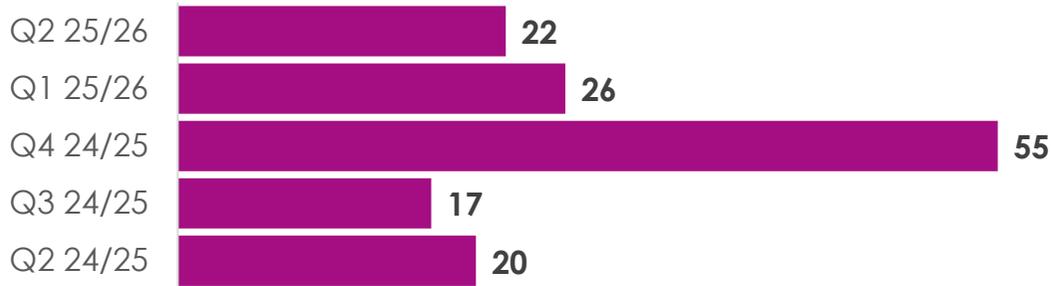


Planning application performance: the average timescale to determine local development planning applications continues to remain on target this quarter at 10 weeks, which remains consistent with the same period last year of 10 weeks. The average timescale to determine major development planning applications is slightly off target this quarter at 55 weeks. This is mainly due to an increase workload within the service.

and some delays in consultation responses and the work required to amend schemes or secure additional information. The figure for major developments has improved compared to the same period last year where average weeks to determine a major application was 66. Overall, 89% of planning applications were determined within 2 months meeting our target set at 80%.

Planning, Sustainable Growth & Investment-performance

Number of new Business start ups (quarterly)



24 jobs created by new Business start ups (23 in Q2 24/25)

24 property enquires received (29 in Q2 24/25)

8 'Strengthen your business' enquiries (13 in Q2 24/25)

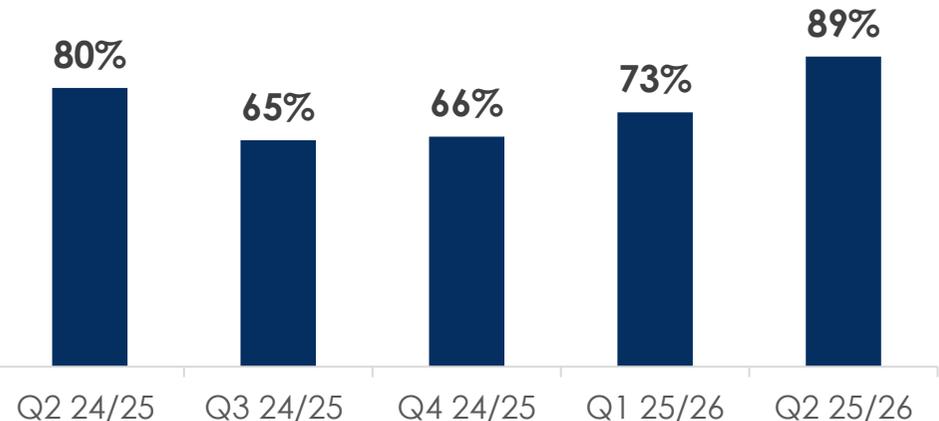
65 'Planning to Start' enquires/submissions this quarter (52 in Q2 24/25)

Social media

2,089 Locate in Midlothian followers.

2,422 Business Gateway followers

% of planning applications completed within target of 80%



55 weeks

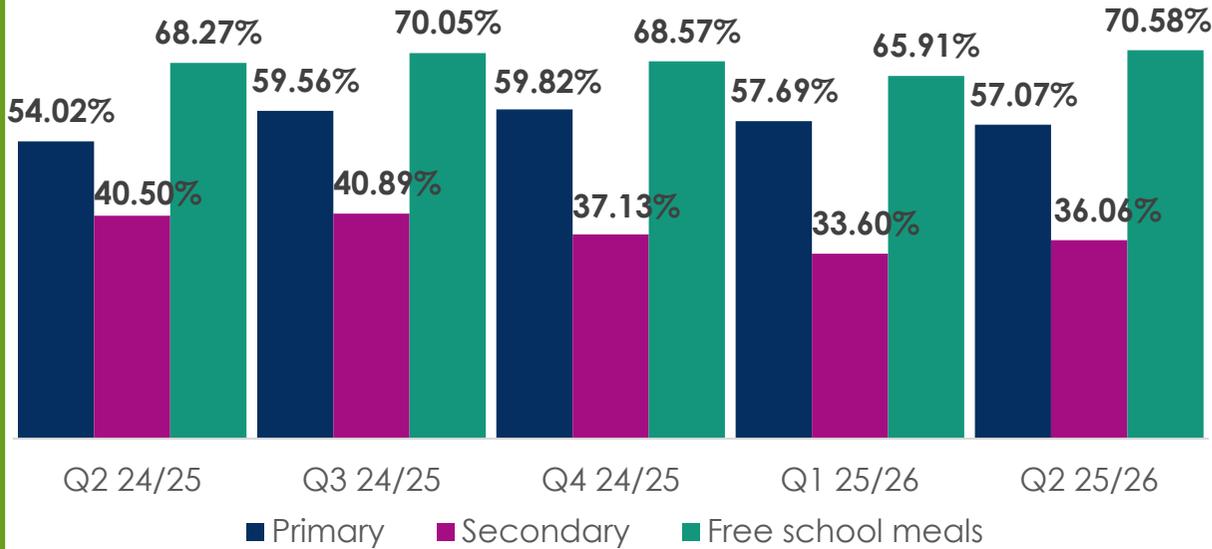
Average time to determine planning applications for **major** developments. (66 weeks in Q2 24/25)

10 weeks

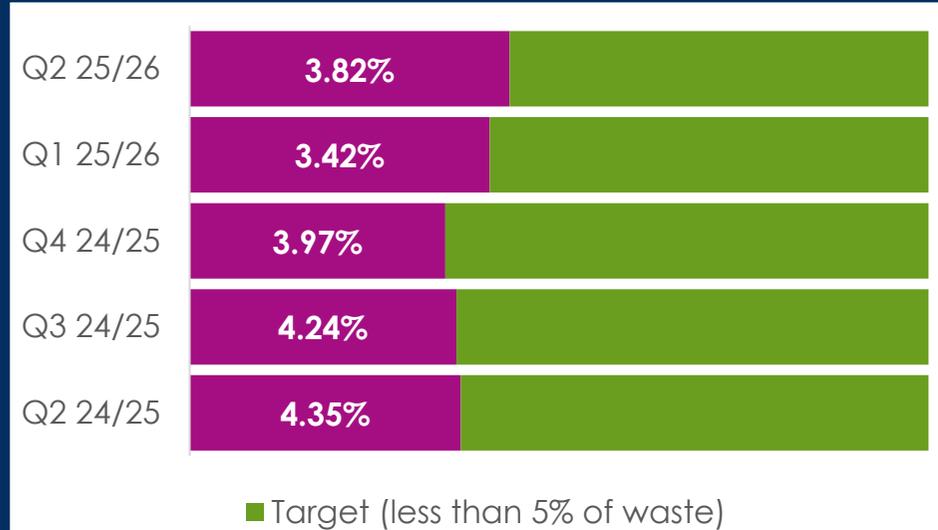
Average time to determine planning applications for **local** developments. (10 weeks in Q2 24/25)

Property and Facilities – performance

% of school meal uptake



Percentage of school meal food waste

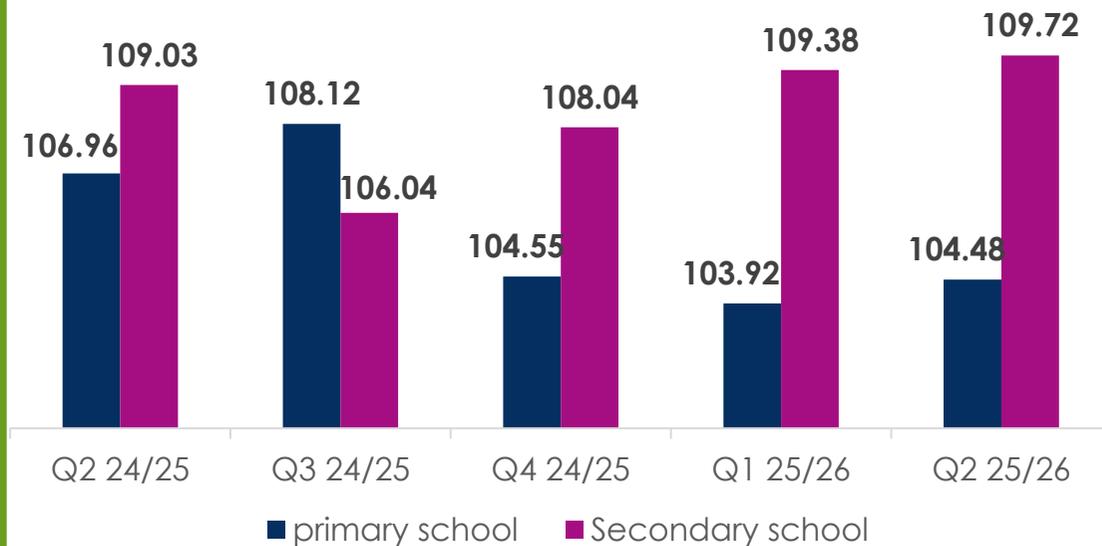


6.62 nursery and primary school meals prepared per hour this quarter (6.7 in Q2 24/25)

TARGET: APSE national average 8.84 meals prepared per hour

8.49 secondary school meals prepared per hour this quarter (9.05 in Q2 24/25)

Percentage of cleaning hours against budgeted hours achieved



Health and Wellbeing

Facility Services

The percentage of primary school meal uptake for this quarter is 57.07% and shows an increase compared to a 54.02% uptake in quarter 1 of 2024/25. Primary school meal uptake continues to sit well above the Scottish Government average of 50.8%.

The percentage of secondary school meal uptake this quarter was 36.06%, which is a decrease from 40.5% compared to the same period last year. However, our aim is to be above the Scottish Governments average for secondary school meal uptake of 36.7%, and as such, figures are only marginally off target.

The percentage of school meal food waste continues to remain low this quarter at 3.82% from 4.35% during quarter 2 of 2024/25. The service has revised their targets for this year and now aim to be under 5% by continuing to look at new ways to reduce our food waste across all schools.

Our Catering Services team continue to provide healthy, balanced meals that support pupil well-being and lifelong healthy eating habits, whilst demonstrating our ongoing commitment to quality food standards and sustainability. Assistant cooks and catering managers completed their SVQ in professional cookery and SVQ level 4 in management. This quarter our Food Nutritionist is now qualified to carry our in-house food hygiene training for our staff which was previously outsourced.

Across our cleaning and janitorial functions, the percentage of cleaning hours against our budgeted hours achieved in both primary and secondary schools remain on target with productivity levels above APSE averages, based on the APSE national average of cleaning 195m per hour. This quarter Facilities Services, in conjunction with, our Property Maintenance team, completed the summer holiday works programmes across our schools and assisted in the smooth operation of the Midlothian House to Fairfield House decant.



Sport and Leisure

Our Tonezone memberships continues to remain high with a total of 4,993 memberships up to the end of quarter 2. Tonezone membership has decreased slightly compared to last quarter at 5,123. Figures are expected to increase after the completion of our gym refurbishment programme. The reduction may also be due to promotional memberships, many of which, are expected to transfer to full memberships and increase figures by the end of the year.

Usage figures across our sport and leisure facilities have increased this quarter to 81,375 compared to the same period last year, representing a 5% increase in usage across all facilities (excluding pools).



Our gym refurbishment project has continued to progress this quarter to create modern, high quality fitness facilities that meets the needs of our community and enhances the overall user experience. Dates for the upgrades are almost agreed with aims to deliver Penicuik and Lasswade centre by the end of December and Newtongrange by the end of January. In addition, new sport and leisure branding was agreed and will be launched as part of the gym refurbishment programme and a personal training option will be available to customers for the first time.

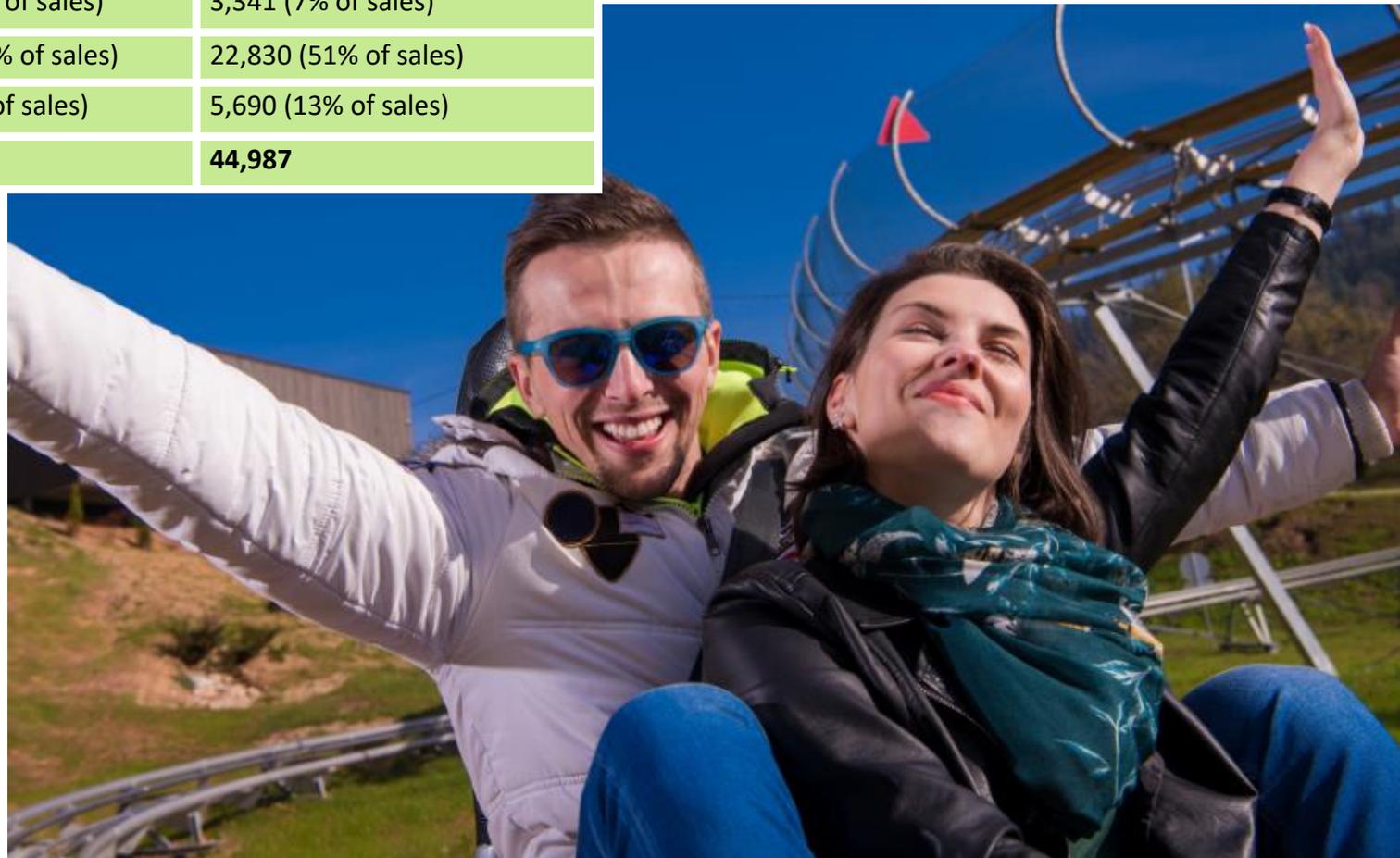
Additionally, our tennis court refurbishment project was completed with upgrades to local park tennis courts, the facilities are now being utilised this quarter with 148 bookings for Abbeylands, 152 for Beeslack and 214 for Kings Park.



Midlothian Snowsports Centre

As our Alpine Coaster celebrated its 1 year anniversary in September, this quarter saw the highest number of rides since the **Alpine Coaster** opened. This is largely due to the coaster being operational every day throughout July and August, continued promotional work and ensuring the coaster is more assessible to the public via public transport. This quarter a TV advert is being created for further promotion in December to attact more visitors to Midlothian Snowsports Centre. A breakdown of Alpine Coaster ticket sales is below:

Alpine Coaster ticket type	Number of tickets sold (quarter 1 April to June)	Number of tickets sold (quarter 2 July to September)
1 ride, 1 person	16,160 (36% of sales)	13,126 (29% of sales)
1 ride 2 persons	3,696 (10% of sales)	3,341 (7% of sales)
3 rides 1 person	14,721 (39% of sales)	22,830 (51% of sales)
3 rides 2 persons	3,499 (9% of sales)	5,690 (13% of sales)
Total	38,076	44,987



Active Schools Midlothian

This year's summer holiday programme was well attended generating income and resulted in a good base to build on for future years. The programme attracted 1,320 children and offered 13 different activities across Sport and Leisure facilities including swimming lessons, dancing and football.

Primary 4 free swimming lessons continued this quarter after an effective system was put in place from our programme development officer. 18 classes were held per week, delivered as part of a 6 week block, totalling 2,581 attendances. This is an 46% increase in attendances compared to the same period last year



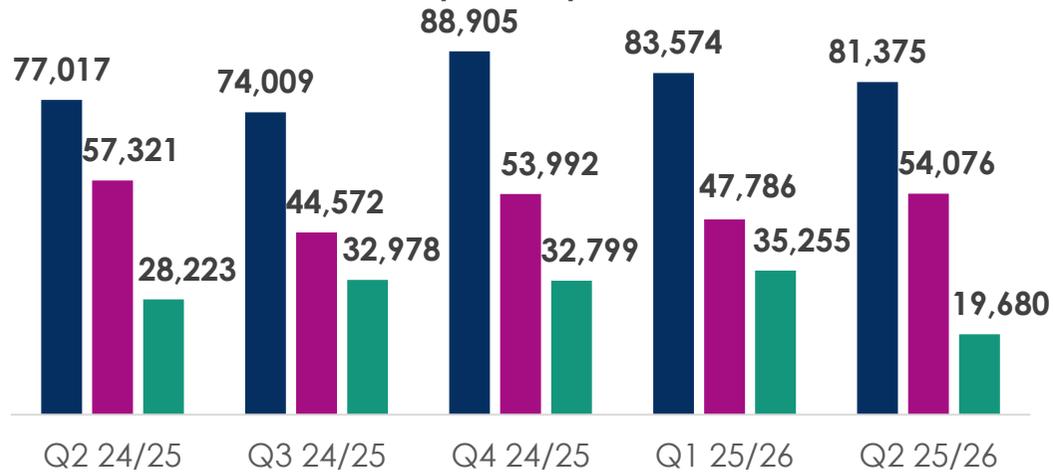
Midlothian Active Choices (MAC) is a sport and leisure physical activity referral programme, aimed at adults who are inactive and experience various health conditions. The programme offers a range of supported activities across Midlothian to help manage these health conditions. This quarter saw 2,269 Midlothian Active Choices attendees with 486 new referrals received after completion of MAC sessions showing an increase of 37% in attendees and 9% new referrals compared to the same period last year.

Our Ageing Well programme marked its 25th anniversary this quarter. What began 25 years ago with just two volunteers has grown into a thriving initiative, now supported by 68 active volunteers who deliver 48 groups and promote an additional 20 weekly sessions led by qualified instructors. The range of activities available for people aged 50 and over continues to expand, with 846 activities offered this quarter, compared to 780 offered during quarter 2 of last year.

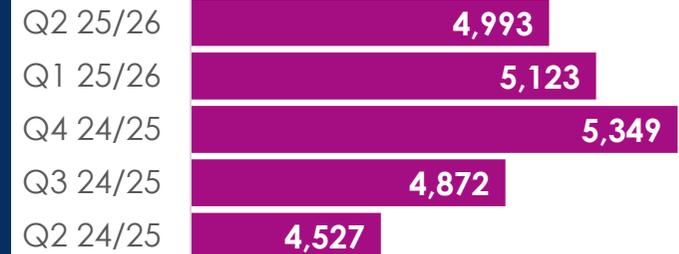
Sport and Leisure - performance

Number of attendances at Sport and Leisure facilities (quarterly)

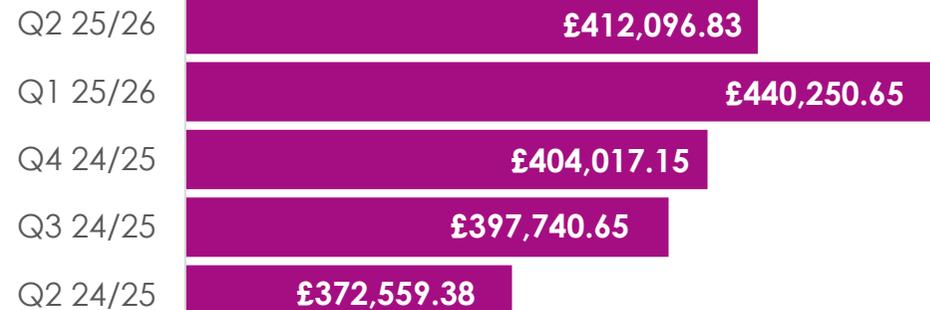
- All facilities (excl pools)
- Swimming pools
- Outdoor facilities - pitches/pavillions



Number of Tonezone memberships (cumulative)

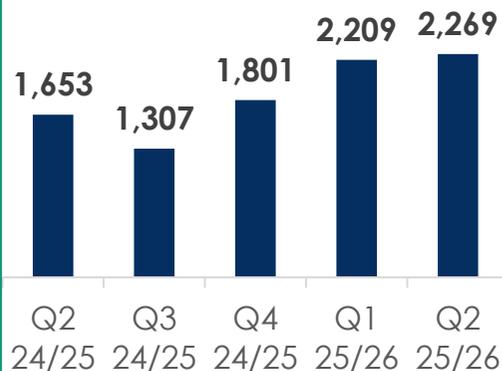


Total income generated from Tonezone memberships

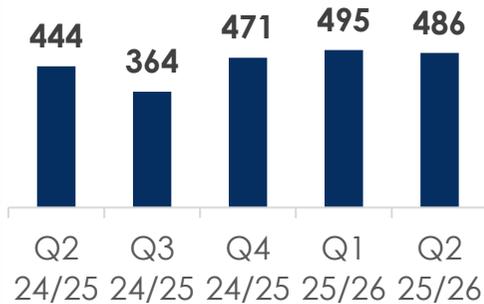


Midlothian Active Choices (MAC)

Number of MAC attendees (quarterly)

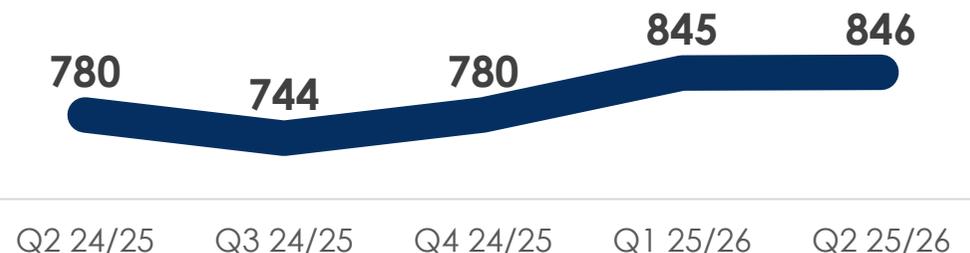


Number of new referrals after completion of MAC sessions (quarterly)



Ageing Well

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



Capital Investment Programme

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, investment in council housing, improved community infrastructure, investment in the local transport network and innovative developments such as the 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. Capital investment is also an opportunity to support the transition to a green economy as we invest in sustainable, highly energy efficient buildings. These new opportunities help lead the way towards a better future for Midlothian.

The Education Learning Estate Strategy programme continues 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 covers a number of projects at various stages of development.

The delivery of more affordable housing remains a priority for Midlothian Council. As part of our 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 297 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.

Construction and Development

Key achievements across our Construction and Development team this quarter include:

The draft Strategic Housing Investment Plan (2026-27 to 30-31) was finalised this quarter for Council approval in quarter 3. The plan includes 643 homes for Midlothian Council to deliver or seek approval for grant funding in next 5 years. Overall the SHIP would require a total of £127.178 million of Scottish Government grant funding to deliver the identified units, significantly more than its projected funding.

The Councils Housing Programme was also updated during quarter 2 which outlines overall progress in affordable housing delivery by Midlothian Council. The report will be submitted to Council during quarter 3.

This quarter the following funding was secured to support Midlothian Council's social housing retrofit programme in 2025/26:

- Rosewell Net Zero upgrades - £1.045m
- Area Based Schemes - £1.193m (home owners)

The team secured a maximum award of £2.5m from Phase 2 of Scotland's Public Sector Heat Decarbonisation Fund (Salix) to assist in delivery of Midlothian House retrofit.

Midlothian Council also secured an uplift in its Resource Planning Assumption (RPA) for 2025-26. Core RPA (£10.534m) already enhanced by share of £40m 1st tranche (£1.062m) further enhanced by significant uplift of (£1.339m) bringing this year's total to £12.935m. Strong performance on delivery in Midlothian has supported this additional allocation.

Other key activities include: Investment secured for updating of EPC certification across non-domestic estate to support decarbonisation and grant funding applications. The planning application submitted for the A701 Relief Road. The Buccleuch Street



housing development was nominated for SURF Award (Scottish Urban Regeneration Forum) and recruitment for 4 Clerk of Works; 1 Project Manager and 1 Project Support Manager went underway following approval of Service Review in Q1 which will strengthen the development team to progress future work.

Challenges and risk

Midlothian Council continues to face a challenging environment, with financial, demographic, and economic pressures shaping how services are delivered and funded.

Financial constraints: rising service delivery costs and uncertainty over future funding from the Scottish Government are placing significant strain on the council's budget. Cost and income projections for future years are embedded in the Council's Medium Term Financial Strategy which is supported by the Transformation Blueprint containing a range of transformation themes to drive towards a position of financial sustainability.

Economic pressures: the ongoing cost of living crisis is affecting residents and businesses, increasing the need for council funded support. Inflationary pressures on goods, services, and energy are also significantly increasing the cost of delivering council services.

Growing service demands: Midlothian's sustained population growth and ageing demographic continues to drive an increase in demand for education, social care, housing and transport infrastructure. The 2022 Census results highlight 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.

Our 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. The UK Government has announced the University of Edinburgh as the preferred location for the exascale supercomputer, which will be able to perform one billion, billion calculations each second. Once operational, it will provide high-performance computing capability for key research and industry projects across the UK. Exascale will help researchers model all aspects of the world, test scientific theories and improve products and services in areas such as artificial intelligence, drug discovery, climate change, astrophysics and advanced engineering. Exascale will be housed in a new £31 million wing of EPCC's Advanced Computing Facility in Easter Bush, which has been purpose-built as part of the Edinburgh and South East Scotland City Region Deal. Installation of the first phase is due to begin in 2025.

Risk

The Council's Strategic Risk Profile is reviewed on a retrospective basis and presented to Audit Committee on a quarterly basis. This process provides regular oversight of the most significant threats to the Council's objectives and operations. At present, the highest priority risks identified relate to financial sustainability, climate change and the successful delivery of the Council's transformations programme. Our Place directorate plays a pivotal role in mitigating these risks and spans a range of strategic functions, including long-term spatial and infrastructure planning, implementation of the Medium Term Financial Strategy, and leadership in delivering the Council's transformation programme.

Pentana Performance Dashboard – Q2 25/26

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



Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	Last Update	History
PLACE.P.5.2a Percentage of the Council's housing stock meeting the 'Free from seri...		98.9%	100%	Q2 2025/26	
BS.PLACE.P.5.2b Percentage of the Council's housing stock meeting the 'Modern fa...		98.4%	100%	Q2 2025/26	
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		95.6%	100%	Q2 2025/26	
PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		95.6%	100%	Q2 2025/26	
PLACE.P.14.2f Percentage of the footpath network resurfaced (cumulative)		0.03%	0.75%	Q2 2025/26	
PLACE.BUILDS.02 Be on site with first modular housing development within 12 mon...		No	Yes	Q2 2025/26	
PLACE.BUILDS.04 95% of first reports for building warrant applications issued withi...		44.3%	95%	Q2 2025/26	
PLACE.BUILDS.05 90% of Building warrants issued within 10 working days, followin...		67.65%	90%	Q2 2025/26	
PLACE.BUILDS.06 Building Standards service to achieve a minimum overall averag...		7.2	7.5	Q2 2025/26	
BS.PLACE.HSN.01 Re-let time permanent accommodation properties (calendar days)		42 days	35 days	Q2 2025/26	
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		86.05%	90%	Q2 2025/26	
PLACE.P.14.2e Percentage of total road network resurfaced (cumulative)		0.97%	2.75%	Q2 2025/26	
PLACE.PFM.17 Number of secondary school meals prepared per hour (APSE)		8.49	8.84	Q2 2025/26	
PLACE.PFM.18 Number of nursery and primary meals prepared per hour (APSE)		6.62	8.84	Q2 2025/26	
PLACE.PFM.20 Percentage of secondary school meal uptake		36.06%	36.7%	Q2 2025/26	
PLACE.PLAN.02 Average timescale (weeks) to determine planning applications for ...		55	50	Q2 2025/26	
PROSERVICES.20 Percentage of consumer complaints completed within 14 days (q...		67%	75%	Q2 2025/26	
PROSERVICES.30 Percentage of businesses registered for tobacco/vapes in Midlot...		0%	5%	Q2 2025/26	
RHM.a.04.4mi Percentage of lets made to homeless list applicants		57.1%	60%	Q2 2025/26	
RHM.h.05.5aiii Percentage of Homeless applicants sustaining a permanent tenancy ...		91.7%	95%	Q2 2025/26	
PLACE.SPSO.04.2 Average time in working days to respond to complaints at stage 2		26.875	20	Q2 2025/26	
PLACE.SPSO.04.3 Average time in working days for a full response for escalated co...		71.235	20	Q2 2025/26	
PLACE.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d...		90.06%	95%	Q2 2025/26	
PLACE.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		75%	95%	Q2 2025/26	
PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor...		50%	95%	Q2 2025/26	

← 2 of 2 →