# Communities and Economy
# Performance Report Quarter Two 2017/18

Midlothian

| Progress in delivery of strategic outcomes |
|---|

**The core aims and responsibilities for the Communities and Economy Service are as follows:**

- Providing for optimal social, economic and physical environments for our communities.
- Growing the Midlothian economy through supporting new and expanding businesses, attracting inward investment and promoting key employment sectors.
- Acting as a key driver in the development of our most disadvantaged communities.
- Maintaining high standards of public health, consumer confidence and public safety. Progress in 2017/18 can be summarised under four main areas; overall strategy, serving communities, economic development and service development/improvement.

**Overall Strategy**
- Receipt of Scottish Government Reporters report into objections to the Midlothian Local Development Plan, and formal Council notification to Scottish Ministers of the Council's intention to adopt the Plan.

**Serving Communities**
- Secured Scottish Government Community Choice Grant funding towards our area targeting activities, participatory budgeting, and research into 'cost of the school day'.
- New Community Officer funded by Police Scotland has joined the Communities Team.
- First community councils training day was well attended, and generated positive feedback.
- Specific training provided on the rollout of Universal Credit to the Joint Mental Health Team, and Social Workers for Marie Curie; training sessions to be extended to other Council services during the remainder of 2017/18.
- Scam Awareness Watch in August included input from the Trading Standards service, in conjunction with the Citizens Advice Bureaux.
- Action taken by Trading Standards under petroleum legislation to identify derelict/unused underground or above ground petrol/spirit tanks and ensure their decommissioning (where required) to render them permanently safe.

**Economic Development**
- Four Leader projects awarded grant funding (including one in Midlothian).
- Business Gateway performance on assisting start up companies and developing growing businesses are ahead of targets.
- Business Gateway has held first outreach event aimed at target communities; and worked with Women's Enterprise Scotland which supports partners of serving armed forces personnel.

**Service Development and Improvement**
- Building Standards service retained its "Customer Excellence" accreditation with increased high levels of compliance.

| Emerging Challenges |
|---|

**Overall Strategy**
- Implementation of the Council's agenda for 'Delivering Excellence' across all functions of Communities and Economy.
- Addressing the consequential impact of substantial and rapid increases in housing and population, on elements of physical, service and social infrastructure.
- Complete final statutory stages of preparation of the Midlothian Local Development Plan.
- Meeting increasing demands on the development and regulatory services arising from the upturn in housing development activity and associated population growth.
- Work with the other five constituent Councils of the Edinburgh and South East Scotland City Deal Region (now confirmed in July 2017) to commence detailed preparation of project business cases.
- Preparation of a corporate Climate Change Action Plan.
- Complete the review of the Midlothian Biodiversity Action Plan.

**Serving Communities**
- Further action to implement the provisions of the Community Empowerment Act 2015, including the operation of community asset transfer.
- Contribution to community development work in Mayfield and Dalkeith (Woodburn).
- Maintain a focus on the monitoring and the taking of necessary action in relation to the ongoing matter of $CO_2$ gas ingress to certain properties in Gorebridge.
- Managing the consequences of changes in the benefits system consequent upon the introduction of Welfare Reform.
- Retain a focus on the development of town centres, securing Stage 2 Heritage Lottery Fund monies and Historic Environment Scotland funding for Penicuik; as well as support for a Business Improvement District at Dalkeith, implementation of public reform and related works at Gorebridge, and master planning at Newtongrange.
- Building the capacity of local communities and the third sector to engage fully in community planning and neighbourhood planning.
- Deliver on public health and safety, and food safety, as well as tackling underage sales of tobacco.
- Dealing with an increased prevalence of pests of public health significance.
- Deliver effective programme of participatory budgeting.
- Dealing with an increase in 'out of control' dogs.

**Economic Development**
- Managing the uncertainties of 'Brexit' for the business community in Midlothian in terms of business confidence, inward investment, and EU funding.
- Maximise the impact of Business Gateway activity to support new and growing businesses.
- Maintain a focus on the economic viability and vitality of town centres.
- Continue to support and promote further science-based development at Easter Bush (Midlothian Science Zone), with a focus on addressing existing and potential infrastructure constraints.
- Continue to promote opportunities for economic growth arising from the opening of the Borders Rail line.

**Service Development and Improvement**
- Complete a review of the Economic Development service (including Business Gateway)
- Complete a review of the Communities service.
- Develop further customer service accreditation in the regulatory and development services.
- Complete the implementation of the East Lothian and Midlothian Trading Standards Partnership, accounting for the potential changes which may arise from the Scottish Government Strategic Review of Trading Standards in Scotland. Responding to changes in the Planning System following the Scottish Government Planning Review.

# Communities and Economy PI summary 17/18

## Outcomes and Customer Feedback

| Priority | Indicator | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Note | Short Trend | Annual Target 2017/18 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 01. Provide an efficient complaints service | Number of complaints received (cumulative) | 49 | 47 | 8 | 13 | 📈 | **Q2 17/18**: Data Only | ⬆ | | | |
| | Average time in working days to respond to complaints at stage 1 | 0.38 | 2.85 | 2.57 | 2 | ✅ | **Q2 17/18**: On Target | ⬆ | 5 | Number of complaints complete at Stage 1 | 12 |
| | | | | | | | | | | Number of working days for Stage 1 complaints to be Completed | 24 |
| | Average time in working days to respond to complaints at stage 2 | 2 | 0 | 6 | 6 | ✅ | **Q2 17/18**: On Target | ▬ | 20 | Number of complaints complete at Stage 2 | 1 |
| | | | | | | | | | | Number of working days for Stage 2 complaints to be Completed | 6 |
| | Percentage of complaints at stage 1 complete within 5 working days | 79.17% | 88.46% | 85.71% | 66.67% | 🛑 | **Q2 17/18**: Off target Complexity of complaints has caused some to pass the timescale. | ⬇ | 95% | Number of complaints complete at Stage 1 | 12 |
| | | | | | | | | | | Number of complaints at stage 1 responded to within 5 working days | 8 |
| | Percentage of complaints at stage 2 complete within 20 working days | 100% | 0% | 100% | 100% | ✅ | **Q2 17/18**: On target | ▬ | 95% | Number of complaints complete at Stage 2 | 1 |
| | | | | | | | | | | Number of complaints at stage 2 responded to within 20 working days | 1 |

## Making the Best Use of our Resources

| Priority | Indicator | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Note | Short Trend | Annual Target 2017/18 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 02. Manage budget effectively | Performance against revenue budget | £4.378m | £4.810m | £4.394m | £4.157m | 🛑 | **Q2 17/18**: Off Target Actions are in place to address overspend. | ⬆ | Half yearly target is £4.152m | | |
| 03. Manage stress and absence | Average number of working days lost due to sickness absence (cumulative) | 6.91 | 2.77 | 1.24 | 3.63 | 🛑 | **Q2 17/18**: Off Target Long term sickness absence improving. | ⬇ | 4.50 | Number of days lost (cumulative) | 301.74 |
| | | | | | | | | | | Average number of FTE in service (year to date) | 83.18 |

3

## Corporate Health

| Priority | Indicator | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Note | Short Trend | Annual Target 2017/18 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 04. Complete all service priorities | % of service priorities on target / completed, of the total number | 80% | 94.29% | 96.15% | 85.71% | 🔴 | **Q2 17/18**: Off Target Awaiting outcome of Budget review before proceeding Service reviews. | ⬇ | 90% | Number of service & corporate priority actions | 35 |
| | | | | | | | | | | Number of service & corporate priority actions on tgt/completed | 30 |
| 05. Process invoices efficiently | % of invoices paid within 30 days of invoice receipt (cumulative) | 95% | 96% | 95% | 96% | ✅ | **Q2 17/18**: On Target | ⬆ | 95% | Number received (cumulative) | 267 |
| | | | | | | | | | | Number paid within 30 days (cumulative) | 256 |
| 06. Improve PI performance | % of PIs that are on target/ have reached their target. | 67.5% | 68.29% | 86.5% | 83.33% | 🔴 | **Q2 17/18**: Off Target 40 of 48 PI's on target | ⬇ | 90% | Number on tgt/ tgt achieved | 40 |
| | | | | | | | | | | Number of PI's | 48 |
| 07. Control risk | % of high risks that have been reviewed in the last quarter | 100% | 100% | 100% | 100% | ✅ | **Q2 17/18**: On Target | ▬ | 100% | Number of high risks reviewed in the last quarter | 0 |
| | | | | | | | | | | Number of high risks | 0 |

## Improving for the Future

| Priority | Indicator | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Note | Short Trend | Annual Target 2017/18 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 08. Implement improvement plans | % of internal/external audit actions progressing on target | 0% | 12.5% | 0% | 0% | 🔴 | **Q2 17/18**: Off Target Actions in place to complete outstanding actions. | ▬ | 90% | Number of on target actions | 0 |
| | | | | | | | | | | Number of outstanding actions | 4 |

# Communities and Economy Action report 17/18

Midlothian

| | | | | | | Service Priorities | | |
|---|---|---|---|---|---|---|---|---|

| Code | Priority | Action | Due Date | Icon | Progress | Comment & Planned Improvement Action |
|---|---|---|---|---|---|---|
| M.SG.CE.01.01 | 01. Promote and implement support for businesses in Midlothian | Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan) | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Implementation continuing including through Business Gateway, Supplier Development Programme, Regional Selective Assistance, BIDS and tourism initiatives. |
| M.SG.CE.02.01 | 02. Maximise economic development and business investment from the opening of the Borders Rail Line | Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Ongoing projects include tourism destination development, food and drink showcase completed, hotel study completed, website development ongoing. Masterplanning projects at Newtongrange well advanced. |
| M.SG.CE.03.01 | 03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas | Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target |
| CE.S.04.01 | 04. Maintain progress on the implementation of the Easter Bush Master Plan | Continue to lobby the Scottish Government for urgent transport infrastructure schemes to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Now part of the to be adopted Midlothian Local Development Plan (MLDP), and an integral part of the City Deal innovation workstream. |
| CE.S.05.01 | 05. Fewer people are victims of crime, abuse or harm | Deliver the Council's regulatory functions with respect to health and safety priority areas | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Planned inspections and campaign work are underway. Accidents are being investigated and service requests responded to within target times. One accident has required a thorough investigation which has diverted inspector time from food hygiene work. The first phase of the warehouse inspection project is now underway with 30% of the identified workplaces inspected. No formal action has been required to date but inspectors have provided appropriate advice and guidance to duty holders. |

| Code | Priority | Action | Due Date | Icon | Progress | Comment & Planned Improvement Action |
|------|----------|--------|----------|------|----------|--------------------------------------|
| CE.S.05.02 | | Deliver the Council's regulatory functions with respect to food safety and standards regulations | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>All high and medium risk food hygiene inspections have been completed for the first quarter. A small number of low risk food and food standards inspections are outstanding but will be dealt with in Q2. Food sampling work is on target and service requests are being responded to within target times. |
| CE.S.06.02 | | Deliver statutory duty to identify and secure remediation of contaminated land | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Re-instatement of priority site following remediation complete. Work continuing though the planning and building warrant systems to secure remediation of contaminated land. |
| CE.S.06.04 | 06. There is a reduction in inequality in health outcomes | Support and meet the challenge to drive forward sustainable economic development. Set challenging performance targets for building warrant applications which benefit economic development. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target |
| CE.S.06.05 | | Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target |
| CE.S.07.01 | | As part of the Trading Standards Partnership with East Lothian, look at the possibility of database integration. | 31-Mar-2018 | ✖ | 40% | **Q2 17-18:** Off Target<br>No further progress on integration of the two databases. Awaiting discussion with Digital Services on the possibility and timescale for resolution. |
| CE.S.07.02 | 07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers | Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target.<br>Performance data returns for 2016/17 were provided to APSE in September, for both Midlothian and East Lothian. |
| CE.S.07.04 | | Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Following work on Operation Monarda detailed in Q1, Trading standards continue to gather intelligence and monitor complaints alongside trader spot-checks. |
| CE.S.07.05 | | Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Intelligence logging remains at a good level and relies on officers assessing whether the information received or discovered is appropriate for the database. |
| CE.S.07.06 | | Trading Standards: Routine risk assessed primary inspections to traders. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target |
| CE.S.07.07 | | Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Officers have initiated 5 investigation in Q2, 11 in total this year. |

| Code | Priority | Action | Due Date | Icon | Progress | Comment & Planned Improvement Action |
|------|----------|--------|----------|------|----------|--------------------------------------|
| CE.S.07.08 | | Trading Standards: resolution of consumer complaints. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Consumer complaints continue to be completed in a timely fashion, dependent on the complexity of the complaint. However, with the likely pending strain within the Partnership (due to a period of critically low staffing during late autumn 2017, prior to recruitment of new staff, the ability to respond to consumer complaints in a timely fashion may be hindered. |
| CE.S.07.09 | 07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers | Undertake enhanced levels of enforcement on tobacco test purchasing | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>The number of registered tobacco retailers has risen slightly, from 121 to 127 and in due course, inspections will need to include those businesses selling NVP (Nicotine Vapour Products), i.e. e-cigarettes. It is expected therefore that the number of premises selling NVP will increase, possibly significantly and with new legislation in place, Trading Standards are responsible for monitoring registered sellers, inspecting shops and conducting test purchases. It is hoped that Scottish Government funding to LAs (non-ring fenced) for Trading Standards to carry out this enforcement work, can be secured in enough of a proportion to allow a person to be recruited to work throughout Mid and East Lothian within the Trading Standards Partnership. |
| CE.S.07.10 | | Collaborative work with the Community Safety Partnership, on consumer safety issues. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Participation in the Community Safety Village as part of MidFest. Also, with Police and other CSP colleagues, looking into the possible provision of a number of call-blockers from Trading Standards Scotland (TSS), to engage in a call-blocking project for vulnerable individuals in Midlothian. The funding of these devices has been made possible through the Scottish Government's Nuisance Calls Commission. |
| CE.S.09.02 | | Implement Delivering Excellence across the service | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Service reviews are on target, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules. |
| CE.S.09.03 | | Complete a service review of Economic Development  and Communities functions | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>A review of the Communities function is part of the overall business transformation workstream of Services with Communities. A separate review of the Economic development function is in progress. |
| CE.S.09.04 | 09. Delivering excellence | Develop further customer service accreditation in the regulatory and development services | 31-Mar-2018 | ❌ | 40% | **Q2 17/18**: Off Target<br>No progress until Council budget review is completed. |
| CE.S.09.05 | | Review the operation of the Business Gateway service | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>As part of review of Economic Development function. |
| CE.S.09.06 | | Work with partner authorities to achieve a City Deal for the Edinburgh and South East Scotland Region | 31-Mar-2018 | ✅ | 100% | **Q2 17/18**: Complete<br>City Deal Heads of Terms signed on 20/07/17 by the UK and Scottish Governments, and the six constituent Councils. A further major programme of work on the detail of the deal is now required. |

| Code | Priority | Action | Due Date | Icon | Progress | Comment & Planned Improvement Action |
|------|----------|--------|----------|------|----------|--------------------------------------|
| CE.S.09.07 | | Implement the outcome of the service review of Business Transformation, Performance and Scrutiny | 31-Mar-2018 | ✅ | 100% | **Q2 17/18**: Complete<br>Review complete, new teams in place August 2017. |
| CE.S.10.01 | 10. Poverty levels in Midlothian overall are below the Scottish average | Mitigate impact of 'Welfare Reform' | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Midlothian is now a full service Universal Credit area and the transfer of people on Disability Living Allowance to Personal Independence Payment continues putting a noticeable increase on the demands to the Council's Welfare Rights Service. |
| CE.S.12.01 | | Draft a Local Biodiversity Action Plan which through its implementation seeks to raise the profile of biodiversity issues in Midlothian. | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>The Local Biodiversity Action Plan has been drafted and is subject to consultation with our biodiversity partners. |
| CE.S.12.02 | | To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application). | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>91% of planning applications have been determined within target. |
| CE.S.12.04 | | Complete preparation of a corporate climate change action plan | 31-Mar-2018 | ❌ | 25% | **Q2 17/18:** Off Target<br>The Climate Change Plan has not been drafted, scheduled for completion in Q3/4. |
| CE.S.12.05 | 12. Midlothian is an attractive place to live, work and invest in | Investment and actions in town centre | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>The Gorebridge town centre CARS project is in its final year of implementation with £650,000 of the £750,000 budget being spent on 20 project properties, training events and community events. The Penicuik Heritage project is progressing towards a phase 2 bid in Q4 with the engagement work commencing, staff resource being in place and the 41 priority buildings (100 premises) identified. The adoption of the MLDP advances planning policies to protect and enhance Midlothian's town centres. |
| CE.S.12.06 | | Manage the CO2 gas ingress to properties in Gorebridge | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Monthly updates continue to be provided to residents and to local members. Melville Housing are working with various agencies to develop a solution. |
| CE.S.13.01 | 13. Identify and develop participatory budget programmes | Deliver participatory budget process in target areas 'Food Glorious Food' | 31-Mar-2018 | ✅ | 100% | **Q2 17/18**: Complete<br>48k distributed to 34 community projects in the three targeted areas ranging from £230 to £3000 per project.<br>10k match funding secured from NHS Lothian<br>650 local residents attended community events, with 473 votes cast. Our evaluation with support from the Scottish Community Development Centre demonstrated a very successful process. Evaluation structure in place with NHS Lothian health specialists to evaluate local impact of projects on reducing food related inequalities. |
| CE.S.13.02 | | Develop and implement new participatory budget model for elected members Environmental Grants | 31-Mar-2018 | ▶ | 50% | **Q2 17/18**: On Target<br>Model to be finalised prior to implementation. |

| Code | Priority | Action | Due Date | Icon | Progress | Comment & Planned Improvement Action |
|---|---|---|---|---|---|---|
| CE.S.13.03 | 13. Identify and develop participatory budget programmes | Develop child poverty action plan with CPP partners that demonstrates increased investment in reducing child poverty and tackling disadvantage - as a requirement of the Child Poverty Act | 31-Mar-2018 | | 50% | **Q2 17/18**: On Target<br>Child Poverty Plan developed with partners and overseen by the child poverty working group. This will meet the new 2018 reporting requirements of the Child Poverty Act.<br>The child poverty plan has been discussed with a range of partnerships and feedback has been incorporated into the plan. The groups include the Interfaith Group, Midlothian Financial Inclusion Network, IOM, and the GIRFEMC group.<br>Research completed and published on research undertaken by MSc Edinburgh University Student into the cost of the school day in three Mayfield Primary Schools.<br>Organised an event on Poverty, schools and inequality: reducing the cost of the school day in partnership with the Child Poverty Action Group, Edinburgh University and What Works Scotland. 70 people attended.<br>£40,000 Community Choices funding secured. The funding, which helps support local participatory budgeting, has been awarded to Midlothian Council. It will be used as part of an £80,000 initiative aimed at reducing the disadvantage poorer families experience in meeting the cost of the school day in 11 primary schools in the targeted areas. |

# Communities and Economy PI Report 17/18

Midlothian

| | | | Service Priorities | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|

| PI Code | Priority | PI | 2016/17 | Q2 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Value | Value | Value | Value | Status | Short Trend | Note | | |
| M.SG.CE.01.01b | 01. Promote and implement support for businesses in Midlothian | Number of account managed businesses accepted by Scottish Enterprise | 1 | 0 | 1 | 1 | ✅ | ⬆️ | **Q2 17/18**: On Target | 2 | |
| BS.SG.CE.2.1a | | Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative) | 100 | 19 | 34 | 63 | 📊 | ⬆️ | **Q2 17/18**: Data only 29 for Q2 | | |
| CE.S.02.01a | 02. Maximise economic development and business investment from the opening of the Borders Rail Line | Number of new businesses locating in Borders Rail Corridor | New for 17/18 | | 34 | 45 | 🛑 | ➖ | **Q2 17/18**: Off Target The Borders Rail Line corridor in Midlothian comprises Gorebridge, Newtongrange, Mayfield, Dalkeith, Cousland, Shawfair, Bonnyrigg, Rosewell and Lasswade. These areas are all within easy reach of a station. All new business starts in these areas have been included. There are no new inward investors but all new business starts are also new businesses locating in the Borders Rail Corridor. | 100 | |
| M.SG.CE.02.01b | | Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor | 51 | 23 | 6 | 6 | 📊 | ⬇️ | **Q2 17/18**: Data only | | |

| PI Code | Priority | PI | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Short Trend | Q2 2017/18 Note | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| M.SG.CE.02.01d | | Number of inward investment/ indigenous enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative) | 49 | 36 | 18 | 25 | 📊 | ⬇ | **Q2 17/18**: Data only | | |
| BS.SG.CE.3.1a | | Number of LEADER projects funded | 10 | 0 | 6 | 7 | 📊 | ⬆ | **Q2 17/18**: Data Only | | |
| CE.S.03.01a | 03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas | Amount of leader funding allocated | New for 17/18 | | £376,848 | £1,227,309 | ✅ | ▬ | **Q2 17/18**: Data only Annual report will be produced in Q4. | £1,026,967 | Total LEADER programme is c. £3.4m over period 2015-2020 |
| M.SG.CE.03.01b | | Number of businesses participating in LEADER application process by submitting an Expression of Interest | 13 | 2 | 6 | 10 | ✅ | ⬆ | **Q2 17/18**: Data only Annual report will be produced in Q4. | 20 | |
| M.SG.CE.03.01c | | Number of new jobs created through LEADER | 1 | 0 | 2 | 2 | ✅ | ⬆ | **Q2 17/18**: Data only | 3 | |
| M.SG.CE.03.01d | | Number of training opportunities created through LEADER | 0 | 0 | 0 | 0 | 📊 | ▬ | **Q2 17/18**: Data only Training opportunities scheduled to progress after Q2. | | |
| CE.S.04.01a | 04. Maintain progress on the implementation of the Easter Bush Master Plan | Number of meetings of the Easter Bush Development Board and progress on outcomes and actions (cumulative) | 3 | 1 | 1 | 1 | ✅ | ▬ | **Q2 17/18**: On Target There were no Easter Bush meetings during this period, although regular contact was maintained via email and through Midlothian Science Zone website and BID. All actions from previous meting have been progressed. | 2 | |

| PI Code | Priority | PI | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Short Trend | Q2 2017/18 Note | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| CE.S.05.01a | | Carry out Health and Safety interventions within the year. Reducing Violence in the workplace, reduce risk of scalding and care and control of risk around warehouses. | 2 | 1 | 1 | 1 | ✅ | ➖ | **Q2 17/18**: On Target | 3 | |
| CE.S.05.02a | 05. Fewer people are victims of crime, abuse or harm | Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation | 80% | 80% | 80% | 81.2% | 🛑 | ⬆️ | **Q2 17/18**:Off Target Broad compliance = 80% | 84% | |
| CE.S.05.06a | | Number of professional dog walkers registered under the Commercial Dog Walkers Registration Scheme | New for 17/18 | | 25% | 50% | 📊 | ➖ | **Q2 17/18**: Data only Introduction of a scheme is under consideration. | | |
| CE.S.05.07a | | Percentage of residential sites licensed | New for 17/18 | | 100% | 100% | ✅ | ➖ | **Q2 17/18**: On Target Currently all Midlothian sites are licensed under the existing regime. | 100% | |
| CE.S.06.02c | 06. There is a reduction in inequality in health outcomes | Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports - particular emphasis on quality and reporting times | New for 17/18 | | 80% | 80% | ✅ | ➖ | **Q2 17/18**: On Target Discussions have taken place with Procurement and agreement reached to use Scotland Excel for procuring contaminated land consultancy services. This will allow work to be awarded directly to suppliers appointed on the Framework. | 100% | |
| CE.S.06.04a | | Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days | 95% | 90% | 86% | 88% | ✅ | ⬇️ | **Q2 17/18**: On Target | 80% | |

| PI Code | Priority | PI | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 | | | | Annual Target 2017/18 | Benchmark |
|---------|----------|----|---------------|------------------|------------------|------------|---|---|---|------------------------|-----------|
| | | | | | | Value | Status | Short Trend | Note | | |
| CE.S.06.04c | | Undertake annual one to one meetings with major developers currently constructing within Midlothian | 100% | 50% | 25% | 50% | ✅ | ▬ | **Q2 17/18**:On target | 100% | |
| CE.S.06.05a | | Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service | 90.9 | 91.4 | 93.8 | 93.8 | ✅ | ⬆ | **Q2 17/18**: On Target | 85 | |
| CE.S.06.08a | | Convene a joint working group with relevant LA services including Development Management, Building Standards, Transportation, Environmental Health | New for 17/18 | | 25% | 50% | ✅ | ▬ | **Q2 17/18**: On Target | 100% | |
| CE.S.07.01b | 07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers | Focus on recruitment - % of staff appointed | New for 17/18 | | 10% | 20% | 🛑 | ▬ | **Q2 17/18**: Off Target The Midlothian team has a long term vacancy for an Enforcement Officer and it has been agreed that this post should be recruited to, but initial focus will be on the East Lothian (Partnership Council) team's vacancies. In addition, the Scot. Govt. has allocated money to all LAs for the recruitment of officers to focus on Tobacco/NVP (e-cigarette) enforcement. The Midlothian Trading Standards team has secured 50% the allocated funding and it is hoped the East Lothian team will be allocated likewise – this would enable the partnership to aim at recruiting one person as an Enforcement Officer, to operate across both authorities. The second Enforcement Officer in | 100% | |

| PI Code | Priority | PI | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 | | | | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Value | Status | Short Trend | Note | | |
| | | | | | | | | | East Lothian retired in August and their Principal TSO then retired in September, some progress was required in needing to recruit a replacement Principal TSO. An advertisement was prepared and finalised in September but was then held back for scrutiny by ELC. | | |
| CE.S.07.01c | | Level of integrated practices achieved | New for 17/18 | | 20% | 50% | ✅ | ▬ | **Q2 17/18**: On Target As a consequence of staff retiring within ELC Trading Standards, there will of necessity be more cross-over with staff. The need for joint authorisations/warrants is important and due to the current make-up of the two sections, there will at least be the need for Midlothian's two Trading Standards Officers (Weights & Measures Inspectors) to be authorised to work in East Lothian, when required to. | 100% | |
| CE.S.07.02a | | Trading Standards Partnership: The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators | 100% | 10% | 25% | 50% | ✅ | ⬆ | **Q2 17/18**: On Target | 100% | |
| CE.S.07.04a | | Trading Standards: Number of active interventions. Target is an estimate of the number of investigations likely to be undertaken, based on action in 2015/16 | 128 | 51 | 35 | 77 | ✅ | ⬆ | **Q2 17/18**: On Target | 120 | |

| PI Code | Priority | PI | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Short Trend | Q2 2017/18 Note | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| CE.S.07.05a | | Trading Standards: Number of Memex logs made. We would expect in excess of 350 for the year, based on current performance. | 477 | 224 | 107 | 184 | 🛑 | ⬆ | **Q2 17/18**: Off Target Number of logs has dropped over holiday period but target will be met before year end. | 400 | |
| CE.S.07.06a | | Trading Standards: Number of primary inspections conducted | 189 | 58 | 31 | 56 | 🛑 | ⬇ | **Q2 17/18**: Off Target Number of inspections has dropped over holiday period but target will be met before year end. | 125 | |
| CE.S.07.07a | | Trading Standards: Number of criminal investigations instigated | 21 | 9 | 6 | 11 | ✅ | ⬆ | **Q2 17/18**: On Target | 15 | |
| CE.S.07.08a | | Trading Standards: Percentage of consumer complaints completed within 14 days | 86.6% | 90.2% | 91.6% | 86.7% | ✅ | ⬇ | **Q2 17/18**: On Target | 85% | |
| CE.S.07.09a | | Trading Standards: Percentage of tobacco retailers visited annually. | 49.59% | 6.6% | 1.6% | 7.9% | 🛑 | ⬆ | **Q2 17/18**: Off Target The number of visits able to be made has been less than in previous years at the Q2 stage, however routine visits will pick up over the next two quarters and the target will be met. | 20% | |
| CE.S.07.10a | | Trading Standards: Participation in safety initiatives | 9 | 2 | 0 | 2 | 🛑 | ▬ | **Q2 17/18**: Off Target 3 initiatives due around Christmas period will bring numbers back on track. | 6 | |
| CE.S.09.02a | 09. Delivering excellence | Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews | New for 17/18 | | 1 | 1 | ✅ | ▬ | **Q2 17/18**: On Target | 3 | |

| PI Code | Priority | PI | 2016/17 | Q2 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Value | Value | Value | Value | Status | Short Trend | Note | | |
| CE.S.09.02b | | Extent of savings achieved (cumulative) | New for 17/18 | | £270,000.00 | £270,000.00 | | ▬ | **Q2 17/18**: Data Only Savings of £270k Performance/Business transformation/Quality and scrutiny | | |
| CE.S.09.03a | | Completion of review of Economic Development and Communities functions | New for 17/18 | | 25% | 50% | ✅ | ▬ | **Q2 17/18**: On Target A review of the Communities function is part of the overall business transformation workstream of Services within Communities. A seperate review of the Economic Development function is in progress. | 100% | |
| CE.S.09.04a | | Consolidation of Building Standards status Application for Customer Excellence in at least one other function | New for 17/18 | | 0 | 0 | ✅ | ▬ | **Q2 17/18:** On Target Building standards retains customer excellence status. Application for planning services accreditation on hold pending National review of the planning system. | 1 | |
| CE.S.09.05a | | Completion of review of Business Gateway service | New for 17/18 | | 25% | 50% | ✅ | ▬ | **Q2 17/18**: On Target | 100% | |
| CE.S.09.06a | | Achieve City Deal Status | New for 17/18 | | 95% | 100% | ✅ | ▬ | **Q2 17/18**: Complete | 100% | |
| CE.S.09.06b | | Extent of direct City Deal investment in Midlothian | New for 17/18 | | N/A | N/A | ✅ | ▬ | **Q2 17/18**: On Target Amount of investment unknown until detailed City Deal programme has been approved. | | |
| CE.S.09.06c | | Extent of indirect City Deal investment in Midlothian | New for 17/18 | | N/A | N/A | ✅ | ▬ | **Q2 17/18**: On Target Amount of investment unknown until detailed City Deal programme has been approved. | | |

| PI Code | Priority | PI | 2016/17 Value | Q2 2016/17 Value | Q1 2017/18 Value | Q2 2017/18 Value | Q2 2017/18 Status | Q2 2017/18 Short Trend | Q2 2017/18 Note | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| CE.S.10.01d | 10. Poverty levels in Midlothian overall are below the Scottish average | Return on Investment for clients | New for 17/18 | | N/A | £18 | ✅ | ▬ | **Q2 17/18**: On Target Welfare rights have gained £1,278,039.37 for Midlothian residents in the first 6 months of 2017/18, the cost of service over these 6 months was £71,500.00. THere are a large number of cases to be closed in Q3 and the service is confident they will reach the annual target. | £20 | |
| CE.S.10.02a | | Implement the actions in the review | New for 17/18 | | 25% | 50% | ✅ | ▬ | **Q2 17/18**: On Target Review recommendations have been embedded into practice further review details being presented to Council in December. | 100% | |
| CE.S.11.04a | | Number of Community Councils who adhere to the revised Scheme. | New for 17/18 | | 16 | 16 | ✅ | ▬ | **Q2 17/18**: Complete All 16 Community Councils have adopted the modernised scheme. | 16 | |
| CE.S.11.04b | 11. Citizens are engaged with service development and delivery | Number of Community Councils who receive training on the Community Empowerment Act. | New for 17/18 | | 0 | 11 | ✅ | ▬ | **Q2 17/18**: On Target We have organised the first Community Councillors training day. 34 community councillors, elected members and members of the public attended. Training sessions included equalities, working with young people, engaging with social media, neighbourhood planning and the Community Empowerment Act. | 16 | |
| CE.S.11.05b | | Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas | 44 | 22 | 17 | 24 | ✅ | ⬆ | **Q2 17/18**: On Target 24 practical improvements made as a result of neighbourhood planning. These include new bus stops, new community notice boards, better road safety, improved parks and less litter. More information can be found **here.** https://www.midlothian.gov.uk/info/ | 42 | |

| PI Code | Priority | PI | 2016/17 | Q2 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Value | Value | Value | Value | Status | Short Trend | Note | | |
| | | | | | | | | | 200284/your_community/216/neighbourhood_plans_and_profiles. | | |
| CE.S.11.06a | | Deliver a community action plan in each of the three areas. | New for 17/18 | | 0 | 3 | ✅ | ▬ | **Q2 17/18**: Complete Delivered. As the plans are reviewed they will be aligned with the guidance in the Community Empowerment Act for Locality Improvement Planning. | 3 | |
| CE.S.11.07a | | Simplified grants form | New for 17/18 | | 25% | 100% | ✅ | ▬ | **Q2 17/18**: Completed. Small grants process improved based on feedback, specifically application and monitoring forms have been simplified. Awaiting outcome of budget reviews to amend large grants programme. | 100% | |
| CE.S.11.07b | | Streamlined monitoring | New for 17/18 | | 25% | 100% | ✅ | ▬ | **Q2 17/18**: Completed. Small grants process improved based on feedback, specifically application and monitoring forms have been simplified. Awaiting outcome of budget reviews to amend large grants programme. | 100% | |
| CE.S.11.08a | | Provide a guide, webpage, leaflet and bespoke local support for asset transfers. | New for 17/18 | | Yes | Yes | ✅ | ▬ | **Q2 17/18**: Completed. Next stage is establishment of Community Management Assessment Group. | Yes | |
| CE.S.11.09a | | Provide advice, support opportunities for the Community Planning Partnership Board to engage with local community groups. | New for 17/18 | | 0 | 5 | ✅ | ▬ | **Q2 17/18**: On Target Completed the Supporting Communities Programme with the Scottish Community Development Centre. Schedule of study visits developed but need still need to engage the CPP Board members in firming up their attendance. Training session on the place standard delivered. | 10 | |

| PI Code | Priority | PI | 2016/17 | Q2 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | Annual Target 2017/18 | Benchmark |
|---------|----------|----|---------|------------|------------|------------|---|---|---|----------------------|-----------|
| | | | Value | Value | Value | Value | Status | Short Trend | Note | | |
| CE.S.12.01b | | Carry out consultation with stakeholders in relation to biodiversity action plan | New for 17/18 | | Yes | Yes | ✅ | ▬ | **Q2 17/18:** On Target A draft Local Biodiversity Action Plan is being prepared in liaison with the Council's environmental partners. | Yes | |
| CE.S.12.02a | | The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government | 81% | 80% | 96% | 91% | ✅ | ⬆ | **Q2 17/18**: On Target 91% of planning applications have been determined within target. | 80% | 78% of planning applications were determined within target in 2015/16. |
| CE.S.12.04a | | Climate Change action plan prepared | New for 17/18 | | 25% | 50% | ✅ | ▬ | **Q2 17/18**: On Target. The Climate Change Plan has not been drafted; plan will be drafted in Q3/4. | 100% | |
| CE.S.12.05b | 12. Midlothian is an attractive place to live, work and invest in | Complete submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding at Penicuik | New for 17/18 | | 25% | 50% | ✅ | ▬ | **Q2 17/18**: On Target The Penicuik Heritage project is progressing towards a phase 2 bid in Q4 with the engagement work commencing, staff resource being in place and the 41 priority buildings (100 premises) identified. | 100% | |
| CE.S.12.06a | | Full attention at all times to monitoring of gas levels at site in Gorebridge, with any necessary action being taken timeously | New for 17/18 | | Yes | Yes | 📊 | ▬ | **Q2 17/18:** On Target All properties with identified elevated levels of carbon dioxide have been provided with carbon dioxide alarms and a protocol for action and reporting in the event of alarm activation. Environmental Health will respond, on a whom failing basis, to the private sector properties with Melville Housing responding to alarm activations at their properties. Written monthly updates are being provided to the private sector occupiers. The Incident Management team (Chaired by CPHM at NHS Lothian) continues to investigate the matter. | | |

| PI Code | Priority | PI | 2016/17 | Q2 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | Annual Target 2017/18 | Benchmark |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Value | Value | Value | Value | Status | Short Trend | Note | | |
| CE.S.13.01a | 13. Identify and develop participatory budget programmes | Deliver and evaluate 3 participatory budget projects as part of the Food Glorious Food programme. | New for 17/18 | | 3 | 3 | ✅ | ▬ | **Q2 17/18**: Complete PB work and evaluation of the process completed. In 2018 will evaluate impact of projects with NHS Lothian. | 3 | |
| CE.S.13.01b | | Distribute 48k to projects that will promote access to affordable, high quality food in the priority areas. | New for 17/18 | | £48,000 | £48,000 | ✅ | ▬ | **Q2 17/18**: Complete | £48,000 | |

# Published Local Government Benchmarking Framework – Communities and Economy

![Midlothian]

## Corporate Services

| Code | Title | 2010/11 Value | 2011/12 Value | 2012/13 Value | 2013/14 Value | 2014/15 Value | 2015/16 Value | External Comparison |
|------|-------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|
| CORP5b2 | The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site  (LGBF) | 55.90 hours | 22.10 hours | 25.23 hours | 1.83 hours | 0.65 hours | 2.72 hours | 15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (Top Quartile). |

## Economic Development and Planning

| Code | Title | 2010/11 Value | 2011/12 Value | 2012/13 Value | 2013/14 Value | 2014/15 Value | 2015/16 Value | External Comparison |
|------|-------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|
| ECON1 | Percentage of  Unemployed People Assisted into work from Council Funded/Operated Employability Programmes | | | 8% | 6.83% | 12.33% | 9% | 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile). |

## Environmental Services

| Code | Title | 2010/11 Value | 2011/12 Value | 2012/13 Value | 2013/14 Value | 2014/15 Value | 2015/16 Value | External Comparison |
|------|-------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|
| ENV5a | Corporate Indicator - Cost of Trading standards per 1,000 population.  (LGBF) | | | £4,273.50 | £4,368.36 | £8,189.31 | £6,362.28 | 15/16 Rank 17 (Third Quartile). 14/15 Rank 27 (Bottom Quartile). |
| ENV5b | Corporate Indicator - Cost of environmental health per 1,000 population.  (LGBF) | | | £8,855.65 | £13,282.17 | £9,697.25 | £9,715.07 | 15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile). |