

Midlothian's profile

 92,460

people live in Midlothian

We are one of the smallest Local Authority in mainland Scotland but the **Fastest Growing.**



18% of people are over 65

20% are under 16

Inequalities: Midlothian is made up of **115** (SIMD) data zones,

10 of which fall within the **most deprived areas**, giving Midlothian a **8.7%** local share of data zones within the 20% most deprived areas in Scotland.

Working population (aged 16-64) of **57,100** with **1,700** unemployed

5,900 people furloughed as of March 2021, 2,900 males and 3,000 females



Health Conditions

The leading cause of death rates for both males and females is **Heart diseases and dementia.**

Life expectancy at birth is:



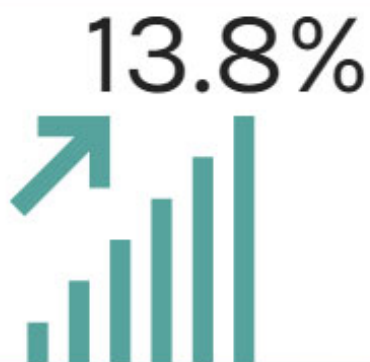
Females
81.7 years



Males
77.7 years

Midlothian's growing and ageing population

Data source: Midlothian Council Area Profile (nrsscotland.gov.uk), SIMD - gov.scot, nomis.web.co.uk



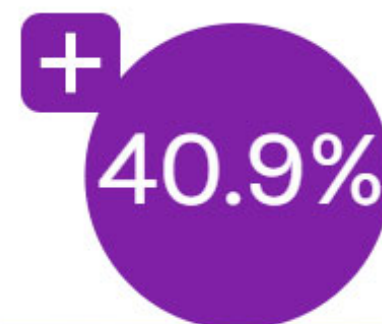
Population rise

The population of Midlothian is projected to increase from 91,340 to 103,945 by 2028. An increase of 13.8%, which compared to a projected increase of 1.8% for Scotland as a whole. Midlothian is projected to have the highest percentage change in population size out of the 32 council areas.



Increase in households

The number of households in Midlothian is projected to increase from 39,122 to 45,374 by 2028. This is a 16% increase, which compares to a projected increase of 4.9% for Scotland as a whole. Midlothian is projected to have the highest percentage change in household numbers out of the 32 council areas.



Increase in over 75s

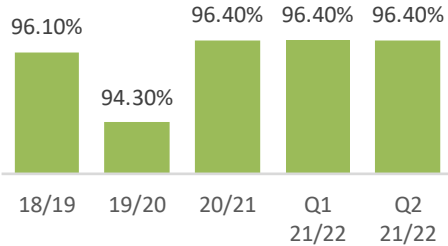
The 75 and over age group is projected to see the largest percentage increase (+40.9%). As people live for longer many more people will be living with frailty and/or dementia and/or multiple health conditions. This will pose challenges for all our health and social care services whilst also changing the face of some of the local communities.

Place Q2 21/22 performance report

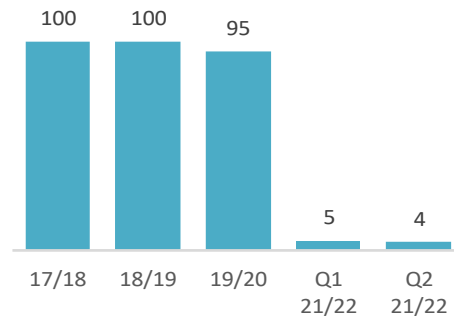
A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Trend Data

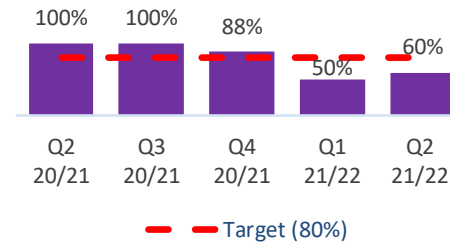
% of Councils housing stock meeting Scottish Housing Quality Standard (SHQS) criteria (Target 100%)



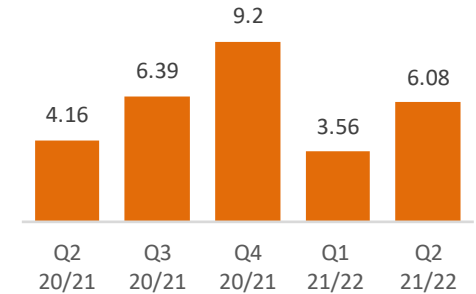
Number of major adaptations completed



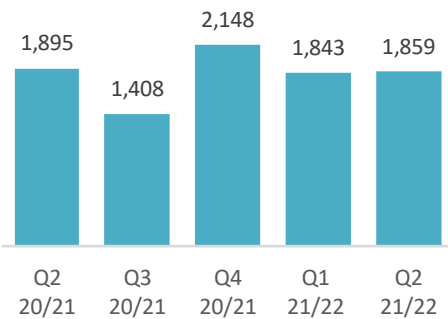
Local target for building warrant assessment dealt with in 10 days rather than nationally adopted target of 20 days



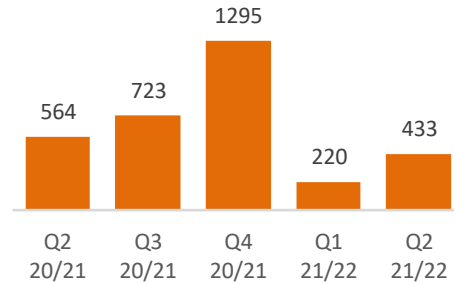
Average number of working days lost due to sickness absence (cumulative)



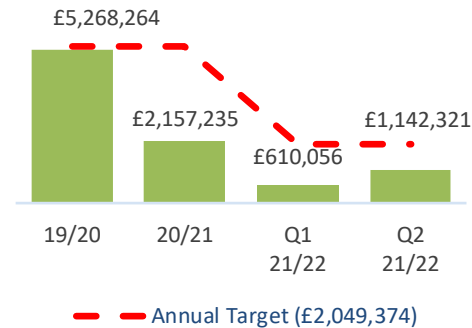
Number of complaints recieved



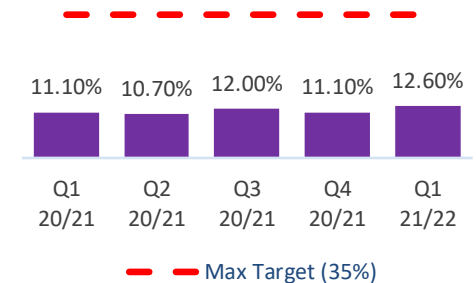
Total savings in street lighting carbon emissions (Tonnes) (cumulative)



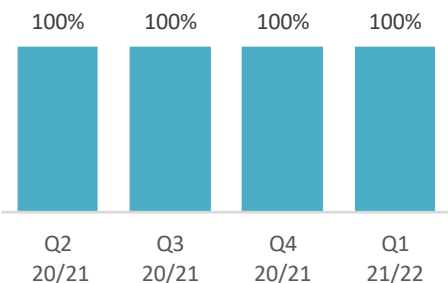
Achieve 5% reduction of target in transport costs



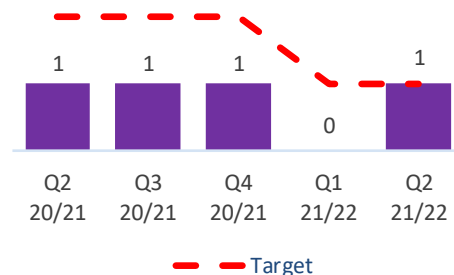
% of waste going to landfill per quarter



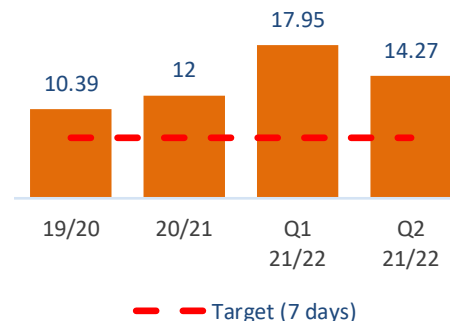
Proportion of fly tipping incidents removed within 5 working days



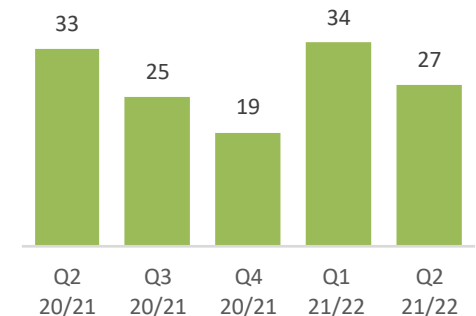
Number of environmental awards e.g. Green flags



Average days to complete non-emergency repairs



Number of out of control dog investigations conducted



Building Services

7 Targeted indicators, 3 data only indicators

2 off Target

Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.

Continue to deliver the additional programmes of work identified by the house condition surveys to maintain Scottish Housing Quality Standard for the Councils housing stock.

Deliver the Energy Efficiency Standard for Social Housing (EESH) programme.

Continue to improve the delivery of Building Maintenance services through the review of mobile working, process improvements, income and productivity.

Implementation of the Local Authority Carbon Management Plan and General Services Capital programme.

Key highlights

- Building standards continues to provide a high level of customer satisfaction against an increasing demand. In September 2021 the Building Standards was awarded with a CSE (Customer Service Excellence) award. Building Standards were re-awarded the 31 compliance pluses gained over previous years, and gained an extra 3 compliance pluses for:
 - Co-ordinated working arrangements with partners;
 - Monitoring performance, identifying any dips, and publishing information on this together with any remedial action and;
 - Identifying customer needs and ensuring appropriate resources are available to meet those needs.
- Stage 1 of the Destination Hillend end report and Initial Gateway Review has been signed off. Procurement of initial civils contract for main junction/access road car parking and utilities infrastructure is underway.
- Initial design appraisals completed for the A701 link road and costed with route options. Public consultation now underway.
- Education Learning Estate Strategy programme in progression for New Beeslack School, and improvements/expansion projects ongoing for Easthouses, Mayfield, Shawfair, Rosewell, Kings Park, Sacred Heart and Woodburn Temp Primary School. In addition various projects within the summer works programme was completed during Q2.
- Additional resource identified for the delivery of Capital and HRA funded projects where the significant programmes that were adding additional demands on capital works construction team resources.

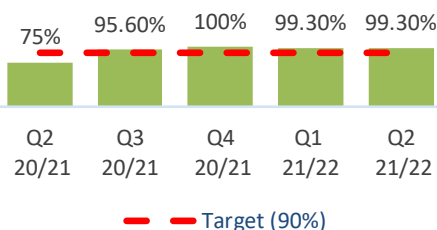
Areas of improvement

- Building standards continue to receive a sustained demand on its services. Service provision in the form of site inspections and building warrant application processing has remained high where processing targets aim for 10 working days rather than the nationally adopted target of 20 working days. The loss of the agency building standards inspector has resulted in a reduction in performance.
- Average time to complete non-emergency repairs continues to remain off (7 day) target. Whilst suppliers are reporting that they are getting closer to pre-pandemic production levels, there are supply chain issues that are being seen now through reduced delivery capacity. These restrictions in resource and materials have been challenging although there are some improvements from 17.95 days in Q1 compared to 14.27 days in Q2.
- Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria back to 100% by the end of the year will commence at the start of Q3.

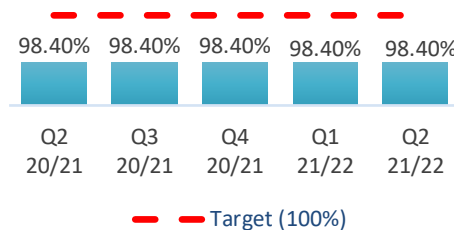
91.7% of completed first priority housing repairs within 24 hour target

88.9% of completed second priority housing repairs within 7 day target

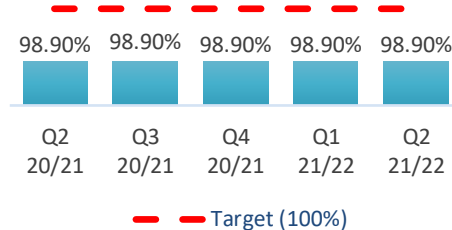
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



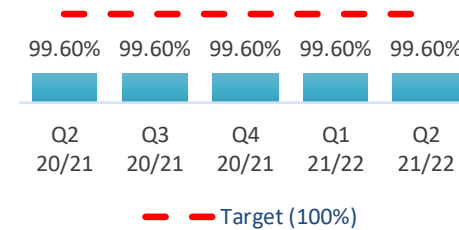
% of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria (Target 100%)



% of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria



% of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria



Property and Facilities Management

0 targeted indicators

6 data only indicators

Develop carbon reduction targets for Council properties and support of sustainable low carbon energy targets and district heating schemes.

Support the delivery of the Economic Renewal Strategy through the letting and sale of PIA properties.

Lead the acquisition and disposal of identified sites in Capital and Local Plans, Learning Estate and Housing programmes and the climate change agenda.

Continue the delivery of the Effective Working in Midlothian Strategy.

Maintain compliance and review Health and Nutrition of school meals in accordance with new Scottish Government legislation.

Increase revenue throughout the commercial sector of catering services.

Continue to provide a catering and facilities service that reacts to, and meets the requirements of the Early Years expansion programme.

Key highlights

- **Asset Valuation:** Property Valuation and GIS team members contributed to the significant work undertaken in respect the Annual Asset Valuation which despite short deadlines and reduced staff has seen a significant improvement in the output of the valuation and no adjustment required. This is an ongoing process with significant time and resource but the adopted process is proving to be successful and effective.
- **Property Asset Web Site:** In conjunction with Economic Development a Property enquiries web page has now been finalised and will assist with more effective recording and capturing of property enquiry data. This is due to a launch in Q3 21/22
- **Newtongrange Library:** Outline proposals for the development of a new library space in conjunction with the Parish Church were submitted to the Capital Plan board confirmed that a report is to be taken to Council for feasibility funding to develop a full business plan.
- **Energy Centre:** Agreement reached with City of Edinburgh to dispose of land required for the construction of the new Energy Centre.
- Cleaning and Janitorial Services continued support across all council buildings and schools in response to ongoing COVID cases.
- Catering maintained compliance of the new nutritional guidelines that came into force in April.
- Work underway to provide additional equipment and resource for the full roll out of the school meal expansion programme in August 2022.

Areas for improvement

Stobhill Depot: Progress with Master plan for Stobhill has progressed significantly nearing the point of submission to planning. A late call from Blue Light Services has resulted in further review of site proposals in order to seek to accommodate their requirements, maintain progress with the Depot and optimise site value to support funding of the redevelopment.

Due to Covid 19 enhanced cleaning and janitorial services has continued to take place during Q2 in all schools, resulting in continued increased weekly hours. To note graphs below reflect 22 days in quarter 2 due to school holidays.

- Primary schools – Budgeted weekly hours are 2105, currently 2825 hours used per week due to Covid measures.
- Secondary schools – Budgeted weekly hours are 1392, currently 1632 hours used per week due to Covid measures.
- Janitorial services – Budgeted weekly hours are 1140, currently 4130.5 hours used per week due to Covid measures.

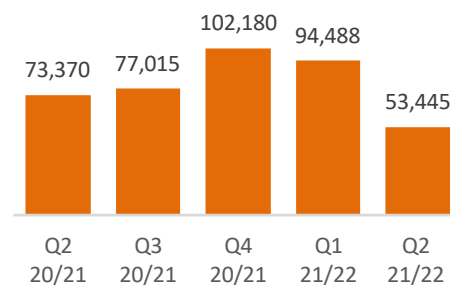
Asset based

Modern

Hub and Spoke

Preventative

Number of Free school meals provided (Primary 1-3) (quarterly)



Housing

5 targeted indicators, 0 data only indicators

3 indicators off target

Increase the number of homeless households that obtain permanent accommodation, and half the average time taken to complete homeless duty from 105 weeks to 52 weeks.

Implement Midlothian Council's Allocation Policy.

Implement the approach to housing those with complex needs through a 'Housing First' model.

Review void management to minimise re-let timescales and further development of our tenancy support to improve the sustainability of tenancies.

Introduce a new strategy to reduce drug deaths within Midlothian homelessness accommodation.

Key highlights

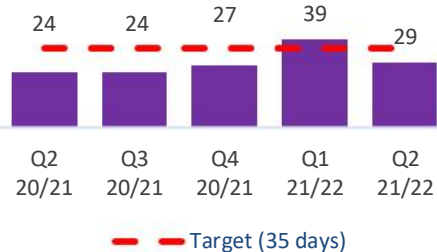
- Work continues on the delivery of key actions set out in the Midlothian Council's Rapid Rehousing Plan (RRTP).
- Emergency accommodation to provide fully furnished, self-contained, accommodation for up to four households with either children or a pregnant person was established in Gorebridge. This project became operational in July 2021. An on-site caretaker service during office hours provides basic support to residents as required, while also maintaining the security and cleanliness of the building and monitoring anti-social behaviour.
- Proposals to introduce a Crisis Intervention Fund were approved by Midlothian Council last quarter. This fund will be accessible to front line officers allowing a more preventative approach to be taken when assisting those in housing need. The fund will operate as a two year pilot to enable its effectiveness to be fully evaluated with an interim review completed after 12 months. An annual budget of £30,000 has been committed to the fund for the duration of the pilot, making use of savings realised from ending the use of emergency B&B accommodation.
- 15 new affordable council homes were completed at Dalkeith and Shawfair and on target for this quarter. The allocations were prioritised to local residents via Local Lettings Initiatives. 3 further properties were purchased from the open market.
- In December 2019, Midlothian Council approved revised plans to refurbish Jarnac Court, Dalkeith to be re-purposed to provide supported accommodation for 22 households that is of good quality with access to support appropriate to the needs of the individual. This project is progressing and is scheduled for completion by March 2022.
- Equally Safe Housing and Homelessness Policy: a draft policy has been developed with Midlothian Women's Aid and Mid and East Lothian's Public Protection Team taking into account the specific needs of those experiencing domestic abuse and upcoming legislative changes.

Areas for improvement

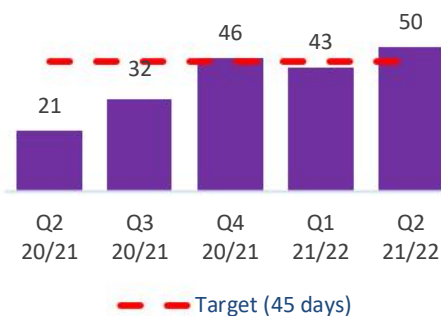
During this reporting period, 118 households were assessed as homeless, with 233 households since 1 April 2021. 438 households were assessed as homeless during 2020/21 representing a 6% reduction compared to 2019/20. There has been a slight uplift in the number of households provided with advice and assistance at 208, compared to 179 for Q1.

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge for Q3 2021/22 will be an increase in homelessness as the financial measures put in place to protect households during the Covid pandemic are now withdrawn, alongside the recent increase in energy costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan 2021/22.

Re-let time temporary accommodation properties (Days)



Re-let time permanent properties (calendar days)



103 weeks wait time until homeless applicants receive a permanent housing option, although slightly off targeted 100 weeks, improved position compared to **127** weeks in Q1. To note: The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024.

66 weeks was length of time homeless applicants spent in Temporary accommodation, although over the target of 60 weeks, this has reduced from 71 weeks in Q1. Increase in lets to homeless applicants resulting in reduction of households with children living in temporary accommodation and continued downward trend.

Neighbourhood Services

14 targeted indicators, 2 data only indicators

1 off target

Transform service delivery through the adoption of digital and mobile platforms.

Improve and expand active travel and public transport for Midlothian residents.

Continue to progress actions to reach the Scottish Government targets to recycle 70% of all waste by xxxx.

Develop a comprehensive asset database management plan for all Neighbourhood Services assets.

Continue to invest in the workplace across all Neighbourhood Services teams to develop sustainable career pathways and generic working model to grow talent and foster leadership opportunities.

Key highlights

- Annual Capital Works Programme for carriageway resurfacing progressed well due to favourable working condition - approximately 38% of total carriageway budget completed or in progress.
- AECOM have been appointed as consultants to undertake a Roads Hierarchy Review & Road Safety Studies throughout Midlothian. A draft report is anticipated for end 2021, with the final version to be presented to Council March 2022.
- The Midlothian Bus Alliance working with consultants WSP have prepared a draft bid for a new proposed orbital bus route to the South of the Edinburgh City Bypass due for submission in October 2021.
- Approximately 2,800 responses were received for the Service Standards public consultation. Setting Service Standards will allow us to better monitor and improve waste/recycling collection services and will better allow customers to hold us to account if targets for service delivery are not met.
- Communication activities took place to promote Recycle week (20-26 of Sept) and new soft plastic collection points now available in some local retailers.
- 6 Kickstart Land and Countryside placements went well with positive attendance and attitude. Training was given on a range of small plant and machinery, as a result maintenance standards were improved in several parks and feedback from the public was positive.
- Work continues with the maintenance and volunteer involvement in ensuring our parks and open spaces remain attractive and safe for use with 7 sites inspected this quarter and 1,919 volunteer hours spent in countryside sites. (Although off target due to Covid, volunteer hours now starting to increase).
- Green flag awarded for the Dalkeith to Penicuik walkway.

Areas for improvement

Limited progress with annual Capital Works Programme for footway resurfacing due to focus on carriageway works but it is hoped that the team can catch up with footway works in Q3 and Q4. There has been a focus on delivery of Capital works moving to external works contractors due to commencement of in-house Residential Streets Project at start of Q3. This is likely to result in reduced rate of progress with the capital programme due to additional procurement activities and limited available resources for additional contract administration and site supervision duties. Domestic residual waste collection tonnages remain high. This is likely to impact the household waste recycling rate for 2021.

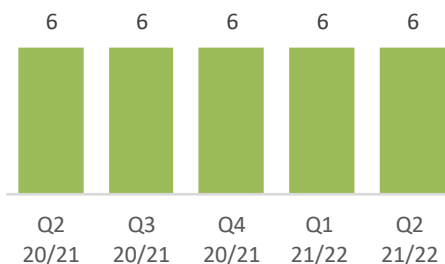
100% of all street lights completed within 7 days

0.15% of footpath network resurfaced (0.1% increase from Q1)

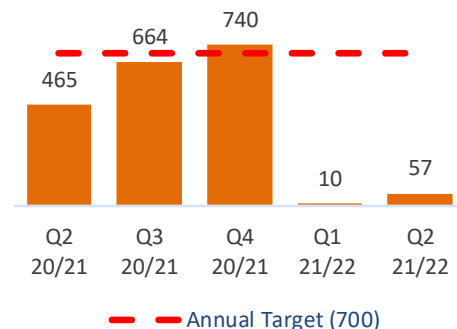
8.2% of Council fleet which is 'Green'

£77,245 spent on staff travel costs this quarter, costs have significantly decreased from previous years due to remote working.

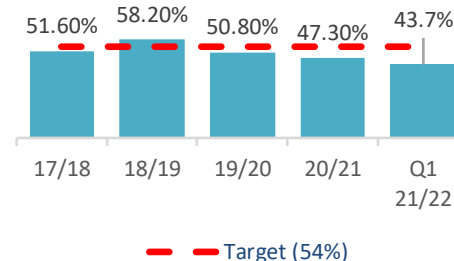
Number of parks for which quality plans have been implemented (cumulative)



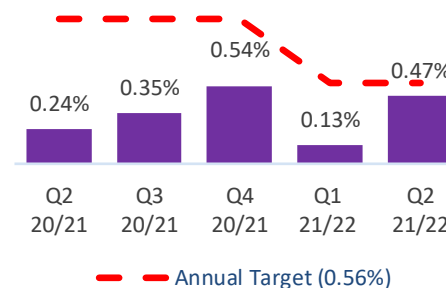
Number of lighting columns replaced (cumulative)



% of total household waste that is recycled (Tonnes) (cumulative)



% of total road network resurfaced (cumulative)

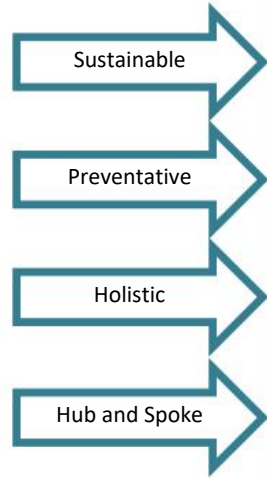


Planning and Economy

2 targeted indicator, 1 data only indicator

1 indicator slightly off Target

- Achieve the aims set out in the Planning Performance Framework (PPF)
- Continue to embed the Climate Change Strategy and deliver against the action plan.
- Implement year 3 of a 5 year Penicuik Heritage project which delivers public realm improvements and investment in heritage assets in the town centre
- Draft and adopt supplementary guidance on the 'Quality of Place' which will be used as a tool to enhance place-making within Midlothian
- Draft and adopt supplementary guidance on 'Developer Contributions' which will be used as a tool to secure financial contributions towards infrastructure to meet the demands arising from new development
- Implement the statutory requirements of the new Planning Act 2019 which places additional burdens onto the Planning Service
- Deliver on the objectives identified in the Strategy for Growth 2020-25
- Maintain and grow the client reach of Business Gate way services in Midlothian and continue to develop locate in Midlothian



Key highlights

- The Carbon Charter was refreshed during Q1 and a marketing campaign developed with the aim of encouraging businesses to sign up and benefit from developing a tailored action plan with our Business Gateway team to support the net zero agenda. This was launched on 19th of July and 10 local businesses have signed up to the pledge. More promotional work will be carried out with these businesses which should lead the way for others to follow.
- The Economic Development team, with other departmental support continued to process the discretionary fund. During Quarter 2 we processed the third phase of the fund. As of 30th of September the balance on the fund was £87,462 with 9 applications currently in progress which should clear the fund by the end of October.
- Work undertaken with 5 clients this quarter who were new to the Social Enterprise model, as a result all 5 have expanded their initial ideas and set up as Community Interest Companies and continue to access advisor support as they develop their models.
- At its meeting in June 2021 the Planning Committee adopted a Roslin Conservation Area Character Appraisal and Management Plan which will provide a framework for the conservation and management of the Conservation Area. In August 2021 the Planning Committee determined to grant planning permission for two significant strategic planning applications which will result in the restoration of the Drummond Moor landfill site and its reuse as a self-catering tourist resort, leading to the provision of an exciting new tourist facility and significant investment and job creation.

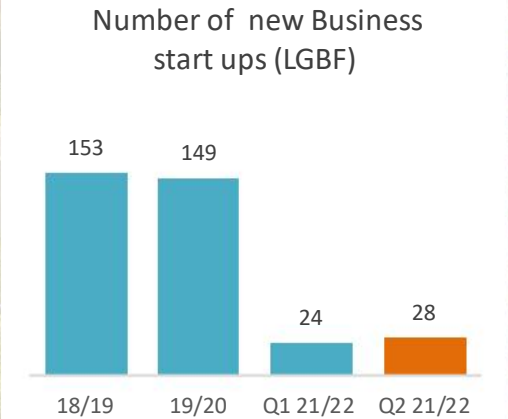
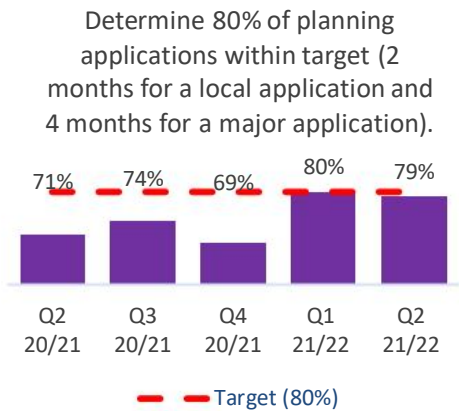
Areas for improvement

Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the South East of Scotland that leaves Midlothian and the other Council's in the region without an up to date strategic development plan.

Number of Business starts ups remain low after impact from Covid. Initiatives in place to promote and encourage businesses where possible in the current climate.

Recover to Grow awarded **40** Businesses **£394,485** of discretionary funding.

8,442 visits to Locate in Midlothian' site over Q2 target of 7,500. (Increase from 2,061 in Q1)



Protective Services

4 targeted indicators, 6 data only indicators

2 off target

Continue to support the Council's response to the pandemic and recovery programme
Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations
Regulate Health and Safety across Midlothian through the investigation of workplace accidents
Restart a programme of test purchase for under-age goods
Implement a robust business continuity management system and business continuity approach
Continue to identify and respond to incidents of rogue trading

Key highlights

- The Midlothian Council Asymptomatic Covid-19 Testing Programme continues to operate and meet the demands placed on it by members of the public for on-site Lateral Flow Testing.
- Refunds received to the value of at least £30,225 in Q2 further to the £9,100 in Q1 to consumers following Trading Standards advice or active involvement. Most of this was for car refunds and from a Midlothian business who was refunding all or part of deposits for work not started.

Areas of improvement

The requirements of the Scottish Government and the NHS Pan Lothian Asymptomatic testing regime for Midlothian Council to provide mobile LFD testing continues to demand significant resources to meet expectation. In addition, the numbers of persons presenting for LFD on site testing had decreased and identifying suitable fixed locations has proved problematic following the lifting of lockdown which has allowed business premises to reopen. A new fixed location is currently being sought and an ATS mobile facility is under development.

Slight reduction in the number of Public Health requests responded to this quarter compared to 75.45% in Q1. The Environmental Health team has been impacted by the diversion of resources to proactively deal with the COVID-19 pandemic.

In Trading Standards a total of 135 consumer complaints have been received this financial year with 127 completed. Of those, 101 were completed within 14 days, 79.5%. It should be noted that completion is not always within service control as responses from complainants and traders can cause delay. In addition, the team were proactive in accepting 41 notifications from Advice Direct Scotland this financial year with 33 completed; 29 of them within 14 days, 87.9%. Intelligence logging although off target remains strong and one of the highest in Scotland for our authority size. Figures are dependent on justifiable intelligence.

Holistic

Preventative

Hub and Spoke

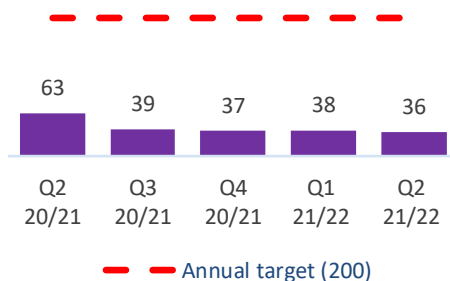
One size fits one

185 COVID tests undertaken at new asymptomatic testing sites, a decrease from 1,287 in Q1 and **1407** home test kits handed out.

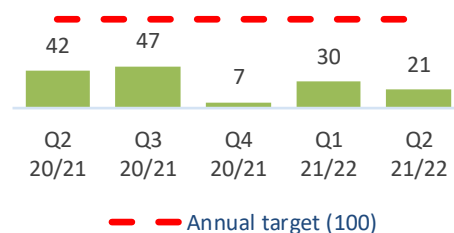
18.52% of dog control investigations requiring statutory enforcement action.

72.68% of all Public Health service requests responded to, with **50%** responded to within required timescale.

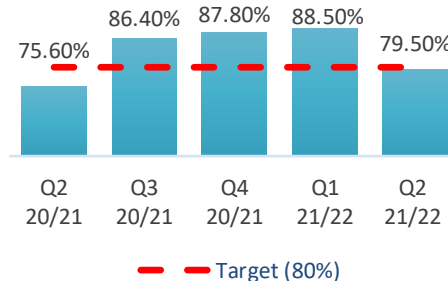
Number of intelligence logs made (quarterly)



Number of primary inspections conducted quarterly



% of consumer complaints completed within 14 days (cumulative)



% of Tobacco retailers visited (cumulative)

