

Property and Facilities Management

Performance Report Quarter Four 2018/19

Progress in delivery of strategic outcomes

Midlothian Council needs to address the demographic growth by maximising its use of assets, whilst changing service design and delivery.

In order to deal with the future demands of a growing and ageing population, Property and Facilities Management continues to adopt a Transformation approach, where we become more efficient and at the same time deliver changes to improve the way we work, the services we deliver and the quality of life experienced by local people.

These changes are evidenced in the delivery of new affordable homes, new schools, improved positive destinations for school leavers and the arrival of the Borders railway as well as new initiatives such as Destination Hillend and partnerships with Third Parties to maximise returns from our land and property portfolio.

The vision for Property and Facilities Management continues to be one of the delivery of major projects, transforming service delivery and exploring alternative delivery models.

These are supported by:

- Delivering Excellence
- The Council's Financial Strategy
- The Council's Capital Strategy (Including Housing Revenue account)
- The Learning Estate Strategy

The focus for Property and Facilities Management is to address the above through:

- Maximising the utilisation of the Council's property and land portfolio including progressing sites for the building of additional Social Housing.
- Rationalisation of the Council office and depot estate to a modern fit for purpose portfolio operating from the minimum number of buildings utilising flexible ways of working whilst retaining a customer focus.
- Develop a learning estate strategy and programme to deliver Education's vision of centres of excellence and a world class status for facilities which support and enhance this aim.
- Move towards an asset management plan identifying planned preventative maintenance regimes for properties similar to those operated in our PPP contracts.
- Review Building Facility Management Services including the development of Integrated Facilities.
- Introduce renewable sources of energy production to reduce utility costs and the carbon tax including utilising available energy for district heating.
- Optimise the use of Property assets including industrial estates.
- Seek commercial opportunities and trading with a wide range of organisations including private and public sector partners.
- Explore opportunities for partnering arrangements with public and private sector organisations.
- Deliver and promote healthy nutrition and expand non-core catering services.
- Redesign service level agreements between facilities services and their clients to ensure service needs are maintained but at a realistic and efficient level including sharing janitorial services between Primary School clusters.
- Minimise the level of subsidy across services, with a particular emphasis on Sport and Leisure and Facilities Services, towards a self-sustaining status.
- Review management services with a view to amalgamation where similar disciplines cover a range of functions.

The following successes were achieved by the services in 18/19:

Sport and Leisure

The Sport and Physical Activity Strategy for Midlothian Council was developed and launched this year. The strategy provides direction for the council's approach to raising awareness of the benefits of physical activity and encouraging the people of Midlothian to be more active. Strategic aims:

- *Increase the number of people of all ages participating in active travel, active recreation and sport.*
- *Work with schools and community groups to develop and support opportunities for lifelong participation in physical activity and sport for all.*
- *Develop facilities and the built and natural environment to encourage increased participation in physical activities.*
- *Grow and develop the physical activity and sport workforce.*
- *Work with internal and external partners to increase participation in physical activity and sport.*
- *Raise the profile and public awareness of the importance of physical activity and opportunities to participate.*

A comprehensive Business Plan was developed in conjunction with the Sport and Physical Activity strategy and sets out the services aims and objectives for the next year including a detailed action plan. This is now the subject of a "bottom up" service review during 2019/20.

In support of the Council's Digital strategy that our digital services will be designed around the customer, the new Leisure Management System (Legend) went live on the 17th of April 2018 with online services going live on 19th March 2019. The introduction of a new front-of-house system for the council's leisure facilities offers customers online services to make bookings and payments.

Volunteer involvement within the Ageing Well programme continues to develop through the involvement of its 55 volunteers. The total volunteer hours contributed to the project this quarter was 1,016, this equates to just under £70,000 of value to the council in a year.

NHS funding has been agreed for the Midlothian Active Choices programme which is a referral service for adults in Midlothian who are currently suffering from mid/moderate mental health conditions, weight management problems, or long term or chronic illnesses. Successful promotion of Midlothian Active Choices through NHS direct access team, psychological services, health in mind, access point team, men's sports sheds and way ahead group has shown a significant increase in class attendances increasing by 2,170 from 17/18. The success of this programme shows 141 of 211 have converted to ToneZone memberships.

Destination Hillend business case is now complete and public and partner consultation has taken place over the last few months. Planning consultants have been appointed and they will produce to start the planning process. There will be a report to Council in May recommending to move to the next stage in the development.

Three Midlothian schools received the SportsScotland Gold School Sport Award for 2018-2020; Cornbank Primary, Lasswade High School and Kings Park receiving Gold following revalidation from 2016. Lasswade was the first secondary school in Midlothian and one of only 18% in Scotland to have been awarded the award. The Gold School Sport Award is in recognition of the schools' achievements in putting sport at the heart of their schools planning, practice and ethos. The Gold Award also highlights the schools have shown excellent practice across the core areas of the award and demonstrated an on-going commitment to increase young people's opportunities and engagement in physical education, school sport and leadership and provide clear pathways to life-long participation in sport.

SportsScotland have committed to a new 1-year Partnership Agreement with Midlothian Council. This includes a forward investment commitment to Active Schools and Community Sport Hubs. This commitment for a further 1-year allows the service to move to becoming self-sustaining by adding income to its core objectives.

In support of Midlothian's commitment to provide opportunities to improve health and wellbeing, summer sporting events were programmed to encourage children to get involved in activities such as Snowsports, Tubing, Sports, Diving and Fitness. Leisure centres offered free swimming sessions. In addition, our Sports Hub Officer along with life-long learning held successful free sporting summer camps for children.

Midlothian Active Schools supported Midlothian Women & Girls in Sport Week, which is led by the Scottish Government's Women and Girls in Sport Advisory Board. The aim was to raise awareness of increasing opportunities in sport and physical activity among women and girls, and highlighting the solutions to overcoming the barriers to participation.

Building Services

The new Loanhead Centre was awarded the “Community Development Project of the Year” at the Scottish Property Awards in 2018. The new Loanhead Centre community project was delivered in partnership with the community using a ‘done with’ rather than ‘done to’ approach. From initial Public consultation, Midlothian Council and the design team worked with the community through detailed conversations to deliver a project which met the needs of the community. The process began with a simple choice between delivering just a replacement school and taking forward the wider opportunity for a combined community facility on Council land adjacent to the local leisure centre.

The new Newbattle High School, was handed over successfully and under budget with no delay to the school programme. The centre was awarded “Development of the Year (Public Building)” at the Scottish Property Awards 2019. The award was received for the development that has contributed most to the improvement of a local community. The new facility has allowed Midlothian Council to continue its ambition to create a world-class education system by pioneering a new Digital Centre of Excellence, the first of its kind in Scotland.

Building Services identified the recovery of Scottish Water contributions to the value of £500,000 from projects over 5 years old. £380,000 has been recovered through the years.

Successful completion of the installation of new windows and upgraded insulation to Penicuik Town Hall as part of the total funding of £5,635,000 secured to deliver energy efficiency projects since 2011.

Public realm improvements to Gorebridge Main Street were completed during 2018/19.

Lawfield Primary School extension outline design and costs have been negotiated and agreed with the PPP provider as an early phase of the extending Learning Estate.

Funding of £568,368 from the External Window Insulation Scheme (EWI) has been allocated to Midlothian Council to date, with projects in Penicuik and Mayfield ongoing.

Modular Units at Burnbrae Nursery, Danderhall Nursery, Mayfield Nursery, Lasswade Primary and St. David's Primary have all been designed, built and handed over and are now operational.

Facility Services

Catering Services participated in the successful launch and implementation of the Parent Pay payment system, allowing parents to pay for school lunches on-line. Parent Pay on-line system is running in all primary school for payment and recording of school meals. This project involved all kitchens having PC access which makes communication and distribution of information quicker and more cost effective.

Training has been a focus this year. All catering staff have updated Child Protection training. 5 staff achieved their REHIS Intermediate Food Hygiene Certificate, 8 staff achieved their European Computer Driving Licence which turn improved communication, reduced mailing costs and provided better access to corporate information.

The service provided catering for a number of events this year, including Newbattle High School opening, including its public cafe, summer meals programme at Newbattle, Scottish Youth Parliament weekend at Newbattle and the Carnethy Hill Race.

As part of the Early Years expansion Pilot, Catering are now providing a meals service to another 7 nurseries from February 2019, at present an extra 188 meals per day.

Successful negotiation and restructure of the Janitorial Service, implementation of the revised Management Team and restructure of the Building Cleaning within Dalkeith Office Campus following on from the Facilities Review.

Co-ordinated partnership working with Property Maintenance department ensured the completion of the holiday works program and partnership working continues with Melville Housing and NHS.

Re-negotiation of the Skanska contract and with Education on the New Service Level Agreement were implemented in August 2018.

Challenges and Risks

Sport and Leisure

Sport and Leisure Services have started the bottom up Cross Cutting Service Review which will see savings of £200,000 plus being realised.

A workforce reduction exercise within the leisure centres to effect a budget saving of £100,000 is underway whilst balancing the customers' needs and maintaining the membership and footfall.

Plans continue with Halls and Pavilions savings within the leisure services to effect a budget saving of £100,000 against the Services with Communities project. This involves working with clubs and existing tenants on Community Asset Transfers and long leases.

Impact on Active Golden Years ToneZone membership following the price increase continues to be addressed. Letters and communication went out to customers and posters were placed in leisure centres in advance of the price increase on the first of December 2018. Quarter four Golden Years membership numbers have now recovered with membership stability being restored. The overall ToneZone direct debit membership sits at 5,354 at present and continues to show signs of growth.

Building Services

Continued challenges to reduce operating costs whilst maintaining frontline services and buildings. This will be addressed by reviewing all operational/procurement procedures and prioritising work allocations.

Delivery of Major works programmes with a small internal team against a rising market of costs and labour shortage. Four Primary schools, Extensions to Sacred heart and Cuiken Primary schools, New care home at Dundas Buildings, Phase 2 and 3 Housing sites, Woodburn Hub, EWIM 2 inclusive of Buccleuch house. This will be addressed by monitoring workloads and pressure on staff making sure the correct resources are available to assist in these projects.

Difficulty in obtaining sites for the new house build programme and advancing the new house build programme to get more units on site for 2022. Building Services along with Property Assets are in the process of identifying available sites in the areas of housing need. Missives have been entered with Miller Homes to purchase 23 pre-constructed houses and will be available in 2019. Further negotiations are ongoing with other developers at this time.

Discussions are ongoing with planning and education in relation to planning issues about the Learning Estates Strategy and the Council House build Programme. Negotiations have commenced to purchase land at Kippielaw to build a new school. This would allow the schooling allocation for new housing on a number of sites in this area to be satisfied. Dialogue with Education colleagues continues to provide solutions to the Learning Estate Strategy and Capital Plan.

Ensuring contracts, processes and procedures are in place if there is no solution to Brexit continues to be a priority.

Facility Services

With reduced staffing in Facilities Services' Catering, Cleaning and Janitorial services following service reviews, it is becoming extremely challenging to cover periods of high sickness absence and holidays.

Meeting the needs of the Early Years expansion programme, extra resources required for staff, equipment and organisation of this service is an emerging challenge which is now being planned.

Supporting the supervisors during the period of change, guidance on ParentPay, computer skills and changes within the management structure has become a priority.

Managing the budget in this period of expansion for the service and background of financial reductions within the Council as a whole. This has caused issues for getting information and resources needed to manage the service whilst maintaining staff morale.

Property Assets

A current challenge is to rationalise existing processes and seek to develop efficient electronic based processes to allow staff to focus on value added and customer facing activities.

Ensuring that the revised Asset Valuation process meets the External Auditors requirements and working with Finance colleagues to achieve this.

Given the Council's financial pressures, ways to secure match funding to enable the Millerhill /Shawfair Low Carbon Infrastructure Project (LCIPT) are being sought. The aim is to proceed with the capital investment in partnership

whilst maintaining a long term Council financial return on the investment as well as wider environmental and energy security returns.

Acting on behalf of the Housing Project Team in seeking to resolve issues and objections from third parties regarding the proposed development of Site 47 Kirkhill, Penicuik and Site 110, Clerk Street, Loanhead.

Overall Budget Challenges




Continued challenges are faced by all teams in delivering services within budget, with current actions in financial management to recover a balanced budget. These include:

- identifying vacancies which do not require backfilling;
- reducing costs in underspent budget areas;
- limiting building maintenance to essential items only;
- reviewed cleaning specifications;
- promotion of cafe and leisure facilities to increase income;
- service reviews to address management structures;
- maximising income to become self sustaining;
- utilising new technology to provide accurate data allowing opening times and staff rotas to be adjusted;
- maximising returns from PPP contracts.



There are unavoidable additional/ increased costs in energy and non-domestic rates, however new energy policies are being developed to minimise the consumption and invest in renewable sources of energy. Surplus buildings and land are being identified for asset transfer or sale.







Property & Facilities Management PI summary 2018/19

Making the Best Use of our Resources



Priorities	Indicator	2017 /18	Q1 2018 /19	Q2 2018 /19	Q3 2018 /19	2018/19				Annual Target 2018 /19	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£14.604m	£13.750m	£13.710m	£14.002m	N/A		18/19: Data will be available when it has been verified and has been presented to the Council.		£12.818m		
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	7.54	2.01	3.81	7.34	9.64		18/19: Off Target The HR team continue to work with the Head of Service and Managers to offer support and guidance to address levels of sickness absence. More frequent meetings (from 6 weekly to 4 weekly as of Quarter 4 this year) are being held with key service managers and HR where sickness levels are high e.g. Catering where hygiene regulations prohibit staff attending working following sickness/illness. Sickness absences are currently being reviewed to ensure the most appropriate actions are in place to effectively manage attendance in areas of higher absence.		7.54	Number of days lost (cumulative)	5,797.03
											Average number of FTE in service (year to date)	601.57

Corporate Health

Priorities	Indicator	2017 /18	Q1 2018 /19	Q2 2018 /19	Q3 2018 /19	2018/19				Annual Target 2018 /19	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
03. Complete all service priorities	% of service priorities on target / completed, of the total number	96.3 %	100 %	95.6 %	100 %	95.6 %		18/19: On Target		90%	Number of service & corporate priority actions	23
											Number of service & corporate priority	22













											actions on tgt/completed	
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	82%	92%	86%	84%	80%		18/19: Off Target		85%	Number received (cumulative)	16,023
											Number paid within 30 days (cumulative)	12,852
05. Improve PI performance	% of PIs that are on target/ have reached their target.	69.4 4%	82.7 6%	82.7 6%	82.7 6%	68.9 7%		18/19: Off Target 9 Performance indicators off target. Services are working to bring these on target where possible. Please see individual performance indicators for more detail.		90%	Number on tgt/complete	20
											Total number of PI's	29
06. Control risk	% of high risks that have been reviewed in the last quarter	100 %	0%	0%	0%	0%		18/19: On Target No high risks identified.		100 %	Number of high risks reviewed in the last quarter	0
											Number of high risks	0

Improving for the Future

Priorities	Indicator	2017 /18	Q1 2018 /19	Q2 2018 /19	Q3 2018 /19	2018/19				Annu al Targ et 2018 /19	Feeder Data	Value
		Valu e	Valu e	Valu e	Valu e	Valu e	Statu s	Note	Short Tren d			
07. Implement improvement plans	% of internal/external audit actions progressing on target.	50%	100 %	100 %	100 %	100 %		18/19: On Target		90%	Number of internal/external audit actions on target or complete	2
											Number of internal/external audit actions in progress	2





Property and Facilities Management Complaints Indicator Summary

Commitment to valuing complaints


Indicator	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19			Annual Target 2018/19
	Value	Value	Value	Value	Value	Status	Note	
Number of complaints received (cumulative)	753	193	332	486	603		18/19: Data only	
Number of complaints closed in the year		164	316	472	598		18/19: Data only 598 out of 603 completed.	
Number of complaints upheld (cumulative)		120	222	312	393		18/19: Data only	
Number of complaints partially upheld (cumulative)		0	12	22	32			
Number of complaints not upheld (cumulative)		3	68	117	143			
Average time in working days to respond to complaints at stage 1	4.6	1.8	3.1	3.41	4.2		18/19: On Target	5
Average time in working days to respond to complaints at stage 2	21.5	0	0	0	0		18/19: No stage 2 complaints this year. 5 complaints escalated further and complete within 20 working days.	20
Average time in working days for a full response for escalated complaints		0	1	0.75	2.8		18/19: On Target	20
Percentage of complaints at stage 1 complete within 5 working days	84.81%	92.68%	92.38%	88.68%	87.69%		18/19: Off Target Meetings held with Service Managers, Heads of Service and Performance Officer to review complaint statistics by service. Performance Officer will work with services to review training requirements to extend stage 1 complaints where complex in nature.	95%
Percentage of complaints at stage 2 complete within 20 working days	75%	0%	0%	0%	0%		18/19: No stage 2 complaints this year. 5 complaints escalated further and complete within 20 working days.	95%
Percentage of complaints escalated and complete within 20 working days		0%	100%	75%	100%		18/19: On Target	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (cumulative)		0	0	0	0		18/19: Data only	

Property & Facilities Management Action Report 2018/19


01. Improve children and young people's health and wellbeing

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.1.1	Provide high quality nutritional school meals	31-Mar-2019		100%	18/19: Complete Meal provision continues to meet to the nutrition targets set by Scottish Government. Nutritional inspection at Gorebridge and St David's High School, recommendations followed up.
PFM.P.1.2	Promote and deliver Active Schools programmes to school children	31-Mar-2019		100%	18/19: Complete Active Schools programmes promoted through printed materials (newsletters, posters, programme letters), verbal communications (parents evenings, school assemblies, parent teach meetings, parent council meetings, staff meetings, school information evenings) and electronic media (Active Midlothian website, @active_mid Twitter, Midlothian Facebook, electronic newsletter). All schools pupils from P1 – S6 offered Active Schools school and cluster programmes with a range of activities/sports attended by 1,802 distinct participants and 13,592 participant sessions. A diverse range of 26 different activities offered as part of the Active Schools extra-curricular programme to meet the needs of all. 207 Activity Session Blocks totalling 1,899 Activity Sessions delivered through Active Schools programmes.
PFM.P.1.3	Undertake programme of work to improve/upgrade Primary School Estate	31-Mar-2019		100%	18/19: Complete Paradykes Project complete, contractor still working through year end defects work. Retention being held until defects complete. Roslin Project complete in full. This project should now be closed. Hopefield Joint Campus Project has commenced on site and progress remains on programme for completion Jan 29th 2020.
PFM.P.1.4	Undertake programme of work to deliver improvement/upgrade High School Estate	31-Mar-2019		100%	18/19: Complete Newbattle Project now in operational phase. Contractor now has a solution for the Combined Heat and Power (CHP) unit. They expect delivery of the required components in mid May to enable retro fit to begin.

02. Improve employability skills and sustained positive school leaver destinations for all young people

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.2.1	Maintain the percentage of trainees completing courses through training and employability sources	31-Mar-2019		100%	18/19: Complete 29 trainees across services. For breakdown by service see performance indicators.

03. Deliver further affordable housing

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.3.1	Complete Phase 2 and Progress Phase 3 of capital plan new build programme	31-Mar-2019		100%	<p>18/19: Complete. 1 site in construction at this time:</p> <p>23 Woodburn Terrace, Dalkeith 10 units at Site. Start on site commenced August 2018. Completion date July 2020.</p> <p><u>Currently under pre-construction activities are:</u></p> <p>32/34 Newbyres Crescent, Gorebridge 75 units at Site. Contractor appointed October 2017. Pre-construction delayed due to further gas monitoring. Revised site start date late 2019.</p> <p>53 Morris Road, Newtongrange 79 units at Site. Contractor appointed December 2017. Delayed start due to issues with water main on site. Start on site now April 2019. Completion date late 2021.</p> <p>47, Kirkhill Road, Penicuik 21 units at Site. Start on site programmed for April 2019. Delayed start due to legal matters relating to Bowling Club and access rights. Start on site now June 2019. Completion date mid 2020.</p> <p>109, Conifer Road, Mayfield 72 units at Site. Contractor appointed June 2019. Start on site mid 2019.</p>

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					<p>Completion date early 2021.</p> <p>110, Clerk Street, Loanhead 28 units at Site. Start on site April 2019 now delayed due to land ownership issue. Completion date spring 2020.</p> <p>115, Castlelaw Terrace, Bilston 8 units at Site. Start on site January 2019. Completion date October 2019.</p> <p><u>Further procurement activity:</u></p> <p>116 Newmills Road 2 Stage D&B Tender Site. Consultants appointments Jan 2019, Preliminary tender stage completed. First stage tender document to issue April 2019. 2nd stage contractor on board May 2019. Likely start on site October 2019.</p> <p>130 Newbattle High School Provisional 120 units. Consultant appointments March 2019, Preliminary tender stage May 2019. First stage tender document to issue June 2019. 2nd stage contractor on board July 2019. Likely start on site December 2019.</p> <p>39, Crichton Drive, Pathhead 8 units at Site Out to tender April 2019. Likely tender award May 2019. On site target date of June 2019. Completion date early 2020.</p> <p>117 Cockpen Terrace SI report obtained – undergoing peer review. Out to tender ESPD Evaluation completed – only two bidders. Decision required whether to tender to two or re-tender.</p> <p>87 High Street, Bonnyrigg Demolition Tender award expected Feb 2019 delayed pending departure of tenant and removal of remaining contents. Demolition now likely to commence May 2019. Demolition Completion anticipated June 2019.</p>


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.3.2	Complete survey and report into EESSH compliance of Midlothian social housing. Strategy to be formulated to meet target by 2020.	31-Mar-2019	✓	100%	18/19: Complete Currently 87% of Midlothian Council Housing stock meet EESSH. Work streams in place to bring the remainder up to standard. 640 Exemptions.
PFM.P.3.3	Undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard.	31-Mar-2019	✓	100%	18/19: Complete Heating, windows, doors and roughcasting contract ongoing. Surveys for reactive repairs questionnaire have been updated. Repairs survey has been progressed through the use of the Councils Customer Satisfaction Measurement tool with reports being prepared and monitored via the Team Plan Reports.

04. Develop supports to people with long term conditions such as diabetes or stroke



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.4.1	Undertake adaptations to houses for those with specific needs	31-Mar-2019	✓	100%	18/19: Complete To the end of December 2018. 417 minor adaptations have been completed and 34 Major adaptations of ramps and wet floor bathrooms have been completed.

05. Support older people and those with disabilities to become more physically active



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.5.1	Promote and deliver Midlothian Active Choices (MAC) programmes	31-Mar-2019	✓	100%	18/19: Complete Presented to NHS Direct Access Team, Psychological Services, Health in Mind, Access Point Team, Men's Sports sheds and Way Ahead Group. Attended Steering group meetings for Type 2 Diabetes prevention and, Elderly Frailty and Weight Management in Midlothian.
PFM.P.5.2	Promote and deliver Ageing Well programmes to 50+ age groups	31-Mar-2019	✓	100%	18/19: Complete 41 classes offered by Ageing Well over 15 different activities in 19 different venues. There was 5,770 visits to the weekly classes showing an increase of 783 from last quarter. 297 took part in other events/taster sessions. The project has 55 volunteers and the total volunteer hours contributed to the project this quarter was 1,016 equating to over £15,000 of savings and £70,000 cumulative for year.
PFM.P.5.3	Promote and maintain uptake and use of leisure facilities	31-Mar-2019	✓	100%	18/19: Complete Extract from Tonezone Marketing Plan that is part of the Sport and Leisure Business Plan 2018/2019. January - Joining fee £10 February - Convert 1 month Xmas vouchers and Joining fee £10.00

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					March - Annual membership offer, 1st – 15th, get March for £10.00 (no joining fee). Normal price from 16th. Refer a friend and try a class voucher: voucher to selected non-platinum members. Free swimming for all school children during the school holiday period. Annual Sports Awards - Once again this was a great success highlighting the sporting achievements over the past year for individuals, teams, coaches clubs and departments.
PFM.P.5.4	Delivery of high quality Healthy Living Service	31-Mar-2019		100%	18/19: Complete Total direct debit membership is 5,354. Platinum 1,095, Gold 678, Silver 1,722, Bronze 475, AGY 687, Teenzone 311, Mac 6 month membership 215 and Mac Platinum 171.




06. Close the attainment gap between the most and least disadvantaged

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.6.1	Meet the educational needs of increased numbers of pupils in Midlothian by facilitating the implementation of the Learning Estate Strategy including adaptations and extensions to meet changing school and nursery rolls	31-Mar-2019		100%	18/19: Complete Modular Nursery/classrooms complete. The next modular build project is the Extension to Burnbrae which is awaiting planning and building warrant approval. In the year we have delivered new nurseries at Burnbrae, Danderhall, and Mayfield and classrooms at Lasswade and St. David's primary school. Cuiken primary school extension is under construction.
PFM.P.6.2	Confirm primary school sites to be safeguarded with education	31-Mar-2019		100%	18/19: Complete Additional new Learning Estate Strategy projects are progressing, i.e. Lawfield extension has been submitted for planning consent and feasibility studies have been undertaken for 10 sites and passed to Education for approval.


07. Support regeneration of town centres

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.7.1	Management and development of the Council's extensive land interests at Shawfair	31-Mar-2019		100%	18/19: Complete Section 42 application by SLLP approved by Council in April 2018 subject to Conditions still to be purified. Revised master plan lodged with planning for new school and community Facilities.
PFM.P.7.2	Shawfair town centre amenities	31-Mar-2019		100%	18/19: Complete Outline planning application to change the use of the land now lodged for Spring 2019. Community consultation event completed and land negotiation with Network Rail nearing completion.


08. Deliver efficient Services

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.8.1	Delivery of high quality Facilities Management Services	31-Mar-2019		100%	18/19: Complete Body fluid training with Education completed in March. All new Caretakers successfully inducted into their new roles. 3 members of the Janitorial staff completed their pool plant training in March. A training plan was drafted in Dec 2018 and the training will continue to be carried out throughout the year.
PFM.P.8.2	Ensure existing facilities in PPP schools are maintained appropriately and the standards of the contracts are delivered	31-Mar-2019		100%	18/19: Complete PPP contract monitoring, maintenance and life cycle works ongoing at PPP/DBFM Facilities. Galliford Try Facilities Management (GTfM) and Midlothian Council working well together on the Newbattle Community Centre in agreeing monthly payment mechanism reports and GTfM providing a good service in response to Helpdesk tasks. Combined Heat and Power solution agreed at Newbattle and Health and Safety issues being addressed across the PPP schools.
PFM.P.8.3	Delivery of high quality Property Maintenance Services	31-Mar-2019		100%	18/19: Complete Monitored through satisfaction surveys and Feedback forms issued by Customer and Housing Services.


09. Optimise the use of Property Assets including industrial estates

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.9.1	Prepare and implement a rolling review of rents of the Council's non-operational land and buildings (cumulative)	31-Mar-2019		93%	18/19: Off Target Further 3 lease renewals completed before year end taking total to 28.

10. Rationalisation of the Councils office and depot estate to a modern fit for purpose portfolio







Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.10.1	Implement/set programme of office closures within Council Services	31-Mar-2019		100%	18/19: Complete EWiM Phase 3: Depot rationalisation - ongoing engagement with planning, environmental health and roads department has resulted in consultants producing supporting documentation for change in class use. Public consultations continue. Environmental Impact Assessment is being undertaken as part of further requests from Planning and Environmental Health. Planning requests have been addressed. Procurement strategy is being finalised.

11. Introduce renewable sources of energy production to reduce utility costs and the carbon tax

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.11.1	Identify and instigate projects, Monitor and support actions to achieve an annual target Carbon reduction in accordance with the requirements of the Climate Change Act (2009).	31-Mar-2019		100%	18/19: Complete Works on 10 properties complete, subject to verification.

Property and Facilities Management PI Report 2018/19



01. Improve children and young people's health and wellbeing

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.1.1a	% uptake of Primary School meals - aim to maintain at 11/12 level (quarterly)	72.6%	74.2%	68.8%	70%	70.4%			18/19: On Target The increase in school meal charges after August has resulted in a decrease in the number of paid meals.	70%	60.89% - Average per family group (APSE 15/16)
PFM.P.1.1b	% uptake of High School meals (quarterly)	44.4%	38.3%	38.4%	42.1%	42.2%			18/19: Off Target Uptake remains in line with national averages however high street competition affects sales. Plan to revamp High School meals in line with new nutritional guidance – will require consultation.	45%	42.88% - Average per family group (APSE 15/16)
PFM.P.1.2a	Number of distinct activities involving Active Schools programmes to school children	33	30	30	28	26			18/19: Off Target Active Schools programmes promoted through printed materials (newsletters, posters, programme letters), verbal communications (parents evenings, school assemblies, parent teach meetings, parent council meetings, staff meetings, school information evenings) and electronic media (Active Midlothian website, @active_mid Twitter, Midlothian Facebook, electronic newsletter). All schools pupils from P1 – S6 offered Active Schools school and cluster programmes with a range	40	







PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									<p>of activities/sports, attended by 1,802 distinct participants and 13,592 participant sessions.</p> <p>A diverse range of 26 different activities offered as part of the Active Schools extra-curricular programme to meet the needs of all.</p> <p>207 Activity Session Blocks totalling 1,899 Activity Sessions delivered through Active Schools programmes.</p> <p>The above has been achieved whilst being one coordinator down from previous quarters.</p>		







02. Improve employability skills and sustained positive school leaver destinations for all young people

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.2.1a	Number of trainees within service completing courses	37	15	19	24	29	✓	↓	18/19: On Target For service breakdown see indicators below.	18	
PFM.P.2.1b	Number of trainees within Property Maintenance completing courses	8	8	8	8	8	✓	▬	18/19: On Target 5 apprentices moving to year 4, 2 team leaders and 1 joiner attending college to obtain an HNC.	8	
PFM.P.2.1c	Number of trainees within Facilities Services completing courses	6	4	11	12	14	✓	↑	18/19: On Target 10 catering staff attending Europe Computer Driving Lessons (ECDL) course funded by Unions (15 weeks) and run by Glasgow College, completed March 19. Work experience students at	3	



PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									Newbattle high school, Kings Park primary, Loanhead primary.		
PFM.P.2.1d	Number of trainees within Sport and Leisure completing courses	23	3	0	4	7			18/19: On Target During quarter four there were no people employed who had previously completed their National Pool Lifeguard Qualification (NPLQ) within Midlothian Leisure Centres to become Lifeguards. Cumulative total for year is 7 people.	7	

03. Deliver further affordable housing



PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.3.1a	Number of new build council houses (cumulative)	78	0	0	0	0			18/19: Off Target No houses have yet been completed as per programme for this stage. Site at Woodburn has been delayed through shortage of Contractor resources.	6	
PFM.P.3.3a	The % of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			18/19: Complete 100% of Midlothian Council houses are free from serious disrepair. (15 exemptions which reflect rate of 99.78%).	100%	
PFM.P.3.3b	The % of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			18/19: Complete 100% of Midlothian Council houses have modern facilities. (479 exemptions which reflect rate of 93.24%).	100%	









PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.3.3c	The % of the Councils housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			18/19: On Target 100% of Midlothian Council houses are healthy safe and secure. (479 exemptions which reflect rate of 93.24%).	100%	
PFM.P.3.3d	Progress of roughcast programme (cumulative)	0	0	0	0	38			18/19: Off Target 38 properties completed out of 150 due to change of contractor following a dispute.	150	
PFM.P.3.3e	Number of upgrades to central heating systems (cumulative)	415	125	231	302	373			18/19: Data only 373 upgrades completed this year.		





04. Develop supports to people with long term conditions such as diabetes or stroke

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.4.1a	Proportion of adaptations requested and completed	100%	100%	100%	100%	100%			18/19: Complete As of 31 March 2019. 417 minor adaptations have been completed and 34 Major adaptations of ramps and wet floor bathrooms have been completed.	100%	





05. Support older people and those with disabilities to become more physically active







PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PFM.P.5.4a	Tone zone retention rate (quarterly)	49.25%	48%	47%	61%	53.5%			18/19: Off Target For year end the cumulative average total is 53.5%. However	55%	No accepted industry standard.

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									the trend over the last two quarters shows an excess of the annual target with the retention rate for quarter 4 being 58%.		
PFM.P.5.1a	Number of activities offered by Midlothian Active Choices (MAC) (cumulative)	26	26	27	27	27			18/19: On Target Target achieved. Number of activities offered by Mac per week: 27 Activities per week Total number of activities delivered for quarter = 324	20	
PFM.P.5.1b	Number of attendees during quarter (quarterly)	9,263	3,097	2,470	3,029	11,433			18/19: Data only 273 one to one consultations 2,564 class attendances Cumulative total for Jan – March 2019 = 2,837 Cumulative for year is 11,433		
BS.PFM.P.5.2a	Number of activities offered by Ageing Well to 50+ age groups (quarterly)	23	18	18	18	15			18/19: Off Target 41 classes offered by Ageing Well over 15 different activities in 19 different venues. There was 5,770 visits to the weekly classes (up 783 from last quarter). Also 297 took part in other events/taster sessions. The project has 55 volunteers and the total volunteer hours contributed to the project this quarter was 1,016 this equates to over £15,000 of staff saving to the council for quarter and £70,000 cumulative for year.	20	
PFM.P.5.3a	Number of attendances per 1,000 population to all pools (cumulative)	2,210	680	1,440	2,180	2,930			18/19: On Target Total wet side usage figures for Q4 show 64,488. Total for year is 252,395 which is 61,501 more than last years annual total.	2,800	



PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.5.3b	Number of attendances per 1,000 population for indoor sports and leisure facilities (cumulative)	6,750	1,920	3,930	5,840	7,650			18/19: On Target Total number of Dry attendances was 157,105 for quarter 4. Total dryside use for year is 659,120, That's up 71,456 on last years cumulative total.	6,750	
PFM.P.5.4b	Overall satisfaction rate in registered Leisure Centres	95.85%	95.09%	94.37%	83.92%	91.27%			18/19: On Target Quarter 1 = 95.09% Quarter 2 = 94.37% Quarter 3 = 83.92% Quarter 4 = 91.70% Annual average = 91.27%	90%	

08. Deliver efficient Services



PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.8.1b	Total square metres cleaned per hour	1.25	1.18	1.18	1.18	1.18			18/19: On Target Our aim is to be higher than the APSE national average of 0.95 sqm cleaned per FTE, currently at 1.185 sqm as published by the Association for Public Service Excellence (APSE).	0.95	1.09 - Average per family group 2014/15(APSE)
PFM.P.8.3a	The percentage of properties achieving turnaround time of less than 20 days inclusive of homeless properties	72.9%	58.54%	55.07%	59.49%	75%			18/19: Off Target Total number of voids in 18/19 was 460. Day to day voids average of 20 days. At Q4 end there have been 80 more voids than at this period last year. Homeless voids have a 13 day turnover average. There have been a large number of voids that have been handed back to housing in a very poor condition. Photos are kept on file. Year on year improvements of 2%.	83%	

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.8.1a	Cost per square metre cleaned	£8.90	N/A	N/A	N/A	N/A			18/19: Data not available Figures not published by APSE.	£10.03	£12.29 - Average per family group 2014/15 (APSE)
PFM.P.8.1c	Monthly number of meals prepared/monthly labour hours across production and dining centres.	9.8	8.3	10.1	8.9	8.2			18/19: Off Target Productivity average in the Primary is 9.8 meals p/h and High School is 6.6 meals p/h. (Reflects Long Term Sickness and vacancies). Staff productivity is being reviewed prior to any recruitment being done. Introduction of nursery meals has increased productivity in 8 kitchens but not yet shown on productivity figures.	10	8.46- Average per family group 2013/14 (APSE)
PFM.P.8.1d	Achieve greater than the Scottish average in the annual school meals census (Primary Schools)	72.9%	70.7%	70.7%	70.7%	70.7%			18/19: On Target School meal census published June 18 shows Midlothian uptake is 70.7%, a decrease of 2.2% on 17/18. National average is now 61.9%. School meal uptake in Primary schools decreased nationally in this period. Census published annually in June.	70%	Scottish Government Annual Survey of School Meals 2015 64.8%
PFM.P.8.1e	Achieve greater than the Scottish average in the annual school meal census (High Schools)	62.2%	62.3%	62.3%	62.3%	62.3%			18/19: On Target School meal census published in June 18 showed Midlothian High school uptake at 62.3%, an increase of 0.1% on 17/18. However it is still above the national average of 43.9% Census published annually in June.	60%	Scottish Government Annual Survey of School Meals 2015 44.2%



09. Optimise the use of Property Assets including industrial estates











PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.9.1a	Number of property reviews implemented (cumulative)	100	8	10	25	28			18/19: Off Target Further 3 reviews completed before year end bringing the total to 28 out of 30.	30	



11. Introduce renewable sources of energy production to reduce utility costs and the carbon tax

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PFM.P.11.1a	Reduction in energy consumption on Non Domestic operational property stock per annum	50,754	10,902	12,064	12,554	47,524			18/19: On Target Annual target based on 3% year on year reduction is 12642 tCO2. The Q4 total figure of 12,004 tCO2 (a reduction of 638.42 tCO2 this quarter which is below the quarterly target) results in a 6.02% reduction the annual target.	50,568	



12. Local Government Benchmarking Framework

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	96.4%	Annual Measure			96.4%			18/19: On Target 96.4% of the council's housing stock meets the SHQS criteria. The remaining 3.6% of properties are being targeted by Building Services to actively attempt to obtain access to the remaining properties that remain exemption.	100.0%	17/18 Rank 14 (Second Quartile). 16/17 Rank 11 (Second Quartile).

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									There are no failures in any of the housing stock where access has been gained. 100% of council housing stock meets the SHQS requirements for reporting purposes to the Scottish Government.		15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	98.8%	100.0%	100.0%	100.0%	100.0%			18/19: On Target 100% of council houses are energy efficient.	100.0%	17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).
C&L1b	Corporate Indicator - Total Number of attendances at all sport and leisure facilities	772,633	225,139	463,240	691,131	911,515			18/19: On Target Total number of attendances was 911,515 showing an increase of 138,882 compared to cumulative figure at year end 2017/18.	800,000	
C&L1c	Corporate Indicator - Total number of attendance at all pools	190,893	59,151	124,405	187,910	252,395			18/19: On Target Wet side usage figures for quarter four show 64,488 which is up 1,799 compared to the same quarter last year. Cumulative figures show 252,396 which is up 61,502 on last years quarter four cumulative figures.	200,000	
C&L1d	Corporate Indicator - Total number of attendance for other indoor sports and leisure facilities, excluding pools in a combined complex	581,740	165,988	338,835	503,221	659,120			18/19: On Target Dry usage figures for quarter show 157,105. Cumulative figures show 659,120. Showing an increase on last year by 77,380	600,000	
C&L1e	Corporate Indicator - Total number of attendances at Outdoor	24,486	2,282	6,754	3,674	17,902			18/19: Data Only Total number of attendances for quarter four was 5,192. Cumulative is 17,902.		

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	Sport and Leisure Facilities										
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	74.33%	95.09%	94.37%	83.92%	91.27%			18/19: Data Only Quarter 1 = 95.09% Quarter 2 = 94.37% Quarter 3 = 83.92% Quarter 4 = 91.70% Annual average = 91.27%		17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

Property and Facilities Management Service Risks

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
Gas Membranes	<p>Risk Cause: Much of Midlothian rests on old mine workings, which can release gas from time to time.</p> <p>Risk Event: Uncontrolled release of gas within residential properties</p> <p>Risk Effect: Potential ill health effect from high concentrations of. Potentially fatal.</p>	All New build projects carried out for Midlothian Council now include the use of a gas membrane as standard.		Ensure all new builds have gas membranes	18/19: Complete All new build properties have gas membranes specified within the tender documentation
Property Investments - Rent arrears on Commercial Properties	<p>Cause Failure to collect initial periods rent on commencement of tenancy. Failure to demand/collect monies due. Failure to chase payments effectively.</p> <p>Risk Event Debt is likely to rise. Debt may not be recovered. Time and money may be incurred in collecting arrears.</p> <p>Risk Effect Council is failing to funds due to the public purse. Tenants us Council as an unofficial 'credit ' facility</p>	<p>01 - Regular monitoring of rents collected</p> <p>02 - Close liaison between sundry debt Officers and Surveyors</p> <p>03 - Strong action to ensure funds are secured</p> <p>04 - Enter into repayment plans to assist tenants with short term cash-flow problems</p>		PFM.RA.01-40	18/19: Rent collection process are proving resilient and liaison with sundry debt continues to be effective as shown by payment and arrears position.

Published Local Government Benchmarking Framework – Property and Facilities Management



Corporate Asset

Code	Title	2010/1 1	2011/1 2	2012/1 3	2013/1 4	2014/1 5	2015/1 6	2016/1 7	2017/1 8	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
C-AST1	Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF)	85.78%	88.21%	88.27%	88.89%	88.69%	80.65%	82.05%	74.44%	17/18 Rank 26 (Bottom Quartile). 16/17 Rank 20 (Third Quartile). 15/16 Rank 22 (Third Quartile). 14/15 Rank 9 (Second Quartile).
C-AST2	Corporate Indicator - Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)	76.72%	71.28%	72.15%	81.49%	76%	77.18%	75.87%	77.11%	17/18 Rank 27 (Bottom Quartile). 16/17 Rank 28 (Bottom Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 26 (Bottom Quartile).

Culture and Leisure

Code	Title	2010/1 1	2011/1 2	2012/1 3	2013/1 4	2014/1 5	2015/1 6	2016/1 7	2017/1 8	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
C&L1	Corporate Indicator - NET Cost per attendance at Sports facilities (LGBF)	£4.11	£2.79	£3.64	£2.96	£3.14	£3.51	£3.62	£4.29	17/18 Rank 29 (Bottom Quartile). 16/17 Rank 26 (Bottom Quartile). 15/16 Rank 24 (Third Quartile). 14/15 Rank 19 (Third Quartile).
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	79.7%	84.7%	77%	77.93%	75.33%	73.67%	74%	74.33%	17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

Housing Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	62.5%	80.2%	86.4%	94.4%	93.1%	93.1%	96.0%	96.4%	17/18 Rank 14 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	New for 2013/14			7.00 days	7.37 days	9.01 days	13.04 days	13.19 days	17/18 Rank 25 (Bottom Quartile). 16/17 Rank 23 (Third Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 7 (TOP Quartile)
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.0%	100.0%	99.8%	98.8%	98.8%	17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).