

Midlothian Profile



Cost of living - UK

Electricity prices in the UK rose by **66.7%** and gas prices by **129.4%** in the 12 months to February 2023.

Petrol prices increased from **147.6** in Feb 22 to **148.0** in Feb 23 (pence per litre).

Diesel prices increased from **151.7** in Feb 22 to **169.5** in Feb 23 (pence per litre).

Inflation rate went up to **10.4%** in February 2023.

Total population 94,700 Males **45,600** and females **49,100** (2021)

Between **2018** and **2028**, the population of Midlothian is projected to increase by **13.8%** to **103,945** compared to **1.8%** for Scotland as a whole. (Latest update 2020)



Economy

Employment levels are above Scottish average with **48,500** people in employment (Sept 2022)

Midlothian's unemployment rate (model based) between Oct 21 to Sep 22 stands at **2.2%** and is below the Scottish average (3.4%) (2022)

Midlothian has **3,050** Local Unit Businesses. **96.5%** micro/small employers, **3.0%** medium and **0.5%** large. (2022)

Job density is **0.64** (this means that there are 64 jobs for every 100 people aged 16-64) (2021)



Earnings

Full time average gross weekly pay is **£622.90** of people living in Midlothian (2022)

Full time average gross weekly pay is **£615.30** of people working in Midlothian (2022)

There are **1,350** people claiming out of work benefits, **60.4%** of people are aged between 25 to 49 (2023)



Health and wellbeing

24.2% of adults had a limiting long term condition in Midlothian (2019)

In 2021 the leading cause of death for males was ischemic heart diseases (**12.0%**)

In 2021 the leading cause of death for females was dementia and Alzheimer's (**11.8%**)



Households

40,876 households in Midlothian. This is a 1.8% increase from 40,137 households in 2020. (2021)

The number of workless Households in Midlothian was **2,900** (10.8%) in 2021. (2021)



Inequality

20% of children are living in poverty in Midlothian (2021)

Midlothian has lower than Scottish average levels of social exclusion. However, geographic pockets of multiple deprivation remain, particularly within the **Central Dalkeith/ Woodburn, Mayfield & Easthouses, and Gorebridge** areas. Two areas within **Bonnyrigg and Loanhead** also now emerging as areas of concern. (Latest update 2020)



Climate emergency:

While industry and commerce account for **21.2%** of carbon emissions in Midlothian, the biggest sources of carbon emissions are still **domestic heating (36.9%)** and **transport (36.6%)**

Building Services

- Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.
- Continue to deliver the additional programmes of work identified by the house condition surveys to maintain Scottish Housing Quality Standard for the Councils housing stock.
- Deliver the Energy Efficiency Standard for Social Housing (EESH) programme.
- Continue to improve the delivery of Building Maintenance services through the review of mobile working, process improvements, income and productivity.
- Implementation of the Local Authority Carbon Management Plan and General Services Capital programme.

Key highlights

Building Standards continues to provide a high level of customer satisfaction against an increasing demand by co-ordinating working arrangements with partners, monitoring performance, identifying any dips, publishing information on this together with any remedial action, identifying customer needs and ensuring appropriate resources are available to meet those needs. In December, 2022 the Building Standards service was awarded its full re-appointment period by the Scottish Government. This re-appointment period is from 1 May 2023 until 30 April 2029.

In relation to our ambitious affordable housing programme, Phase 1, now complete, provided 864 additional houses within Midlothian. The total number of new homes from phase 2, 3 and 4 is currently estimated at 1201, comprising of 489 from phase 2 budget and 712 from phase 3 and 4 budgets. Progress continues with 661 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. This includes the largest Passivhaus programme in Scotland, with 189 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents.

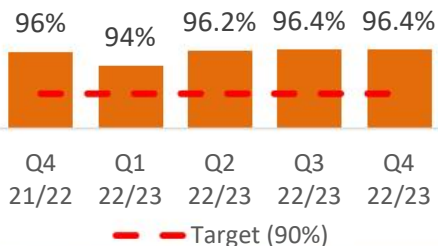
Grant Funding of £696,497 for 2022/23 Energy Efficiency was awarded this year and contracts have been awarded for the extension of the Cameron Crescent and Ladywood areas of Midlothian. Two contracts for a combined total of £1.6m for roughcasting of social housing have been awarded and are ongoing in the Dalkeith and Newtongrange areas.

This quarter Council approved the repairs and maintenance service standards, this sets out the framework in which our Building Maintenance Service will deliver to ensure our Council houses are maintained to a good standard expected by and agreed with our tenants, in line with the Council's Tenancy Agreement. A common repairs policy was also approved, which aims to ensure a clear and consistent approach to recharging home owners for common repairs. A minimum let standard was introduced on a trial basis in December 2022, using the let standard has reduced turnaround times for void properties.

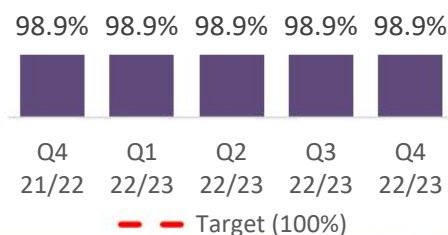
Areas of improvement: Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses have been identified as failing the Energy Efficiency Standard for Social Housing (EESH). We have reduced these failures to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS from the 31st March 2022 we have found that 4733 fail assessment and have 32.28% meeting standard. It should be noted that 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for EESH failure.



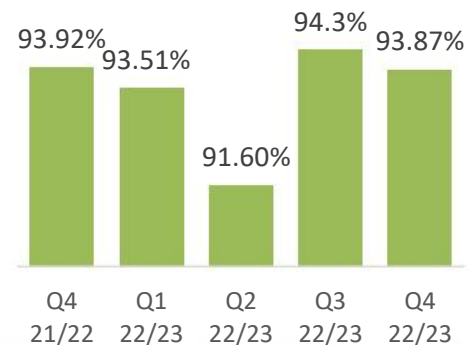
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



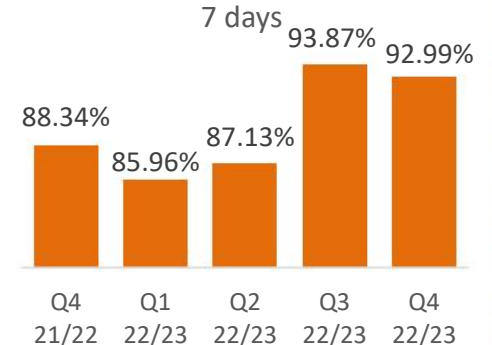
% of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria



% of completed first priority repairs within target of 24hrs



% of completed second priority repairs within target of 7 days



Property and Facilities Management

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

Support the delivery of the Economic Renewal Strategy through the letting and sale of Property Investment Account properties.

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

Continue to deliver Building Rationalisation and hybrid working.

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

Increase revenue throughout the commercial sector of catering services.

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

Continue to improve the facilities and cleaning services by introducing new cleaning practices and methodologies.

Key highlights

The Local Heat and Energy Efficiency Strategies (LHEES) aims to establish local authority plans for improving the energy efficiency of buildings and decarbonising heat. LHEES is currently being piloted under the Energy Efficiency Scotland Programme. In conjunction with consultants, Midlothian are now at Stage 4 of the methodology and are currently reviewing the findings and in discussion with key stakeholders regarding the confirmation of data, and identification, review and potential priorities.

Work continues with Midlothian Energy to develop business case options for addressing building fabric and energy decarbonisation of the existing estate. The planned site has been secured for the new Midlothian Energy Centre at Millerhill, as a key step in the delivery of District Heating at Shawfair. The energy services agreement with Shawfair LLP received shareholders consent in December, 2022 allowing closure of the deal to supply and manage heat distribution for Shawfair. The conclusions of the heat offtake agreement at Millerhill waste and recycling plant allowed the signing of the design and build and operating and management agreements for the energy centre and undertaking of the installation of the distribution network. Contractors are now appointed and work progressing with groundworks.

Asset management: Approval and sign off the appointment of framework surveyors to undertake non housing stock Condition Surveys.

Janitorial, Cleaning & Catering: A total of 577,630 free primary school meals were provided this year. Cleaning Services continue to provide enhanced cleaning, fogging, touchpoint cleaning and additional Janitorial support across all Council Buildings.

Areas for improvement:

International instability are impacting on energy prices and Midlothian current reliance on Carbon based fuel and lack of historical investment in alternative energy sources makes us potentially vulnerable to increasing and fluctuation prices. Current framework contract agreements are currently protecting the Council from significant increases. We continue to monitor usage but this will be an ongoing challenge, with the need to also invest in fabric improvements and Net Zero also presenting a corresponding technical, financial and resource challenge.

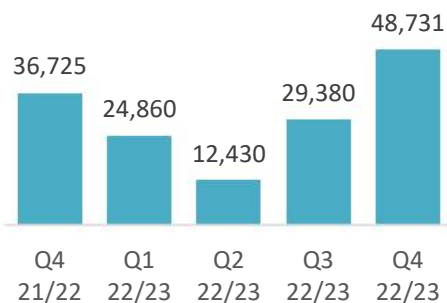
Asset based

Modern

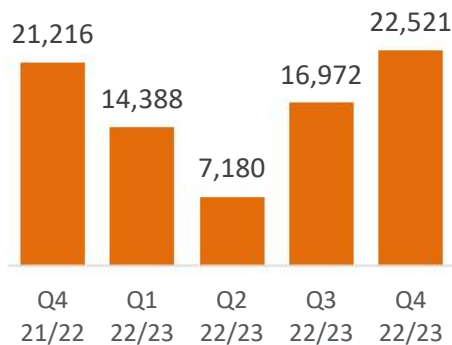
Hub and Spoke

Preventative

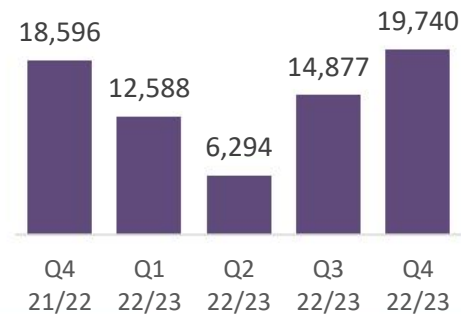
Total hours used for cleaning in primary schools



Total hours used for cleaning in secondary schools



Total hours used for Janitorial services in schools



Housing

- Increase the number of homeless households that obtain permanent accommodation, and half the average time taken to complete homeless duty from 105 weeks to 52 weeks.
- Implement Midlothian Council's Allocation Policy.
- Implement the approach to housing those with complex needs through a 'Housing First' model.
- Review void management to minimise re-let timescales and further development of our tenancy support to improve the sustainability of tenancies.
- Introduce a new strategy to reduce drug deaths within Midlothian homelessness accommodation.

Key highlights

There were 4,612 active housing applicants placed on the Common Housing Register at the end of this reporting period. The total number of lets made to the general needs applicants this year was 184 and 291 made to homeless applicants. As a snapshot, on the 31st of March we had allocated 322 rooms/properties for those in need of temporary accommodation. This year we purchased 22 open market properties, and progressed 31 mutual exchanges. This years abandoned tenancy rates remain low at 0.08% of our housing stock. Preventative measures and tenancy support have ensured our eviction rates for this year remain low at 0.01% of our stock.

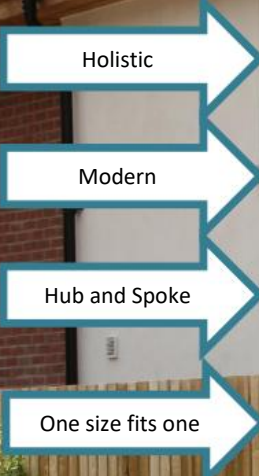
Re-let time for permanent properties has decreased to 24 days this quarter compared to 45 days at the start of the year in Q1. The length of time homeless applicants waited until receiving a permanent housing outcome has decreased to 70 weeks from 106 weeks in Q1.

With the change in The Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2020, we have transformed temporary accommodation in Midlothian, so no children will be in a B&B, hotel or hostel accommodation for more than 7 days. On 29 November 2022, the Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022 came into force. This gives people in housing crisis the freedom to settle where they choose with access to the support they need, and aims to help them integrate more fully into the local community and to reduce repeat homelessness. With both of these significant changes to homelessness legislation adding challenges to the service, we have not breached these orders.

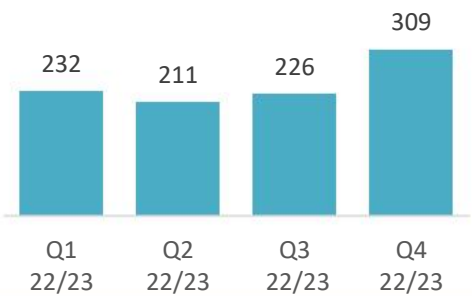
The new hostel accommodation at Jarnac Court was opened providing both accommodation and support to our applicants. This newly refurbished site has 22 rooms for temporary accommodation for our homeless customers.

The Scottish Housing Regulator met with Housing Services to review and discuss our engagement plan surrounding homelessness and health and safety within our tenancies. In addition, the Scottish Housing Network concluded a benchmarking exercise against similar sized Local Authority Housing teams. Both meetings praised our material improvements around housing and homelessness and supported the continuation of engagement going forward.

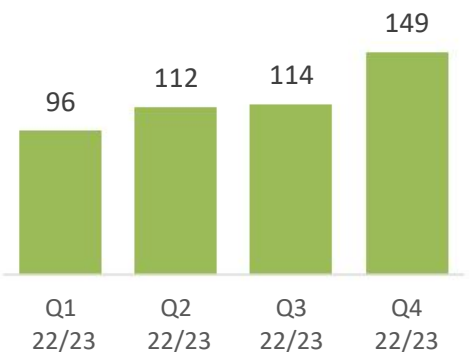
Work continues as part of the resettlement schemes to support and provide routes for people who may be fleeing conflict from a range of different countries.



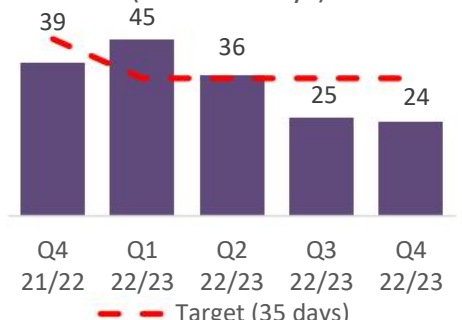
Number of clients accessing homelessness advice and assistance



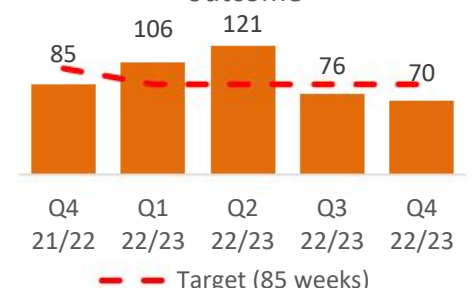
Total number of housing lets



Re-let time permanent accommodation properties (calendar days)



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



Neighbourhood Services

- Transform service delivery through the adoption of digital and mobile platforms.
- Improve and expand active travel and public transport for Midlothian residents.
- Continue to progress actions to reach the Scottish Government targets to recycle 70% of all waste.
- Develop a comprehensive asset database management plan for all Neighbourhood Services assets.
- Continue to invest in the workplace across all Neighbourhood Services teams to develop sustainable career pathways and generic working model to grow talent and foster leadership opportunities.

Key highlights

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues to make good progress this quarter with 20.10km of carriageway resurfaced over this year (2.89% of the total road network) with our annual target of resurfacing 2.2% of the total road network being exceeded. In addition, 7.26km of footways were resurfaced this year (1.02%), exceeding our annual target of 0.6%. In addition, there has been significant capital investment in modern road maintenance equipment including a road planer to remove the surface of roads, specialist rollers, road tar hot box and mobile welfare facilities for staff. The purchase of a JBC Pothole Pro (PHP) will play a key part in recovering our road and footpath network going forward.

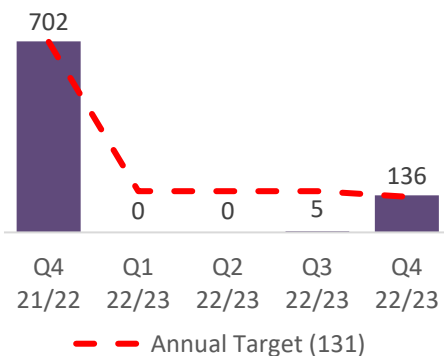
Successful procurement of new contracts for both lighting capital and traffic signal maintenance will deliver best value for the service. Due to late procurement of these contract this year, funding has been diverted to the delivery of 1,796 new LED lanterns, anticipated to be complete in May. As a result, 136 lighting column replacements were installed this quarter with a further 403 units expected to be complete in July.

Work continues in Waste Services on an options Appraisal with Zero Waste Scotland to consider how waste/recycling might be collected in the future considering the Household Waste Charter, and the impacts of both the planned Deposit Return Scheme and Extended Producer Responsibility. Planning is on-going regarding the potential impacts on the service, particularly the kerbside glass collection service. Target containers returned to retailers or reverse vending points will mean less in collected in kerbside glass boxes and blue bins which will affect our recycling rates.

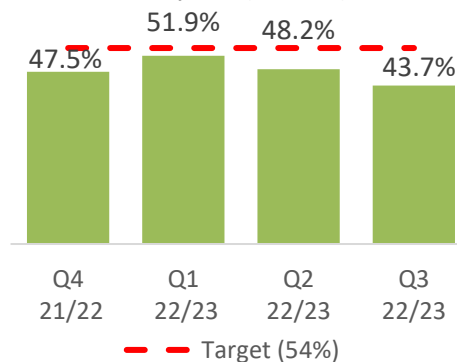
As part of Scottish Government capital spend on play improvements, 20 play areas have been upgraded mainly consisting of replacing old and worn equipment. Play areas at Danderhall and Kings Park Nursery were completed this year with new play equipment and planting. Waterfall park refurbishment is now complete and North Middleton Pump Track Pump track completed and is being well used by community. Other works in progression include Burnbrae Primary, Penicuik Park, Millerhill Park.

The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives such as the Midlothian Outdoor Festival, attracting 1,072 visitors taking part in walks, talks and activities throughout the county. Tree survey work was completed on Penicuik to Dalkeith walkway, Springfield Mill and Straiton pond. In addition, the ranger service secured partnership funding with Scottish Water for a ranger post at Gladhouse reservoir and delivery of equipment as part of the Scottish Government Nature Restoration Fund for biodiversity which will be utilised for maintenance of grassland and wild flower meadows. Extensive biodiversity works were completed to restore 2 ponds at Vogrie and Straiton ponds. A new pond was created on the Penicuik to Dalkeith walkway. Green flags were awarded to Vogrie Country Park and Loanhead Memorial Park. This year 5,604 volunteer hours were spent in countryside sites ensuring an attractive, safe and welcoming environment for all to enjoy.

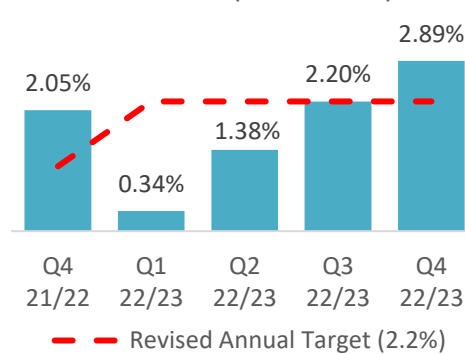
Number of lighting columns replaced (cumulative)



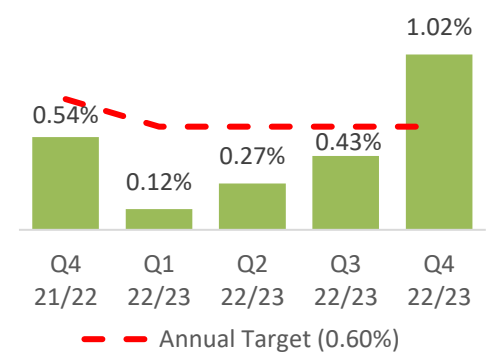
% of total household waste that is recycled (Tonnes)



% of the road network resurfaced (cumulative)



% of the footpath network resurfaced



Holistic

Sustainable

Preventative

One size fits one

Planning and Economy

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



Key highlights

The Business Gateway team continue to promote localised procurement with clients, encouraging registration with the Supplier Development Programme and Public Contract Scotland (PCS). The team also continue to promote the social enterprise model to clients where their plans, objectives and values align to the model. Contributing to Community Wealth Building objectives, the team continue to support the projects from Social Enterprise Conversation sessions as they develop. The “Newtongrange Development Trust and a Social Entrepreneur” session was held last quarter and two Social Enterprise Conversations were held in Bonnyrigg and Roslin (and surrounding areas) this quarter.

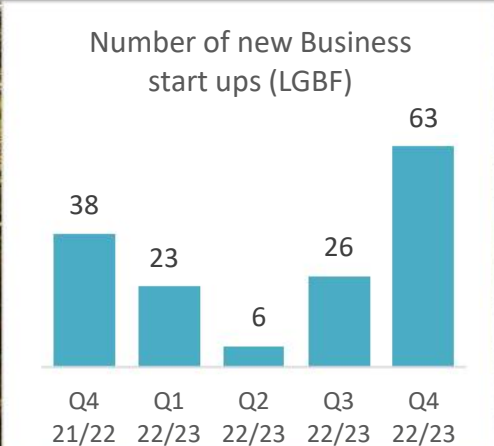
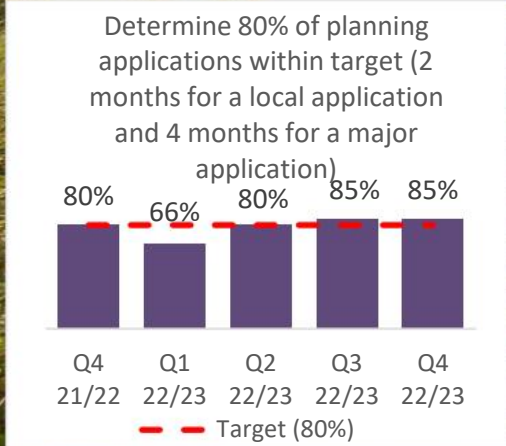
The level of Business start-ups has increased from 6 in Q2 to 63 in Q4, most of these had accessed pre-start support in 2021/22 and some from earlier this financial year. This reflects the continued and focused activity of our dedicated Start Up Adviser and broader economic trends including:

- Part time work sufficient before but not during cost of living crisis.
- Developing “side hustles” in order to create additional income to cover gaps in earnings, whilst remaining in employment.
- Redundancies or threat of job loss motivating clients to investigate self-employment.

The total number Business start-ups this year was 118. This should realise a forecasted creation of 142 jobs, with quarter 4 jobs forecasted to be 74.

Following the 2021/22 Planning Performance Framework submission to the Scottish Government, the RAG rating feedback report was received in December 2022 and for the first time all 15 performance markers were rated ‘green’ giving no cause for concern. The 15 performance markers form the basis of the assessment of the Council’s Planning Service and as a result no areas were identified for improvement and no indications where some specific attention is required.

Following the adoption of the National Planning Framework No.4, the Service has formally commenced its review of the Council’s adopted spatial strategy, the Midlothian Local Development Plan – the first phase consists of engagement with community groups, key agencies, the development industry, local residents and elected members.



Locate in Midlothian website: 10,095 visits (1st of April to 10th to November).

1,880 ‘Business Gateway Midlothian’ followers and **1,676** ‘Locate in Midlothian’ followers across Facebook, Twitter and LinkedIn.

Protective Services

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

Holistic

Preventative

Hub and Spoke

One size fits one

Key highlights

Public Health and Environmental Protection implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. To date only a handful of applications have been received but plans are in place to proactively contact known short-term let hosts early this year to remind them of the deadline for their license application and publicise the scheme further on our social media platforms. This quarter, software was implemented which is now integrated with the Council's website allowing hosts to apply and administer their application by 1st of October 2023.

Air Quality Progress Reports for 2020-21 and 2021-22 were submitted to Scottish Government on 31st October 2022 for appraisal. Our Air Quality monitoring programme which had been suspended due to resourcing issues has been successfully restarted. Work has now begun on the 2022-23 report.

An Abandoned Vehicle Procedure, introduced during 2022, continues to be refined this quarter but is working well. Officers are having a lot of success in contacting owners early in the process prior to having to go to formal notice by affixing 'awareness' notices at their first visit to the vehicle which encourages the owners to contact us. This allows the owner to informally deal with the issue before moving to formal notice. In addition, DVLA access that been achieved this quarter for searches of keeper details for vehicles reported to the authority as being abandoned. This resource can now be used for other authorised uses within our jurisdiction such as fly tipping and littering.

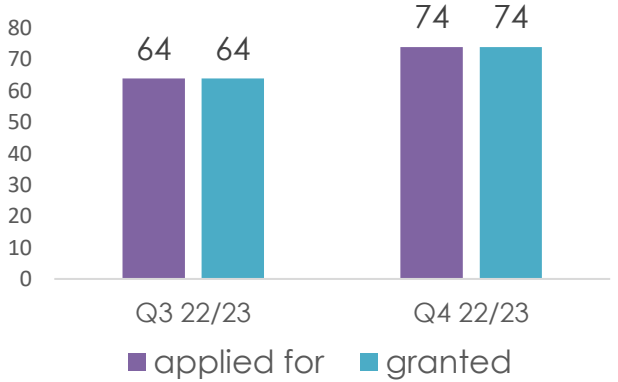
The Protective Services Business Regulation team hosted a number of visitors who were keen to better understand our roles in food safety and public health, building relationships for effective joint working. This included deputy CEO of Food Standards Scotland and a Clinical Fellow from the Health Protection Team. In addition, the Business Regulation Team has been working with an Environmental Health contractor to carry out our lowest risk food premises inspections. This has allowed the team to progress the backlog of food inspections after all inspection work ceased due to COVID restrictions.

*Please see report below for all Protective Service measures as part of reporting to the Police and Fire Board. Performance indicators marked with * are part of our Place service plans and quarterly performance reporting.*

Protective Services - Police and Fire Board Quarter 4 report

Licensing

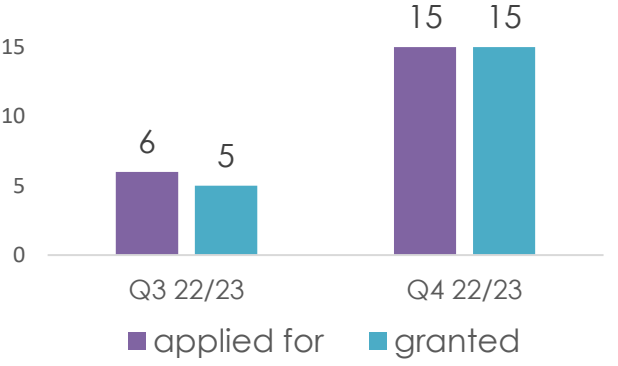
Number of liquor licences



Other civic licences applied for during Q4:

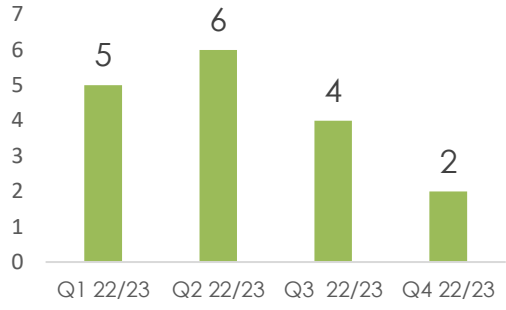
- 2 Market Operator's Licence
- 2 Tattoo Licences
- 2 Window Cleaning Licences
- 7 Street Trader Licences
- 0 Public Indoor Sport Licence
- 2 Second Hand Licences
- 2 Second Hand Car Dealer Licences

Number of public entertainment licences

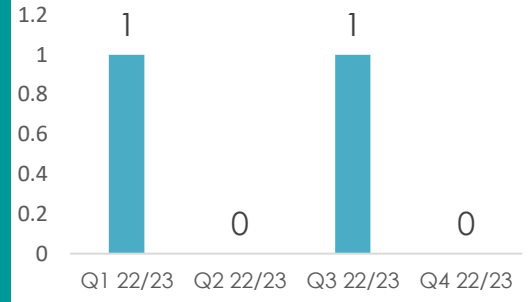


Workplace Health and Safety

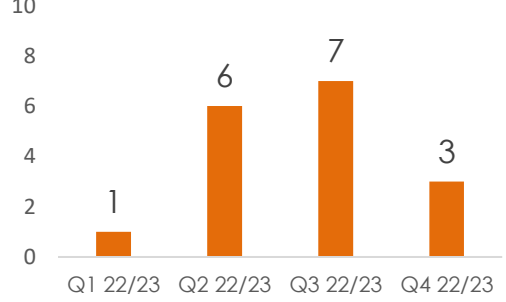
Number of Business Workplace Health and Safety proactive inspections



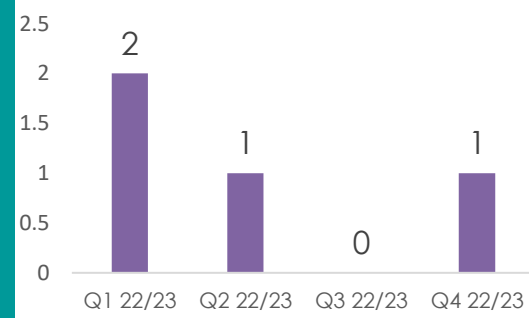
Number of Business Workplace Health and Safety Improvement notices served



Number of Business Workplace Health and Safety accident investigations

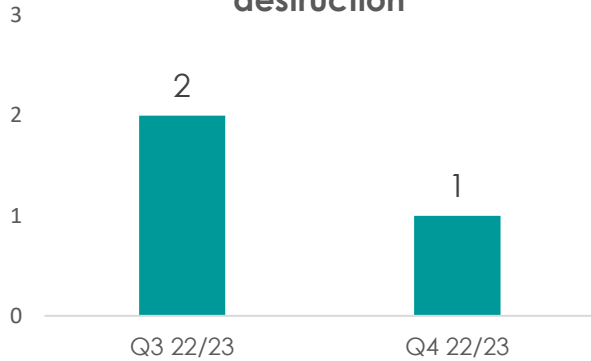


Number of Business Workplace Health and Safety Prohibition notices served

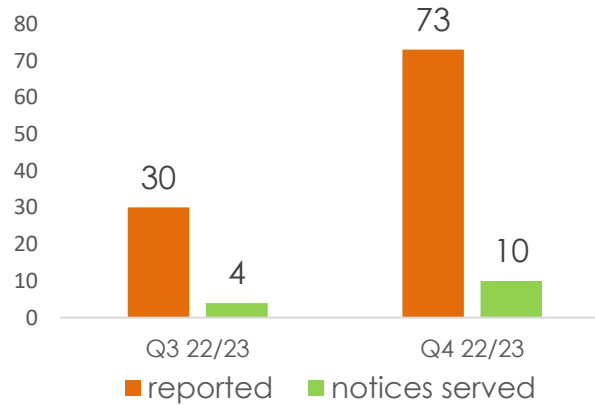


Public Health

Number of Abandoned Vehicles which have been removed for destruction

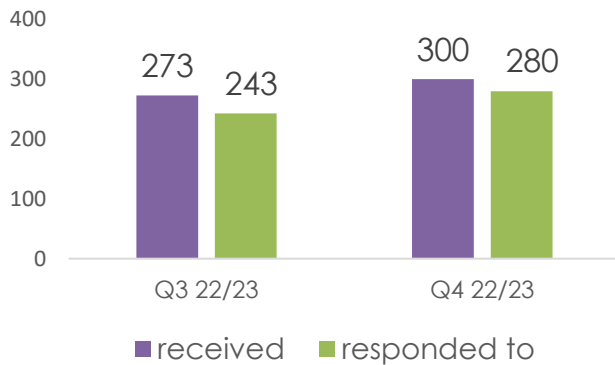


Number of Abandoned Vehicles

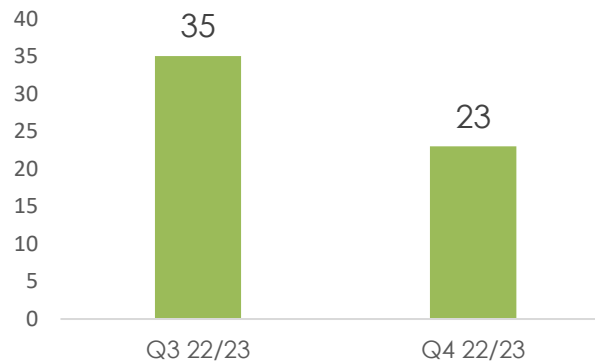


58 Licensing visits took place

Number of Public Health complaints



Number of Planning Application consultations received



1 Environmental Protection Abatement notice was served

1 private water supply inspection took place this quarter

5 private water supply samples were obtained in Q4

Civil Contingencies and events

Plans and Procedures:

Plans updated and issued:

- Emergency Contacts Directory

Plans updated and awaiting approval:

- Major Accident Hazard Pipelines
- Torness Off-site Emergency plan – summary document for Midlothian Council

Plans in progress:

- Op UNICORN updating in respect of new Monarch. This will tie in with national guidance, when issued. Midlothian Emergency Plan (generic document outlining response structures, roles and responsibilities, links to multi-agency arrangements).

Business Continuity Plans

- The development of these plans are the responsibility of individual services as they are closest to the work and can better assess needs and practicalities, but ongoing engagement and assistance will be given by the Health, Safety & Resilience Team. To encourage BC plan development a process of initial engagement with responsible managers is currently being finalised.
- A report is being drafted for CMT in respect of a range of measures to enhance the organisation's preparedness for emergency response.

Multi-agency Exercises, Training and Presentations:

Team Members Participated in:

- Exercise JANUS 23 – Notification exercise relating to a Torness Off-Site Emergency. This type of exercise occurs on an annual basis.
- Scottish Risk Assessment Challenge Workshop 3, Pandemic, Emerging Infectious Disease, Failure of the National Electricity Transmission System, ie major power outage.
- Exercise SAFE STEEPLE, Counter Terrorism exercise involving participants from the Lothian and Borders CONTEST Group and Lothian and Borders Local Resilience Partnership – plus additional, some senior, representatives from partner organisations, including Midlothian Council. Team was also involved in the planning for this exercise.
- Exercise MIGHTY OAK, national exercise to examine impacts and mitigations in relation to a National Power Outage. Midlothian Council participated in discussions involving the three Local Resilience Partnership within the East of Scotland Regional Resilience Partnership area.
- Familiarisation sessions on the use of Airwave handsets, utilising the Interoperability Bronze handsets held by Police Scotland.
- A number of briefing sessions on the Protect Duty/Martyn's Law, UK legislation currently being developed. A Draft Bill is expected to be put before Parliament in spring 2023.
- An ongoing series of briefing/training sessions offered by the Met Office.
- Resilient Communities virtual conference facilitated by Scottish Government.
- "Show and Tell" sessions facilitated by the EoS RRP Coordination Team and consisting of bite-sizes presentations covering a range of resilience topics.

Team facilitated:

- Total of 2 attendees on the Feb 23 multi-agency Crisis Management Course organised by the EoS RRP (attendance was expected to be higher but there were a number of withdrawals and changes of preference). More nominations have been submitted for the period Apr – Dec 23 so will be included in future reports.

Returns to Scottish Government/EoS RRP/Lothian and Borders LRP (and others), including:

- Assistance with information for COVID-19 Inquiries

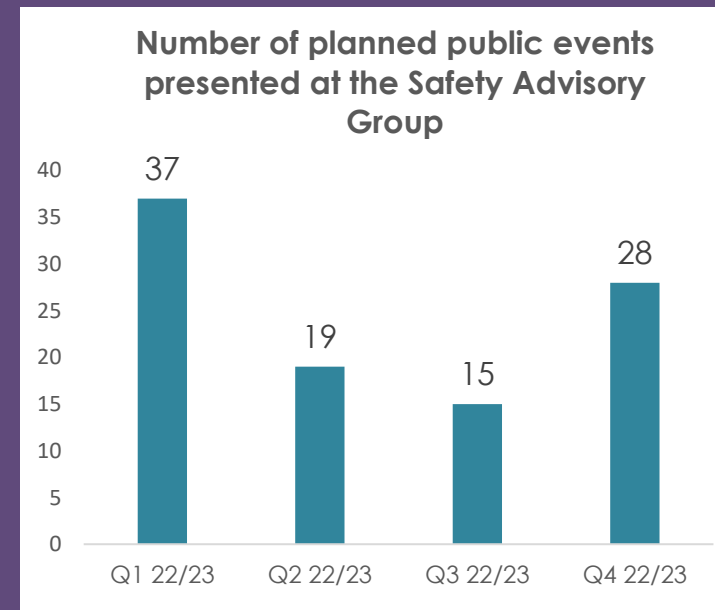
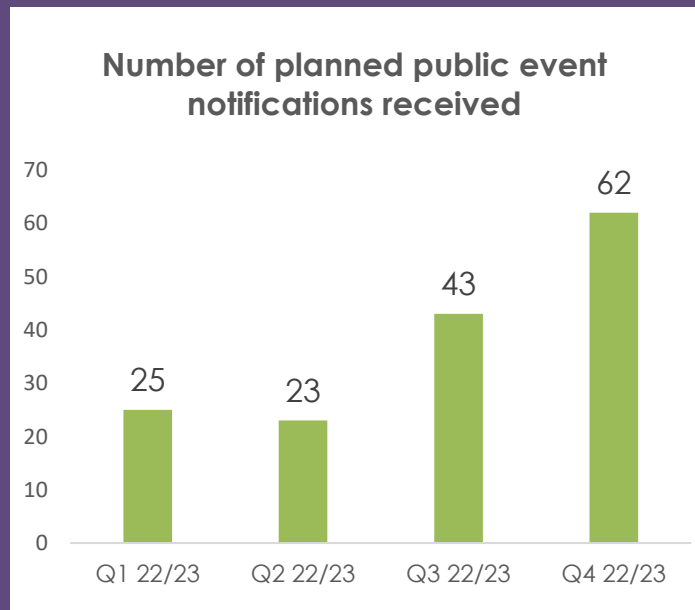
Ongoing, routine representation at/participation in:

- Local Resilience Partnership meetings – core group and sub groups.
- Local Resilience Partnership special work streams – Severe Weather Framework, National Power Outages Framework, Mass Fatalities Framework
- Lothian and Borders CONTEST group
- COSLA “All Council” EU-Exit meetings
- Internal meetings requiring a Contingency Planning presence, including Care for People, Estates Management, internal CONTEST Group, Safety Advisory Group, Business Continuity.
- Local Authority Resilience Group Scotland (LARGS) networking meetings.

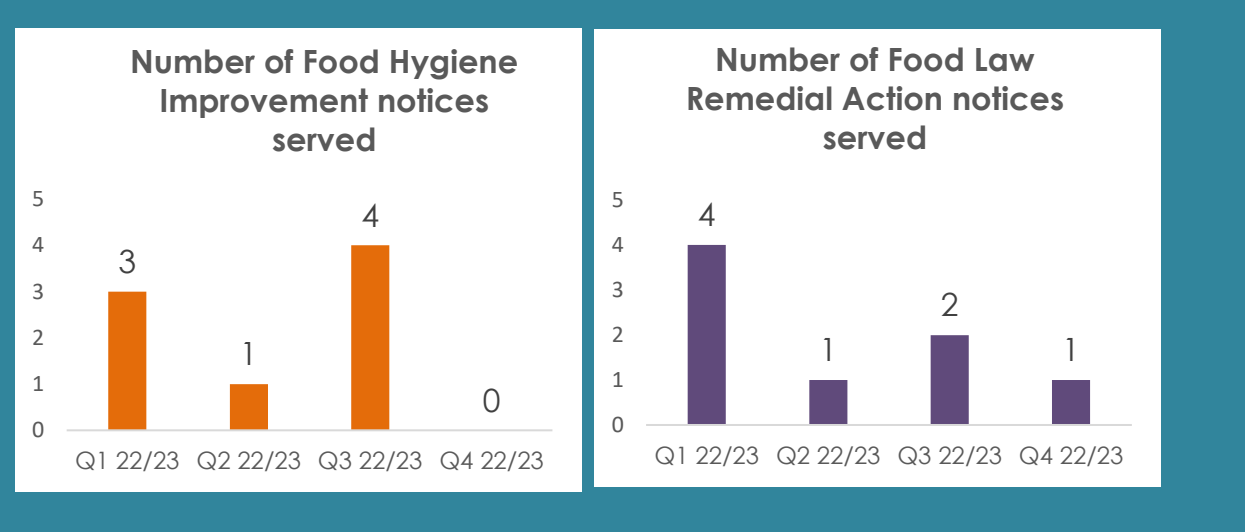
Ongoing monitoring of events and/or live incidents – disseminating information internally and liaison with external organisations as required.

To note: Following attendance at meetings, seminars, presentations, training sessions, a summary of all pertinent information is shared to senior managers and other colleagues as appropriate and invitations to shared where the subject might be direct interest to other services/partners.

Public events



Food Hygiene and Standards

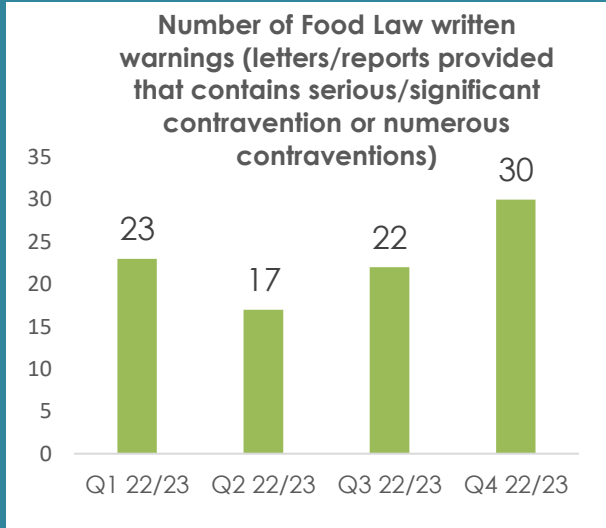
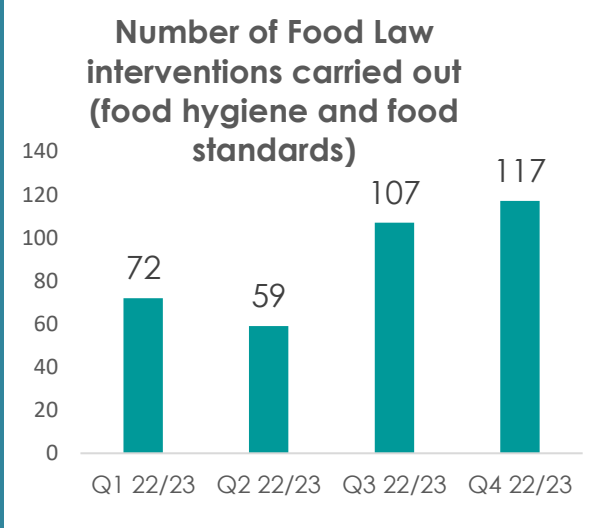


Any other Food Hygiene and standard notices served:

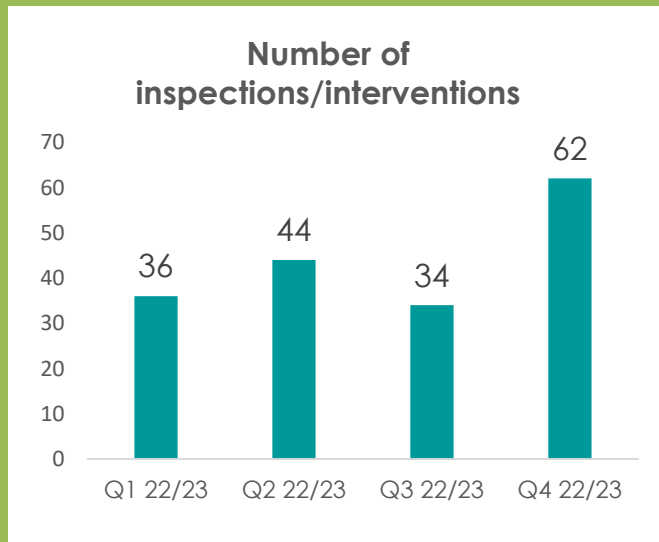
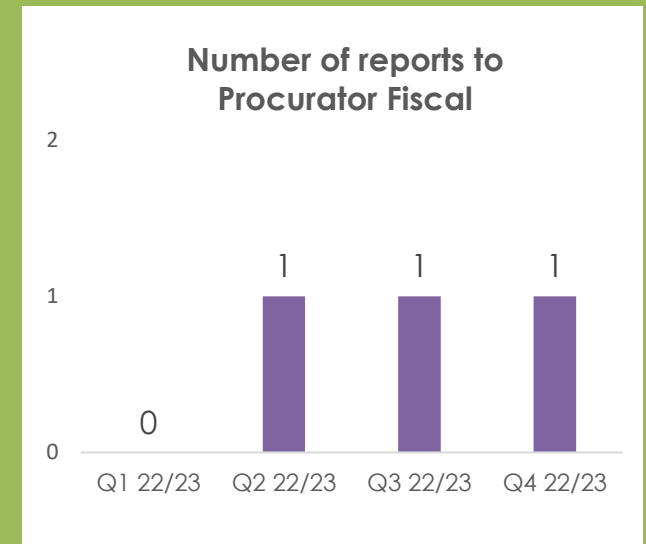
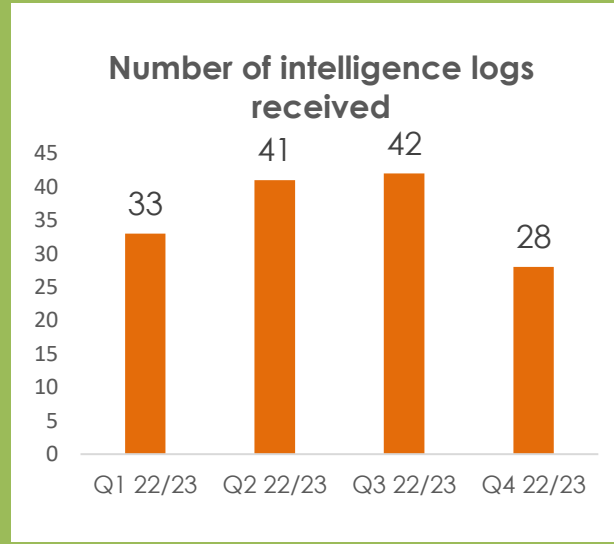
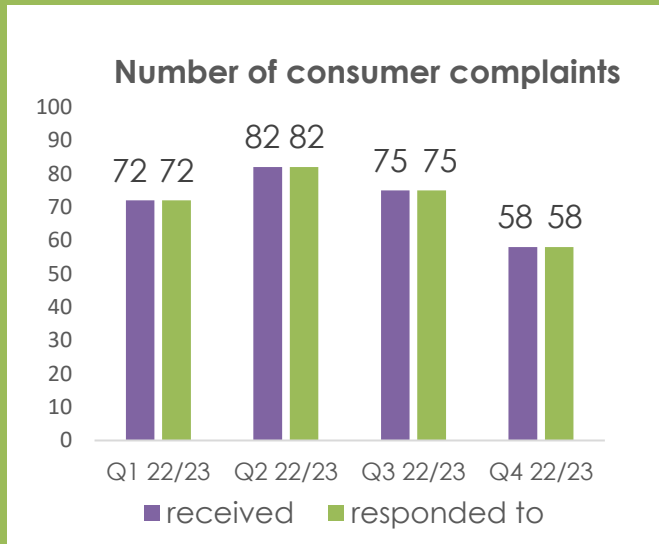
No Notices served in Quarter 4

13 Food/non-food Samples were taken in Q4

93% of Food Law interventions were completed in line with the Food Service Plan in Q4



Trading Standards



Trading Standards Campaigns/Joint working/Initiative details:

1. 135 disposable vapes said to have 3,500 puffs each were seized from two shops. They all vastly exceeded the 2ml nicotine content permitted in the UK. All small shops in Midlothian received a letter from Trading Standards advising of this problem which also identified 10 brand codes of Elf bars which had to be removed from sale.
2. As part of a Scotland-wide project, Trading Standards signed up, and provided certificates to, 5 self-storage businesses who will comply with a Code of Practice to prevent the storage of counterfeit goods.
3. Continued to contact residents, 17 this quarter, who have responded to scams according to historic information supplied by the National Scams Team.

**Performance indicator forms part of our Place service plan and quarterly performance reporting.*