

Place Q3 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 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 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 the 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 205 businesses now committed. 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

Our road network: the delivery of carriageway surfacing has significantly increased this quarter. To date, under the combined Capital Works Programme and Residential Streets Programme, 12.72km of carriageway was resurfaced representing 1.81% of our road network resurfaced with 5.94km of carriageway resurfaced this quarter.

Although footway resurfacing is currently off target, resurfacing work has significantly increased this quarter with 0.3% of footways resurfaced up to this quarter, this is a significant increase from 0.03% up to the end of quarter 2 and represents 2.6km of footway resurfaced in total.

Capital resurfacing works have been affected this year, particularly over quarters 1 and 2, due to the progression of the A7 urbanisation project. As part of this project work to upgrade the A7 has made significant progress with phase 1 of the project (Melville Dykes Road to Eskbank Road) substantially completed. The next phase at Carrington Road junction was awarded this quarter for commencement during quarter 4. Final completion of (Melville Dykes Road to Eskbank Road) road works will take place in Spring. 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.

In this quarter we achieved a reduction in the tonnage of material used to fill potholes more effectively and efficiently, with 380.08 tonnes of material used compared to 676.76 tonnes in quarter 3 of last year. Overall figures across quarters 1, 2 and 3 show 2,146.78 tonnes of material used compared to same periods last year at 2,430.02. This quarter saw some delays and planned works being abandoned due to emergency Scottish Power repairs in the Rosewell area.

The Pothole Pro project equated to 1,741m² of permanent patching, repairing 455 potholes this quarter. The number of potholes permanently repaired this quarter has decreased compared to the same period last year of 584. The total metres squared of permanent



patching repairs has decreased by 16% this quarter compared to the same period last year. However, data shows there is a 20% increase in total metres squared of permanent patching repairs across quarters 1, 2 and 3 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 331 street lighting columns replaced up to and including quarter 3, meeting target in advance of year end. A further 900 LED upgrades to existing columns are planned to be replaced, of which 703 are complete. In addition, 3 Toucan crossings were upgraded this quarter on routes to schools. Repairs to street lighting continues to remain high with 98.32% of street lighting repairs completed within 7 days.

Bikeability Award

Our Bikeability Coordinator won the Keith Fergus Annual Achievement Award 2025 at Cycling Scotland's Bikeability Scotland Awards in November after successfully overseeing the delivery of Bikeability Scotland Road Cycling Training in every primary school in Midlothian, placing Midlothian among the top-performing local authorities in the country. This achievement reflects a growing commitment to equip the next generation with the skills and confidence needed to travel actively and safely.



Waste and Recycling

Twin Stream recycling

Work continues this quarter on the final stages of 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 are further supported by a focused, ongoing education and engagement programme designed to help residents

adapt to the changes and maximise participation.

This quarter, communications were sent to 46,000 properties advising residents that a new green bin was being delivered in January. Preparations are ongoing to deliver new green wheeled bins to all households across Midlothian during quarter 4. The team finalised the routes for the new three weekly collection regime for blue, grey and green bins. This service transformation was communicated to Midlothian residents and with updates on progress to queries, and managed responses to concerns or complaints.

This quarter a contractor was appointed for the extension to the transfer shed at Stobhill depot, allowing separation of plastic and cans, from paper and card, which means that processing costs for recycling material will be reduced. A procurement exercise is being planned for quarter 4 to appoint a contractor to collect the separated waste from March 2026 after the new service recycling changes are introduced.

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 been finalised and will go live during quarter 4. This will further enhance the customer journey by improving the way the service engages with residents in relation to enquires and complaints. The new routes for the three weekly collection cycle will be loaded onto the Whitespace system in quarter 4, ahead of the new system starting in March 2026.

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.



Our Greenspaces

Litter bin replacement programme

During quarter 3, the Neighbourhood Environment Team carried out a procurement exercise to purchase additional bins to install in parks and open spaces. This complements the work carried out last quarter to install 350 new litter bins on our streets and in district centres across Midlothian, raising the quality of the local environment. As part of the replacement programme, each bin that is replaced is assessed for condition and re-used where possible.

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. 38 improvements across our play areas, parks and green spaces were completed up to and including this quarter, consisting of landscaping schemes and the installation of benches and street litter bins, as well as deep cleaning projects, which enhance the local environment.

Winter work programme

In quarter 3, the Greenspace team carried out a winter works programme in town centres and parks across Midlothian. The work focused on removing weeds, litter and detritus, cutting back shrubs, overhanging vegetation and jet washing paved areas. The work will continue in quarter 4, ahead of the grass cutting and weed control programmes, which commence in March.



Working with the community



Our ranger service continues to deliver activities and school sessions with 74 events carried out this year so far attracting 1,115 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, 3,864 volunteer hours (644 days) were spent in countryside sites. This is a reduction in volunteer hours compared to the same period last year of 5,107 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.

Vogie Country Park

This quarter, a consultation exercise for the £500k of improvements to the adventure play area at Vogrie Country Park was carried out. This is funded by a grant from Scottish Government and will be completed in quarter 1 of 2026/27. The consultation findings are currently being assessed ahead of a design being finalised.

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. This quarter, all our highest risk approved premises producing products of animal origin have been inspected during the planned annual cycle from Jan 2025 to December 2025. The majority of these businesses have very high standards and no formal enforcement action was taken at any of these establishments.

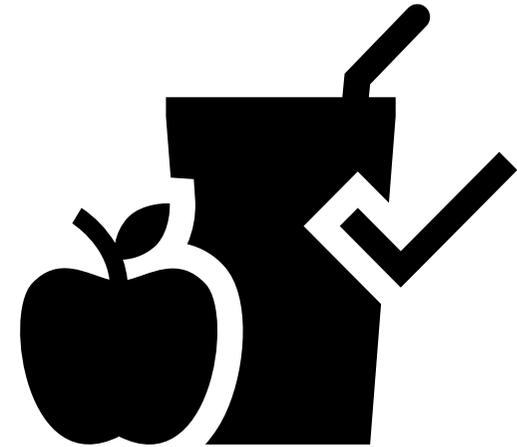
The team carried out 84 food hygiene/food standards interventions across Midlothian this quarter which is a 33% increase compared to the number of interventions during quarter 3 of last year.

The team received 42 food law service requests from Midlothian business residents. 95% of food related service requests were responded to within 10 working days and 93% within 5 working days. Figures are slightly higher compared to the same period last year of 35 requests received and 94% responded to within 10 days.

This quarter, our Business Regulations Food and Safety team engaged in a multi-agency visit to a premises in Bonnyrigg that had previously been found selling counterfeit vodka. No food law or trading standards issues were noted at the time of the visit. The operation confirmed the success of our previous interventions, with improved legal compliance by the business.

A Midlothian business notified the Food and Safety team of their instigation of withdrawal and recall procedures after it discovered that an allergen had been omitted from their product label. After investigation by the team, a national Allergen Alert was issued through Food Standards Scotland, mitigating the risk to the public.

At the beginning of October our Trainee Food Safety Officer passed their exams and is now an authorised officer. Further training, experience and mentoring is required to become a fully qualified officer with competency to undertake all food law duties.



Our Regulatory Services Modern Apprentice and newly qualified Environmental Health Officer visited third year secondary pupils at Beeslack High school to give a talk on the work of Environmental Health, specifically in relation to food safety and consumer choice through food labelling. The team received exceptional feedback on their presentation and engagement with pupils.

Business Regulations: Trading Standards

Our Trading Standards team received 34 consumer complaints this quarter which is a 33% decrease compared to the same period last year. All consumer complaints were responded to within 5 working days and 32 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 quarter Trading Standards officers intervened in a case where it was reported that a builder had several cases of abandoned or incompetent work after being paid. That intervention led to some consumers receiving payments. Officers engaged with other local authorities in England where it is believed the trader now resides.

41 Trading Standards primary inspections took place this quarter, 37 of those premises inspected concerned 'target' premises. This totals 131 inspections of a targeted 186 planned for the year.

41 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. Logs recorded have increased by 17% compared to the previous quarter and 10% compared to the same period last year.

Trading Standards prosecution cases continued this quarter with four cases, two were to proceed to trials this quarter but on both occasions the accused failed to appear and arrest warrants were issued. The Procurator Fiscal has decided to not proceed with a case submitted this year and one other case in progress which was reported over 15 months ago.

Sale of illicit tobacco

This quarter 21 interventions were carried out regarding tobacco and nicotine containing products.

Two neighbouring shops in Penicuik which had been selling under the counter illegal cigarettes were closed this quarter. Trading Standards worked in close co-operation with the landlord of both shops who evicted both traders after being notified of seizures of cigarettes and tobacco. 1,740 cigarettes and 30 tobacco packs were seized. Formal referrals have been made to HMRC. In addition, complaints and information were received about a similar shop in Dalkeith. Recent visits to the premises, including with the tobacco detector dog, did not find illegal cigarettes and tobacco.

Avian flu outbreak

Enforcement of animal disease controls is a Trading Standards responsibility. Highly pathogenic avian influenza (bird flu) was confirmed at a farm near Penicuik on 22nd of December 2025. Letters to thousands of households within the 3km zone around the farm were issued requiring bird keepers to register with the Scottish Government and increase biosecurity measures. The wider council response was activated including communications and the erection of road signs. The incident is handled by the Animal Health and Plant Agency (APHA) and the risk to public health remains very low.

Public Health and Environmental Protection

Our Public Health Environmental Protection (PHEP) team received 329 public health service requests this quarter from Midlothian residents and businesses, a slight reduction of 5% compared to the same period last year. 97% of public health complaints received a first response within timescale. A further 74 service requests were received from internal sources, a 12% decrease compared to the same period last year.

The Public Health team coordinated a joint approach across multiple teams (Environmental Health, Waste Services, Building Maintenance and Housing) to successfully address a rat infestation in the Jarnac Court area. Efforts remain ongoing to reduce the likelihood and severity of any future incident.

The two newly appointed Environmental Wardens have both achieved the RSPH Level 2 Pest Management Award and the newly appointed trainee Environmental Health Officer passed their professional exams in October and has obtained their Diploma awarded by the Royal Environmental Health Institute Scotland. In addition, the team continue to support the Regulatory Services Modern Apprentice as part of the national pilot scheme which aims to address the national shortage of regulatory services officers. The apprentice has developed a passion for a career in Environmental Health and keen to develop a career within the Service.

The First Tier Tribunal for Scotland (Housing and Property Chamber) have accepted a recent case referral relating to the failure of a landlord registration applicant to provide prescribed information demonstrating that a private rented property meets the repairing standard. The team therefore now have two cases pending and are awaiting the hearing dates.

Having assisted with the design to ensure it meets specific needs, the team now have an electric Environmental Warden van which is fully equipped to cater for pest control and dog welfare.



Health, Safety and Resilience

This quarter our Health, Safety and Resilience team processed 140 liquor licenses, 97% of which were determined. 106 Civic government licences were processed this quarter.

During this quarter, 4 events were called to full Safety Advisory Group (SAG) meetings and further planning to co-ordinate plans for the 11 Remembrance/Armistice events was undertaken. The Festive Lights switch on events were reviewed fully but no SAG attendance was required. Planning for the 2026 Gala season has commenced. Effective operation of the Safety Advisory Group helps ensure that all events held within Midlothian's District were safe and without incident.

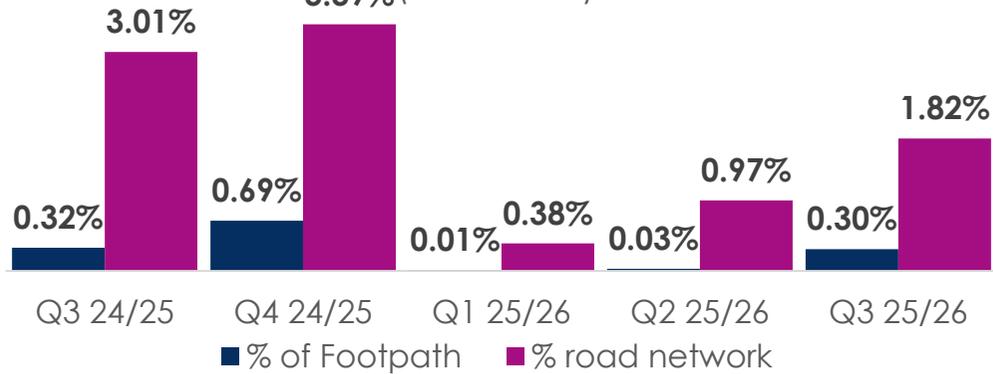
The process of consultation for taxi tariffs was completed this quarter and public consultation on taxi and private hire licensing conditions went live and ran until the middle of November 2025.

Work continued on the digitalisation of the remaining licence applications. The first set of online applications were launched during previous quarters.

Neighbourhood Services – performance

% of Roads and footpath resurfaced

3.39% (cumulative)



Number of vounteer hours in countryside sites (cumulative)



380.08 tonnes of material used to fill temporary and permanent **potholes** this quarter. (676.76 in Q3 24/25)

1,741 m² of permanent patching achieved this quarter (2,078m² in Q3 24/25)

455 potholes were permanently repaired this quarter. (611 in Q3 24/25).

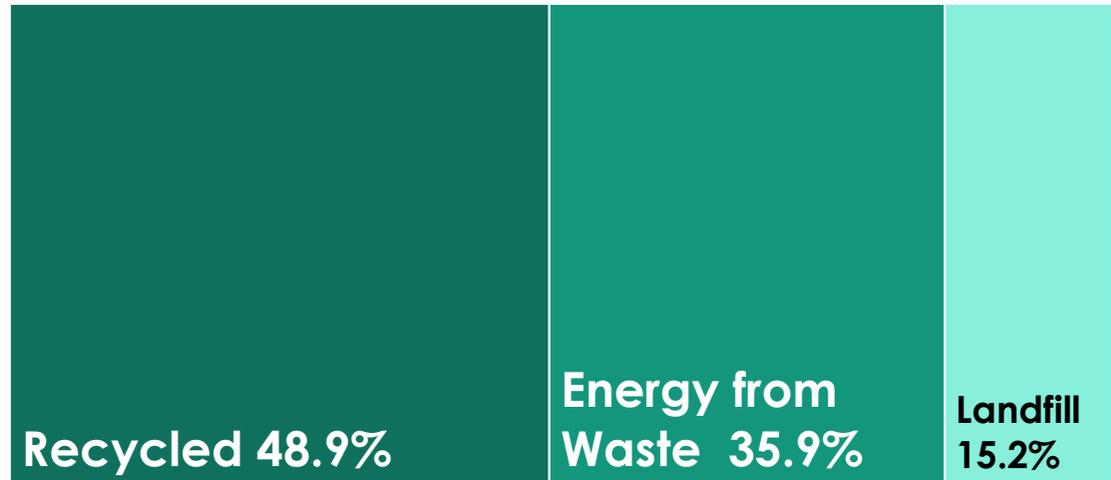
98.32% street lights repairs completed in 7 days. (97.92% in Q3 24/25)

14% of Council fleet is 'Green' (8.2% in Q3 24/25).



12 play area, parks and greenspace improvements completed this quarter (5 during Q3 24/25)

% OF ALL DISPOSED WASTE*



*Data shows figures for Q2 25/26. Q3 data not available until Q4.

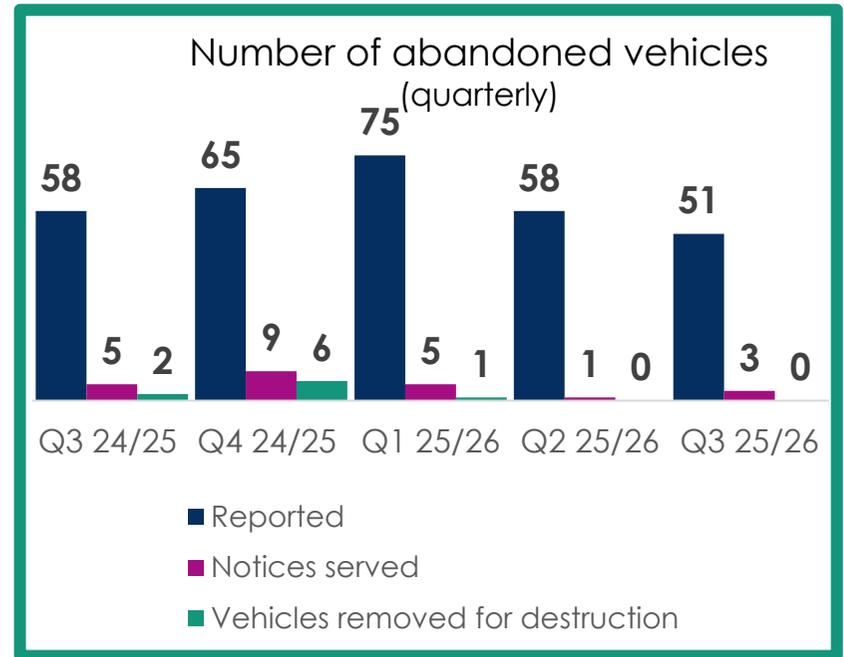
Protective Services – performance

Food Standards

95% of food related service requests from mid residents and Businesses responded to with target of 10 working days. (94% Q3 24/25)

42 food law service requests received this quarter (35 in Q3 24/25)

84 food law interventions carried out (Hygiene/Food Standards). (63 in Q3 24/25)



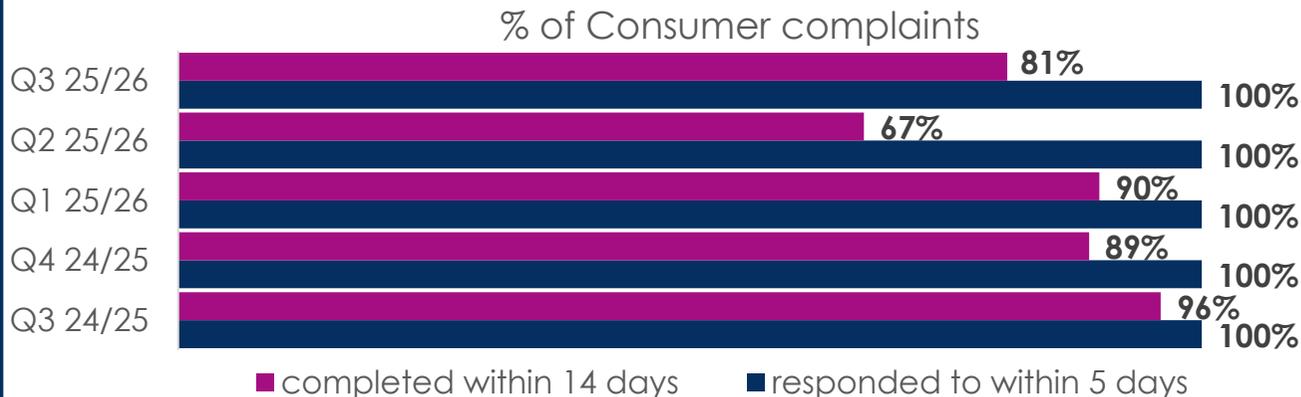
Public Health

329 Public Health service requests received from residents and businesses this quarter (313 in Q3 24/25).

97% of public health complaints receiving first response within timescale this quarter. (98% in Q3 24/25)

Trading Standards

34 consumer complaints received this quarter (28 in Q3 24/25)



140 liquor licence applications

received this quarter with **97%** determined (109 in Q3 24/25)

106 Civic Government license applications received this quarter (90 in Q3 24/25).

Housing



Strategic Housing Investment Plan

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, helping to meet growing demand for housing across Midlothian. The delivery of more affordable housing remains a high priority for Midlothian, as reflected by our ongoing and ambitious housing development programme.

The Council's Strategic Housing Investment Plan aligns with the action plan set out in the Local Housing Strategy, a new strategy from 2026/27 to 2030/31 is currently being developed and scheduled for adoption in April 2026.

This quarter we have received the completed handover of 41 new build homes, a considerable increase from 8 during July and August.

There were 6,514 active housing applicants placed on the Common Housing Register at the end of this quarter, an increase compared to the same period last year of 5,971.

155 lets have been made this quarter, averaging 51 lets per month, showing an increase of 57 lets made this quarter compared to 98 during quarter 2. The lets have increased this month due to the handover of more new builds made available for let this quarter. 58.1% of lets were made to homeless list applicants and 41.9% to general needs list applicants. 38 lets were made to new builds and 1 to open market purchases during quarter 3.

Re-let times to permanent accommodation properties has increased to 47 days to re-let this quarter compared to 42 at the end of quarter 2. However it has improved since quarter 1 at 54 days. Re-let figures have been higher over the last few quarters due to a change in the way the

Scottish Housing Regulator requires re-let times to be reported where temporary flip tenancies are now excluded from the performance measure.

This quarter 110 void properties were turned around and ready for let by our Building Maintenance Service. Our void turnaround times show that 59 (54%) of properties required minor work and were turned around quickly, within 20 days, averaging 11.20 days to bring back to a letting standard.

44 (40%) 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 53.16 days. 7 (6%) of properties required moderate work including a moderate clearance and repairs and took an average of 24.29 days to bring back to a letting standard.

Our Tenants Satisfaction Survey 2025 went live last quarter, running between September and October. A total of 760 council tenants participated in the survey. The highest scoring measure is that staff were respectful and fair at 89%. This reflects positively staff professionalism, behaviour and organisational culture. 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. The findings of the Tenant Satisfaction Survey will be published on the Council's website, social media and tenants groups, in line with the terms of the Tenant Participation and Customer Engagement Strategy.

This quarter the Scottish Housing Regulator visited to review our current engagement plan. The regulator focuses on key areas such as homelessness services, provision of appropriate temporary accommodation and outcomes for homeless people. All updates after review were included in the agreed plan.

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 3 was 318, a decrease of 16% compared to the same period last year of 378.

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 57, reducing the need for multiple moves before being permanently housed, allowing for links established within the local community to be maintained. This is an increase of 136% from 24 at quarter 2.



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 140 where 18 were prevented from homeless. We continue to promote this service to ensure early successful intervention when possible.

Latest figures, from available data at quarter 2, show the length of time homeless applicants waited until receiving a permanent housing outcome was 50.73 weeks. Figures show a continued downward trend from quarter 3 of last year and sit well below our 85 week maximum target. Similarly, from data available at quarter 2, the length of time homeless applicants spend in temporary accommodation was 35.3 weeks at end of quarter 2, a considerable reduction from 59 weeks and 51.5 weeks across the quarters prior and sits well below our 60 week target. Quarter 3 data for both these measurements will be available at quarter 4.

Tenants sustaining permanent accommodation continues to be high this quarter with 97.22% of homeless applicants sustaining a permanent tenancy after 1 year, an increase from 91.7% during quarter 2 and 91.8% compared to the same period last year.

Building Maintenance

The total number of jobs completed internally by our Building Maintenance Service (BMS) this quarter was 9,992 which is an increase of 10.6% compared 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% at quarter 1, 95.6% at quarter 2 to 99.27% 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 3 we have now reduced that figure to 73 properties from 682 in quarter 1 and 338 in quarter 2. The Service have commenced a programme of Electrical enforcement entries to reduce this figure to achieve 100% by the end of the financial year. 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 the service installed 692 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 beginning of February) is 5,116.

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 39.53% of first reports for building warrant applications issued within 20 working days and 61.16% 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 95.48% responded to in quarter 3. 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.

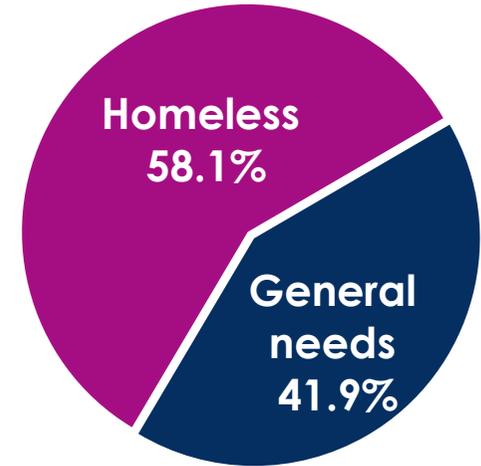
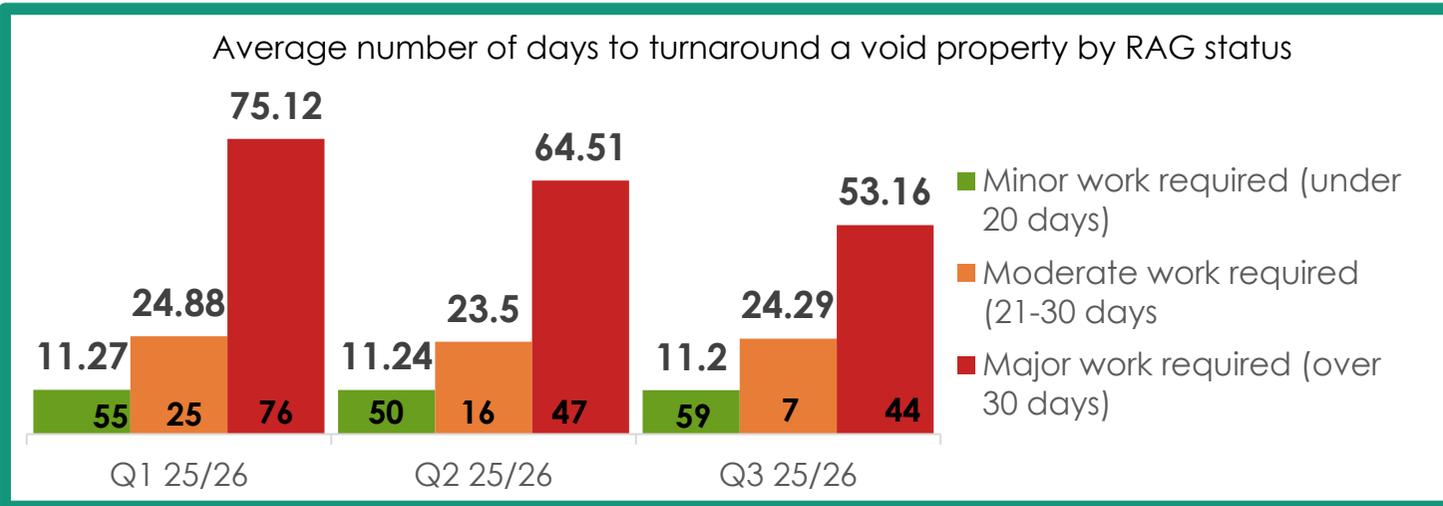
Housing – performance

6,514 applicants on housing waiting list as of end of this quarter (General needs and Homeless) (increase from 5,971 in Q3 24/25).

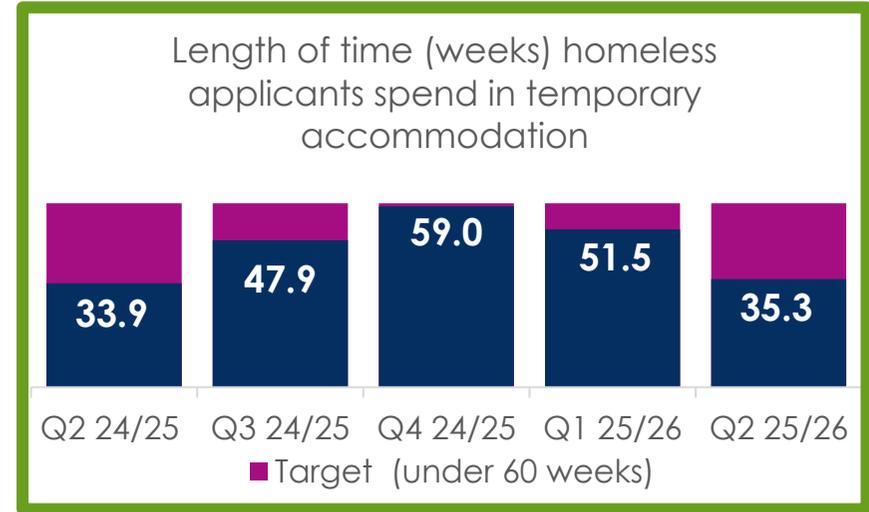
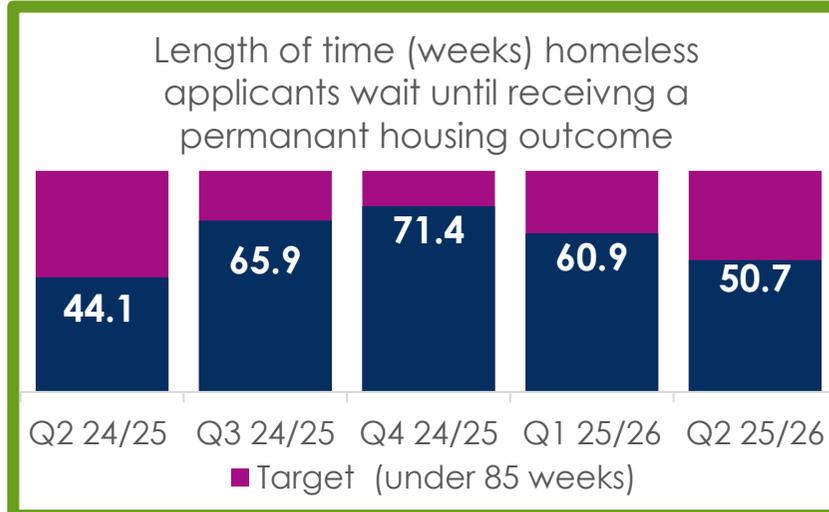
155 housing lets this quarter

39 Lets to new build and open market purchases this quarter. (40 in Q3 24/25)

% of lets made to applicants this year

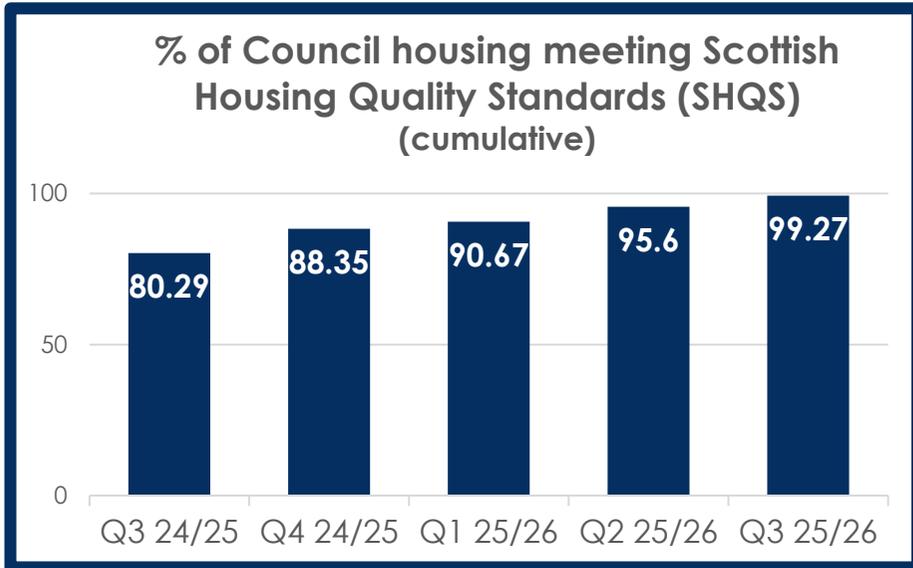


97.22% of Homeless applicants sustaining a permanent tenancy after 1 year.



Data for quarter 3 will not be available until quarter 4.

Building Services – performance



9,992 jobs completed this quarter by our Building Maintenance Service (9,031 in Q3 24/25)

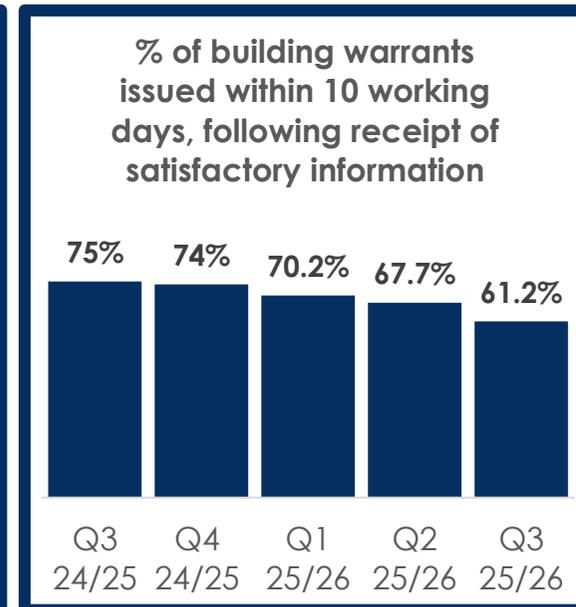
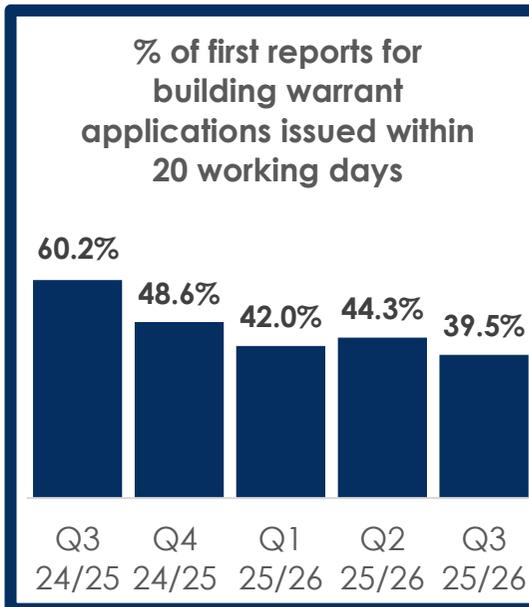
Percentage of (completed) housing repairs carried out within timescale

95.15%
of
emergency repairs
completed on time (within 24 hours) (93.67% in Q3 24/25)

79.00%
of
priority 2 repairs
completed within 7 days (82.05% in Q3 24/25)

87.02%
of
priority 3 repairs
completed within 28 days (83.01% in Q3 24/25)

Building Standards



Building Standards National Customer Satisfaction Survey rate for Q3 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.

48 'Planning to Start' enquiries were received in quarter 3 which is an increase of 9% 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.

6 'Strengthen Your Business' enquires were received this quarter, a slight decrease by 2 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.

The total number of new Business start-ups this quarter was 16, creating a total of 18 jobs and an estimated contribution of £220,000 to the Midlothian economy in their first year of trading. Business start-ups have decreased slightly from the same period last year which saw 18 start ups.

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 awarded early 2026 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

A Business Gateway Coffee Morning was held at The Energy Training Academy on 28th of November 2025. The guest speaker was Julie Begbie, owner of The Happy Business Company, Julie took attendees through a goal setting workshop to get their business ready for 2026 with 26 local businesses attending the event.



In partnership with Business Gateway, East Lothian, the team hosted a Women in Business Spark & Scale 6-week programme held both in person and online. 8 Midlothian businesses participated. Sessions focused on networking and building connections, customer acquisition, digital marketing and building personal brand, finance and cashflow and next steps for the businesses involved. The biggest benefit of the programme was in the networks built, this included 2 Midlothian businesses partnering on an event together after meeting at the programme, with plans to continue this in the future.

Feedback and benefits from the attendees of Spark & Scale included:



Business Gateway Midlothian feedback was received this quarter via Business Gateway National provider for support received during quarter 3. Feedback was extremely positive:



“Very much appreciated the help with progressing my business plan, by the end of the meeting it looked so much more professional and my adviser offered to promote our crowdfunder when it was ready to launch and connect us up with local businesses to produce our merchandise”



“The programme I took part in was Business Gateway's Spark and Scale for women looking to grow their business. Lots of the content throughout the programme was really useful such as the finance session (cashflow spreadsheet is great!), and the marketing content. I enjoyed meeting the other participants and would like to have done a little more of that.”

Community Wealth Building - Procurement

The Economic Development service continues to work collaboratively with the Procurement Service to develop Community Wealth Building activity in relation to the Procurement Pillar. Key areas developing this quarter are:

- Local Supply Chain, the service continues to work with the Procurement service to identify local suppliers to increase local spend.
- Tender opportunities are shared across Business Gateway Midlothian social media channels and with local businesses via Business Gateway Advisers.

The Economic Development Procurement Mentor has supported 2 businesses in quarter 3, evidencing a proactive approach by Business Gateway Advisers and an increasing appetite in the local supply base to access public sector contracts.

The service have also has been progressing two procurement tenders in quarter 3 to provide Expert Help consultancy to clients for the Business Gateway Service:

- Environmental Energy Audits
- Digital Marketing

These tenders have been issued and are currently at tender evaluation stage.

Locate in Midlothian and Business Gateway Midlothian Digital engagement

The Locate in Midlothian received 12,372 page views during quarter 3, a slight increase compared to 12,139 across the same period last year. Our social media channels target different audiences, and each is performing well in terms of audience growth and interaction with 2,453 'Business Gateway Midlothian' followers and 2,240 'Locate in Midlothian' followers across Facebook and LinkedIn and Instagram.

At the end of this quarter the 'Locate in Midlothian' Business Directory had a total of 164 businesses listed, 6 of these were added as listings in quarter 3. 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

The Midlothian Tourism Strategy for Inclusive Economic Growth 2025 to 2030 has progressed to a final draft and design stage and is progressing to Council for approval with anticipated publication in quarter 4. The revised programme allows for the inclusion of a detailed delivery-focused action plan, strengthening the strategy's implementation and monitoring framework.

The Economic Development Service continues to play an active role in the Edinburgh and South East Scotland (ESES) City Region Deal projects:

- Regional Visitor Economy Partnership
- Integrated Regional Employability and Skills Partnership
- Workforce Mobility Project.

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 with in-person meetings strengthening regional collaboration. At a national level, the service continues to monitor and assess emerging discussions around the introduction of a Visitor Levy, considering potential local impacts and opportunities.

Following the successful VisitScotland Strategic Tourism Infrastructure Design (STID) grant award, the project was formally awarded to a consultant this quarter who has been undertaking data collection and stakeholder engagement to assess rural tourism pressure points and opportunities across Midlothian. The findings are scheduled for publication in quarter 4, providing an evidence base to inform future infrastructure investment, funding applications and visitor management approaches.

Land and Property

Land and Property enquiries are specific premises enquiries and sign ups to the property mailing list. This quarter, 21 Land and Property enquiries were received. 14 are existing Midlothian business and 7 are currently located in Scotland but registered outside of Midlothian.

Property Assets

This quarter our Estates and Asset Management team transitioned to form part of the Development Team. They concluded the sale of the former Loanhead Public Toilet and the lease of the former Bonnyrigg Public Toilet both agreements are subject to planning approval. The former Orchard Centre at Douglas Crescent in Bonnyrigg received planning consent and sale is now due to conclude in February 2026. Unit 2 at Dryden Glen industrial Estate was let to a local flooring company. Following approval procurement of Property agents to assist with disposal and lettings has commenced.

Energy and Local Heat and Energy Efficiency Strategy (LHEES)

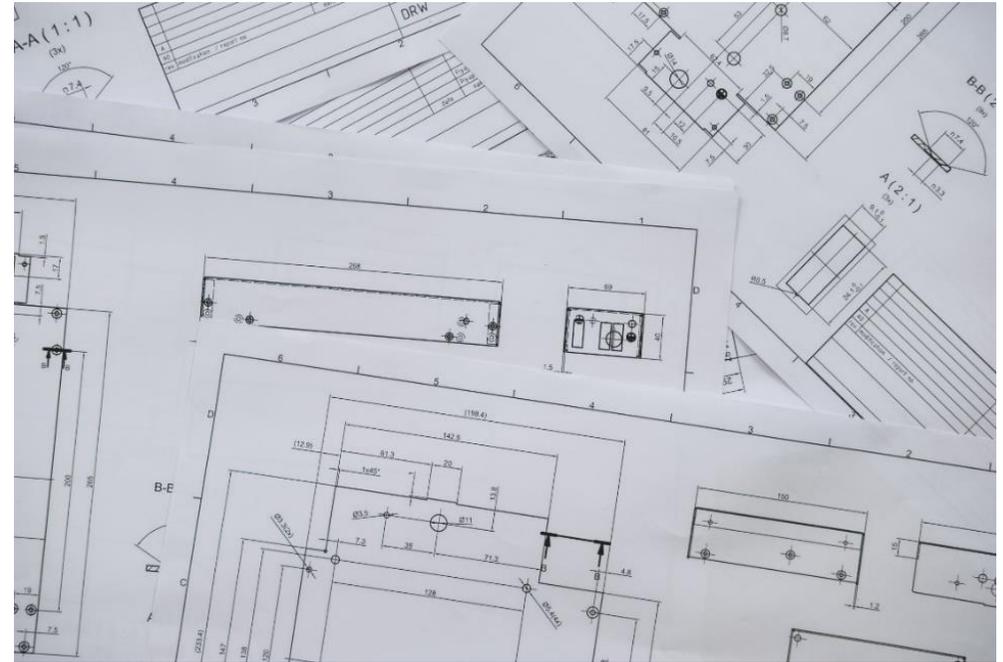
Salix Recycling Fund Projects - Confirmation has been secured allowing the use of the fund to support the upgrading of 2 pavilions (Birkenside Gorebridge and Callender Park Pathhead).

Local Heat and Energy Efficiency Strategy (LHEES) - Following the completion of a tender process Cooper Consultants have been appointed to undertake the community engagement campaign to promote the installation of Heat Meters as required by legislation at the Bonnyrigg District Heating Scheme.

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 for submission to the Scottish Government for 'Gate Check', the first major milestone in the MLDP2 process. The Evidence Report cleared the 'Gate Check' process.

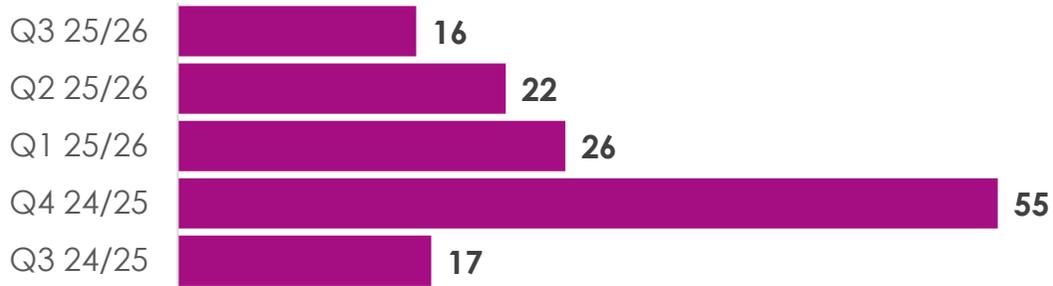
From July to October 2024, a 'call for ideas and opportunities' exercise to provide individuals, communities, landowners, developers or any other interested parties with the chance to put forward ideas, opportunities or suggestions on matters or sites they would like included in the plan. We have recently published our latest development Plan scheme (DPS17) which sets out our up to date programme for preparing MLDP2 with consultations ongoing over quarter 3.



Planning application performance: the average timescale to determine local development planning applications continues to remain on target this quarter at 10 weeks, which has reduced compared to the same period last year of 12 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 67.

Planning, Sustainable Growth & Investment-performance

Number of new Business start ups (quarterly)



18 jobs created by new Business start ups (23 in Q3 24/25)

21 property enquires received (31 in Q3 24/25)

6 'Strengthen your business' enquiries (8 in Q3 24/25)

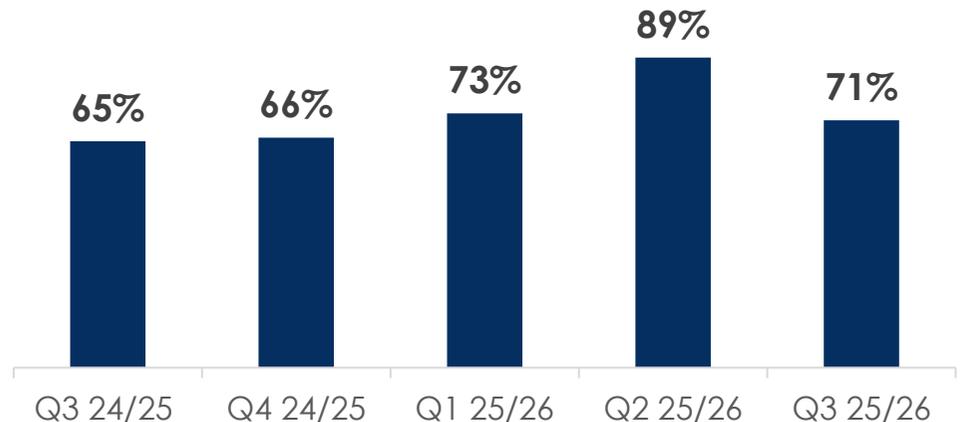
48 'Planning to Start' enquires/submissions this quarter (44 in Q3 24/25)

Social media

2,240 Locate in Midlothian followers.

2,453 Business Gateway followers

% of planning applications completed within target of 80%



55 weeks

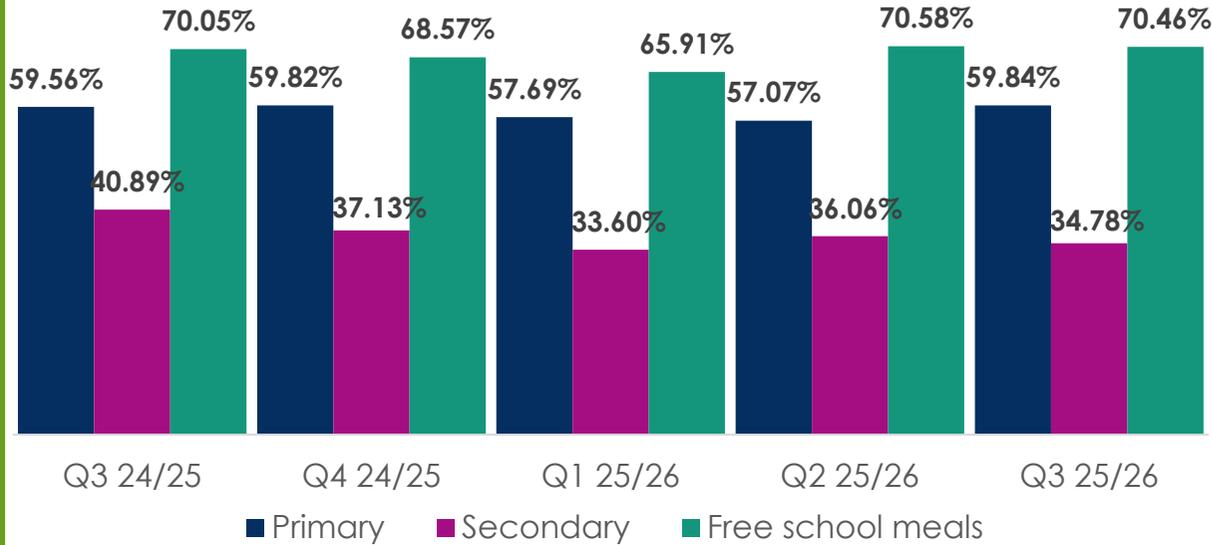
Average time to determine planning applications for **major** developments. (67 weeks in Q3 24/25)

10 weeks

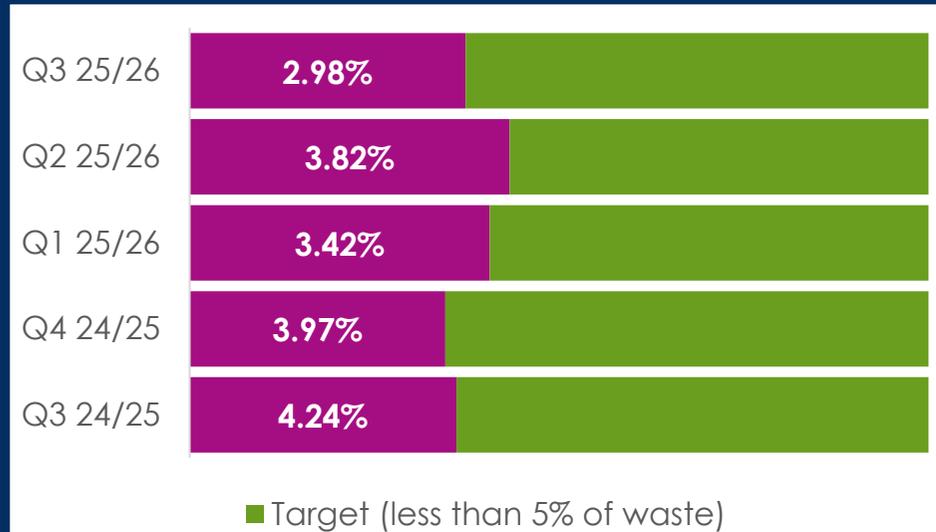
Average time to determine planning applications for **local** developments. (12 weeks in Q3 24/25)

Property and Facilities – performance

% of school meal uptake



Percentage of school meal food waste

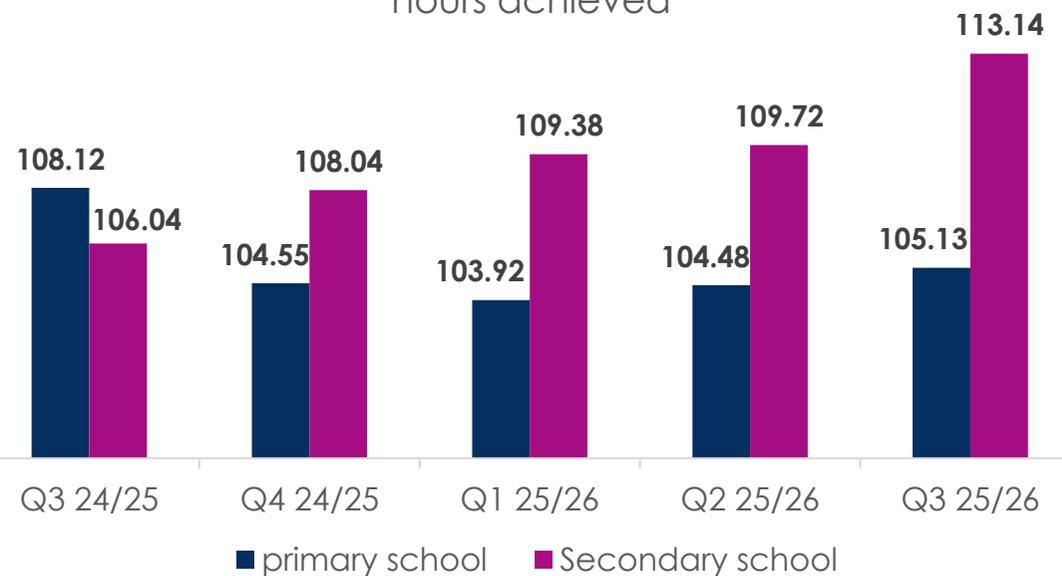


6.96 nursery and primary school meals prepared per hour this quarter (6.85 in Q3 24/25)

TARGET: APSE national average 8.84 meals prepared per hour

8.25 secondary school meals prepared per hour this quarter (9.27 in Q3 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 59.84% and shows an increase compared to quarters 1 and 2 of 57.69% and 57.07% respectively. 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 34.78%, which is a decrease from quarter 2 at 36.06% but an increase from quarter 1 at 33.6%. Our aim is to be above the Scottish Government's average for secondary school meal uptake of 36.7%, and as such, figures are only marginally off target.



Free school meal uptake continues to sit around the Scottish Government average at 70.46%, an increase from 68.66% at the end of 24/25. Our catering team served over 10,000 Christmas lunches to pupils in December.

The percentage of school meal food waste continues to remain low this quarter and has reduced further to 2.98% from 4.24% during the same period last year. 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. This quarter the new 2026 school menu was drafted and will be trials will take place in January.

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, successfully completed the October holiday works programme across our schools.

Sport and Leisure

Our Tonezone memberships continues to remain high with a total of 5,018 memberships up to the end of quarter 3. Tonezone membership has increased from 4,872 memberships at the same period last year.

Usage figures across our sport and leisure facilities, excluding pools, has decreased this quarter to 71,590 compared to the same period last year of 74,009 and similarly there has been a slight decrease in usage at pools from 43,381 attendances this quarter compared to 44,572 across the same period last year.

During quarter 3 access to some facilities were temporarily affected due to planned closures associated with the refurbishment of our gym spaces. These closures inevitably had a short term impact on usage and tonezone membership activity during this period. In addition, quarter 3 traditionally represents a quieter period for leisure services, particularly throughout December. During this time customer demand for new memberships typically slows. Membership uptake tends to increase over the quarter 4 period as our customers respond to New Year health and wellbeing goals. This anticipated seasonal uplift, combined with the completion of refurbishment works and the introduction of refreshed branding and promotional activity is expected to positively influence both usage figures and overall membership numbers.

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. This quarter saw the completion of Penicuik and Lasswade centre and Newtongrange is expected to be complete in February. In addition, new sport and leisure branding was launched as part of the gym refurbishment programme and a personal training option was made available to customers for the first time. Usage figures are being monitored and after the soft launch there are some indications of increased use.



Additionally, our tennis court refurbishment project was completed last quarter with upgrades to local park tennis courts, the facilities are now being utilised and this quarter saw 61 bookings for Abbeylands, 69 for Beeslack and 81 for Kings Park. A partnership was created with Dalkeith Tennis Club for 6 hours use per week during October to March.

Midlothian Snowsports Centre

The Alpine Coaster continues to see high sales volumes this quarter due to continued promotional work and ensuring the coaster is more assessible to the public via public transport. Sales this quarter have started to shift to a 3 ride ticket rather than 1 ride bringing in additional income this quarter. A TV advert was created for further promotion in December to attract more visitors to Midlothian Snowsports Centre, particularly over the festive period. In addition, gift voucher sales generated over £40k in December and our snowsports café exceeded income targets for the first time. 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 Sept)	Number of tickets sold (quarter 3 Oct to Dec)
1 ride, 1 person	16,160 (36% of sales)	13,126 (29% of sales)	5,567 (23% of sales)
1 ride 2 persons	3,696 (10% of sales)	3,341 (7% of sales)	1,205 (5% of sales)
3 rides 1 person	14,721 (39% of sales)	22,830 (51% of sales)	13,766 (57% of sales)
3 rides 2 persons	3,499 (9% of sales)	5,690 (13% of sales)	3,475 (15% of sales)
Total	38,076	44,987	24,013



Active Schools Midlothian

Our Active Schools Midlothian team continue to work in partnership with sportscotland, providing opportunities for our children to adopt healthy and active lifestyles throughout their school years and into adulthood by supporting and sustaining a network of volunteers, coaches, leaders and teachers who, in turn, deliver extra curricular physical activity and sport before, during and after school and in the wider community. 193 activities were delivered this quarter, a decrease of 32 activities offered compared to the same period last year. 2,733 participants attended Active Schools free extra curricular club during the quarter. The number of volunteer hours delivered in the Active Schools Programme was 1,539.

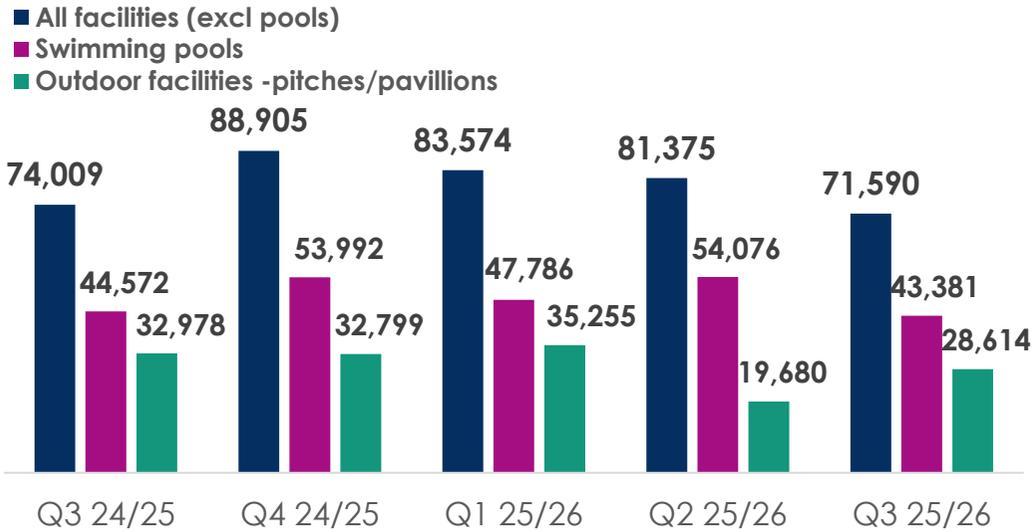


Primary 4 free swimming lessons continued this quarter after an effective system was put in place from our programme development officer. 18 classes were held per week, delivered as part of a 6 and 4 week block, totalling 4,278 attendances, a slight decrease in attendances compared to the same period last year of 4,633.

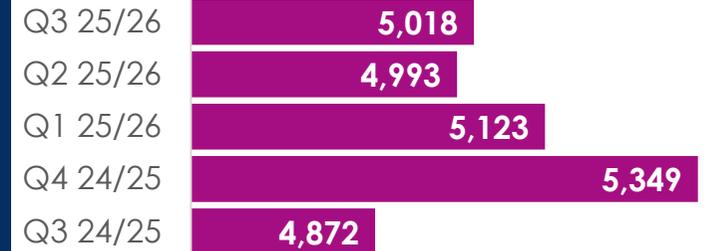
Our October and December holiday programmes were well attended with 156 children participating across a 7 day period in October and 201 children participating over a 5 day period in December.

Sport and Leisure - performance

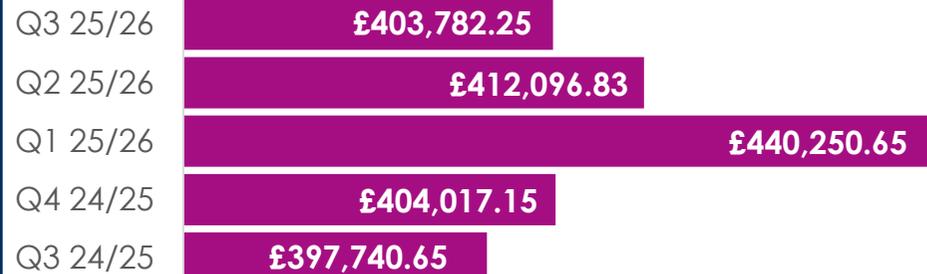
Number of attendances at Sport and Leisure facilities (quarterly)



Number of Tonezone memberships (cumulative)

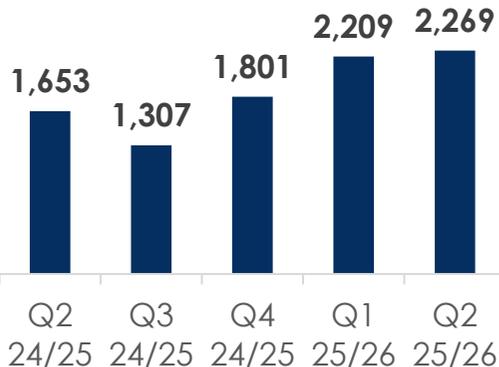


Total income generated from Tonezone memberships

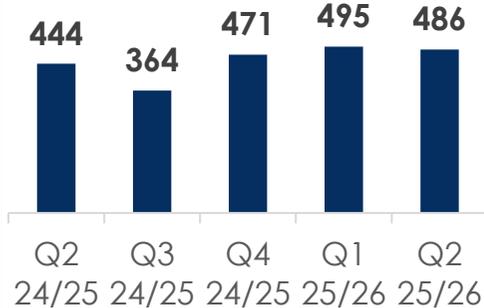


Midlothian Active Choices (MAC)

Number of MAC attendees (quarterly)

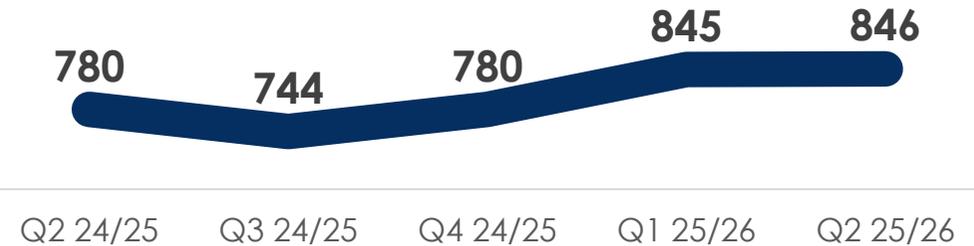


Number of new referrals after completion of MAC sessions (quarterly)



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.

Construction and Development

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

- The Council's Strategic Housing Investment Plan 2026-27 to 30-31 (SHIP) was approved at Council and submitted to Scottish Ministers for approval. 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.
- This quarter a contract was awarded to CCG for two stage delivery of the affordable housing development in Rullion Road, Penicuik and project commencement is now underway. A further contract was awarded to Ogilvie for the delivery of 3D

modular housing at Newtongrange Church Hall and swimming pool sites.

- As part of our housing programme phase 5, Newbattle High School, Newtongrange, 41 new homes were handed over in November with the remaining 49 homes targeted for handover in January. This is Midlothian Councils largest affordable housing site to date.
- Scottish Ministers increased the grant, awarded to Midlothian Council previously reported, by £500k, resulting in total grant availability of £1,693,573 for Area Based Funding to assist home owners with retrofit proposals where Midlothian Council are undertaking energy efficiency works.
- The Retrofit programme is now on site at Rosewell and Pathhead.
- Midlothian House retrofit is now on site as of 5th January with McLaughlin & Harvey, our main contractors and draw down of SALIX funding of up to £2.5m is now underway.
- An appointment was made to Montagu Evans to progress the business case for regeneration/redevelopment of Dalkeith Town Centre. This work now underway.
- The Designer for Zip Safari at Destination Hillend was appointed this quarter and planning application for these works is under development.
- As part of the Vogrie Renewal Strategy, an appointment of advisors was made on a glamping opportunity and further opportunities in Vogrie House has taken place.
- Fabric improvement works to progress, funded by UK Shared Prosperity Fund in Birkenhead and Pathhead. Additional funding of circa £30k has been awarded through SALIX recycling fund.



- The Midlothian Energy Limited (MEL) Business Plan was endorsed at Council in December. The sale of VHUK is progressing with a preferred bidder appointed, subject to due diligence.

Midlothian Council achieved a number of awards this quarter relating to its capital programme:

- Won Inspiring Learning Spaces at Learning Spaces Scotland Awards (Easthouses Primary School).
- Highly Commended for Best Project at Learning Spaces Awards (Easthouses Primary School).
- Collaborative Partnership Award at Accelerate to Zero Awards (BE-ST) 2025 (Shawfair District Heat Network / Partnership with Vattenfall).
- Highly Commended at SURF Regeneration Awards – Housing (Buccleuch St, Dalkeith, social housing development).



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 began 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 – Q3 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	
BS.PLACE.P.5.2b Percentage of the Council's housing stock meeting the 'Modern fa...		99.27%	100%	Q3 2025/26		
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		99.27%	100%	Q3 2025/26		
PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		99.27%	100%	Q3 2025/26		
PLACE.P.14.2f Percentage of the footpath network resurfaced (cumulative)		0.3%	0.75%	Q3 2025/26		
ENV6 Percentage of total household waste that is recycled (LGBF)		48.9%	54.0%	2024/25		
PLACE.BUILDS.02 Be on site with first modular housing development within 12 mon...		No	Yes	Q3 2025/26		
PLACE.BUILDS.04 95% of first reports for building warrant applications issued withi...		39.53%	95%	Q3 2025/26		
PLACE.BUILDS.05 90% of Building warrants issued within 10 working days, followin...		61.16%	90%	Q3 2025/26		
PLACE.BUILDS.06 Building Standards service to achieve a minimum overall averag...		7.2	7.5	Q3 2025/26		
BS.PLACE.HSN.01 Re-let time permanent accommodation properties (calendar days)		47 days	35 days	Q3 2025/26		
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		82.84%	90%	Q3 2025/26		
PLACE.P.14.2e Percentage of total road network resurfaced (cumulative)		1.82%	2.75%	Q3 2025/26		
PLACE.PFM.17 Number of secondary school meals prepared per hour (APSE)		8.25	8.84	Q3 2025/26		
PLACE.PFM.18 Number of nursery and primary meals prepared per hour (APSE)		6.96	8.84	Q3 2025/26		
PLACE.PFM.20 Percentage of secondary school meal uptake		34.78%	36.7%	Q3 2025/26		
PLACE.PLAN.01 Determine 80% of planning applications within target (2 months for...		71%	80%	Q3 2025/26		
PLACE.PLAN.02 Average timescale (weeks) to determine planning applications for ...		55	50	Q3 2025/26		
PLACE.PLAN.10 Draft a replacement Climate Change Strategy		50%	75%	Q3 2025/26		
PROSERVICES.30 Percentage of businesses registered for tobacco/vapes in Midlot...		4.4%	5%	Q3 2025/26		
PLACE.SPSO.04.3 Average time in working days for a full response for escalated co...		257.31	20	Q3 2025/26		
PLACE.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d...		73.05%	95%	Q3 2025/26		
PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor...		18.5%	95%	Q3 2025/26		