

Midlothian Profile

Cost of living - UK

Energy costs increased by **54%** in April 2022,

Petrol prices increased by **29.73%** and Diesel prices increased by **37.1%** from May 21 to May 22.

Inflation – The Consumer Prices Index (CPI) rose by **9%** in the 12 months to April 22, up from 7% in March.



Total population 93,200 Males **44,800** and females **48,400**

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. (2020)



Economy

Employment levels are above Scottish average with **48,000** people in employment (2021)

Midlothian's unemployment rate (model based) between Oct 20 to Sep 21 stands at **3.4%** and is below the Scottish (4.2%)

Midlothian has **2,720** businesses. **89.9%** small employers, **3.7%** medium and **6.4%** large. (2020)

Job density is **0.59** (this means that there are 59 jobs for every 100 people aged 16-64) (2020)



Earnings

Full time average gross weekly pay is **£598.60** of people living in Midlothian (2021)

There are **3,095** people claiming out of work benefits, the highest level of claimants since the 1990's. In November 2020, a total of **7,155** households in Midlothian were on Universal Credit.



Health and wellbeing

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

In 2020 the leading cause of death for males was ischemic heart diseases **(14.5%)**

The leading cause of death for females was dementia and Alzheimer's **(12.9%)**



Households

40,137 households in Midlothian (2020)

By 2028, Midlothian is projected to have the **highest** percentage change in household numbers out of all 32 council areas, an increase of **16%** compared to 4.9% for Scotland as a whole. (2020)



Inequality

24% of children are living in poverty in Midlothian

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.



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 (ESSH) 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

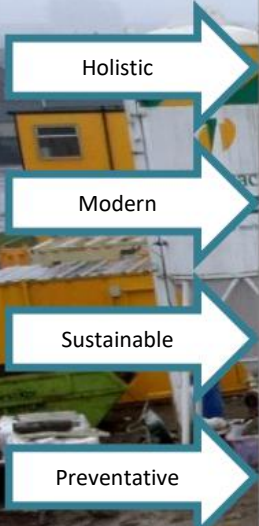
Building Standards continues to provide a high level of customer satisfaction against an increasing demand by co-ordinating working arrangements with partners, monitoring performance, identifying any dips, publishing information on this together with any remedial action, identifying customer needs and ensuring appropriate resources are available to meet those needs. In December 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. Although a positive this reappointment is subject to the following terms;

- The six year appointment period is conditional on the ability of Midlothian Council's building standards service to sustain and improve performance and ensure there is no reversal of performance or investment levels.
- Sufficiently resourcing the service to ensure workforce supply will meet longer term demand projections to maintain operational resilience.

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 during 2022 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 has been awarded 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.

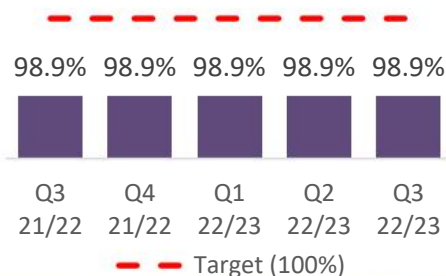
Areas of improvement: Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses have been identified as failing the Energy Efficiency Standard for Social Housing (ESSH). We have reduced these failures to 160 to meet the 2025 targets. 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 34.3% 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 ESSH failure.



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



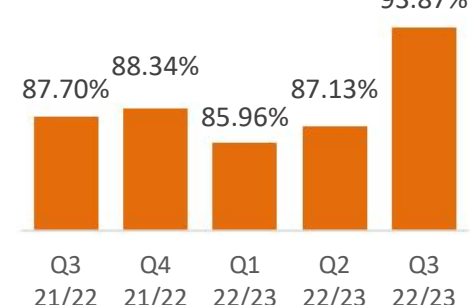
% of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria



% 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

Whilst work is progressing to develop proposals for the Hopefield Economic Development site in conjunction with the Development, the acquisition of Hardengreen H1 and H2 Economic development sites was concluded in Q3 providing mixed Industrial and office spaces. This represents a further expansion and diversification in the style and size of units the Council will be able to make available to support growing Midlothian enterprises.

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 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.

Asset management: Approval and sign off the appointment of framework Surveyors to undertake non housing stock Condition Surveys. Although delayed this work will now commence early 2023.

Janitorial, Cleaning & Catering: A total of 320,348 schools meals were provided during quarter 3 for nursery, primary and secondary schools. 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.

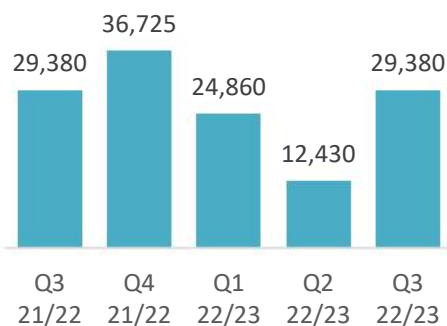
Asset based

Modern

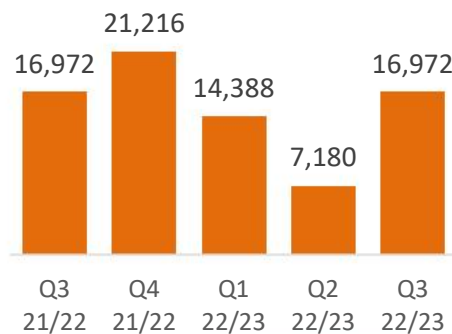
Hub and Spoke

Preventative

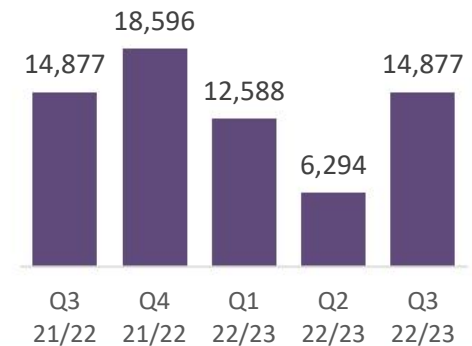
Total hours used for cleaning in primary schools



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

This quarter 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.

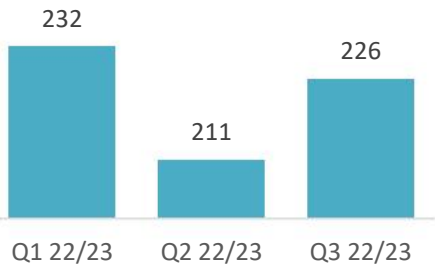
During this quarter we have worked to better improve communications with our housing applicants and tenants, housing duty telephone lines were moved onto Liberty telephony system allowing call recording and ability to report on call handling performance. New private meeting room spaces were opened in Midlothian House for customer engagement. As part of the Midlothian Council rent consultation which presented options for all tenants and waiting list applications on setting next year's rent levels, a series of five public meetings were held across various locations in Midlothian which were promoted by staff, social media and text messaging.

The number of applicants requiring temporary accommodation has increased this quarter to 140 new cases, reaching a total number of households in temporary accommodation at 362. The number of cases provided with Advice & Assistance in Q3 was 226 and 77 clients were prevented from homeless by accessing advice and assistance. We continue to promote this service to ensure early successful intervention when possible. There were 4,628 active housing applicants placed on the Common Housing Register at the end of this reporting period. Re-let time for permanent properties has decreased to 25 days this quarter compared to 45 days for Q1 and 36 day in Q2. The length of time homeless applicants wait until receiving a permanent housing outcome has decreased to 76 weeks from 121 in Q2.

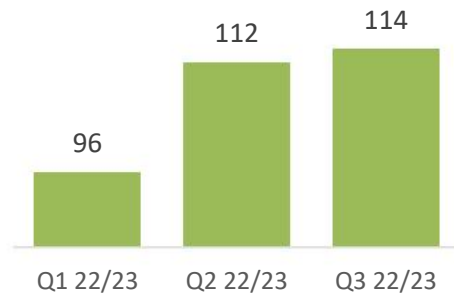
The first year review of the Homeless Prevention Forum took place this quarter. This is a partnership arrangement established 2021, with an aim to reduce children going into homelessness through evictions. Referrals are triggered when there is risk of eviction via the arrears and housing services teams within Midlothian Council.

Work continues as part of the resettlement scheme to support and provide routes for people who may be fleeing conflict from a range of different countries. This includes, Afghan Resettlement Schemes, the Homes for Ukraine Scheme which provides a range of routes for people fleeing the conflict in Ukraine and the Asylum Dispersal Programme through which people seeking asylum are provided with accommodation in specified nations. The main activities this quarter are, our third Military of Defence sub-let property in Milton Bridge and we have transformed two small hostels into large family accommodation in Dalkeith. We have worked with Social Work Children and Families to support with responsibilities around Unaccompanied Asylum Seeking Children.

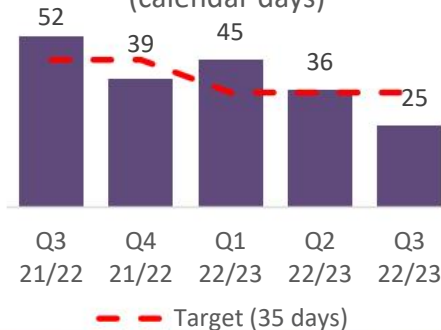
Number of clients accessing homelessness advice and assistance



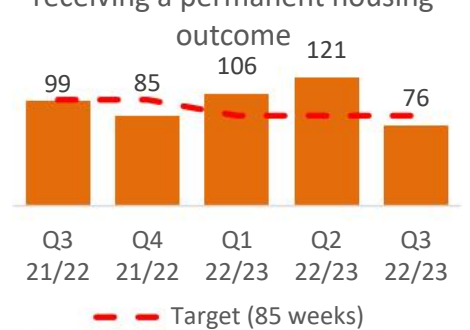
Total number of housing lets



Re-let time permanent accommodation properties (calendar days)



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



- Holistic
- Modern
- Hub and Spoke
- One size fits one

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 15.26km of carriageway resurfaced over Q1 to Q3 (2.2% of the total road network) with our annual target of resurfacing 2.2% of the total road network being achieved. In addition 3.03km of footways were resurfaced to the end of this quarter (0.43%), meeting our target for this quarter and expected target to be met for the year.

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 contracts funding has been diverted to the delivery of 1,796 new LED lanterns and 151 lighting column replacements in 22/23.

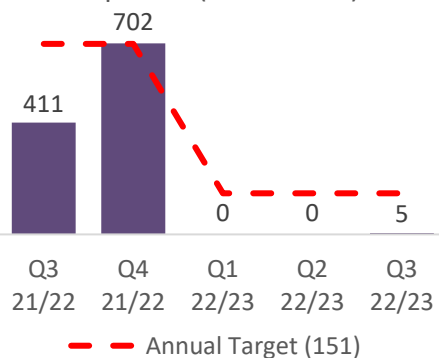
Community benefit fund from Leavenseat Recycling Centre was awarded to Loanhead Bike Refurbishment project, allowing the purchasing of spares to repair bikes for reuse, as well as bike maintenance. The "Sew Far so Good" project in Glencourse Centre in Penicuik is supporting local residents to mend and repair clothes and to Playbase, Dalkeith for support in operating the Bric-a-brac re-use cabin at Stobhill. The re-use cabin for the collection of household bric-a-brac for "play through learning" was opened this quarter.

Land and Countryside project work has been progressing well this quarter. Play areas at Danderhall and Kings Park Nursery have now been completed 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. Dalhousie Mains, one of our large soft landscaping projects, is near completion. Other works in progression include Burnbrae primary, Penicuik park, Millerhill park.

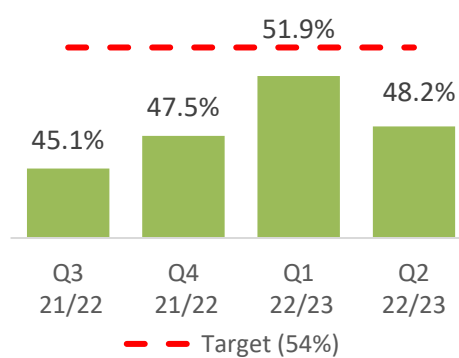
The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives such as the Midlothian Outdoor Festival, attracting 1,072 visitors taking part in walks, talks and activities throughout the county. Tree survey work was completed on Penicuik to Dalkeith walkway, Springfield Mill and Straiton pond. Up to Q3, 4,212 volunteer hours were spent in countryside sites. 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.

Areas for improvement: This quarter, the Waste Services team began working 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 Deposit Return Scheme and Extended Producer Responsibility.

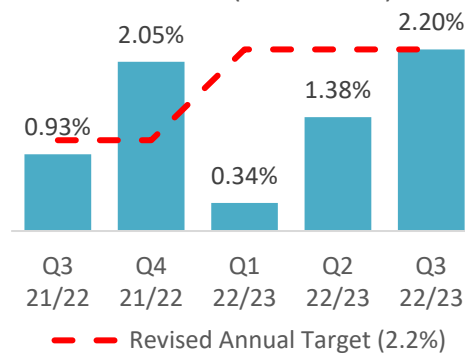
Number of lighting columns replaced (cumulative)



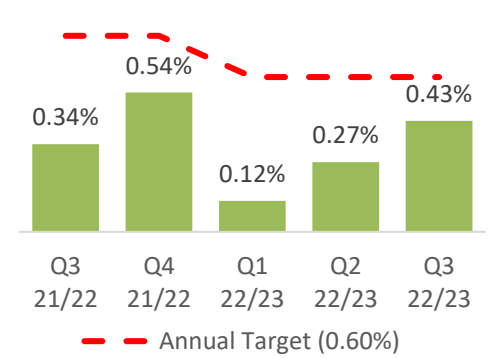
% of total household waste that is recycled (Tonnes)



% 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

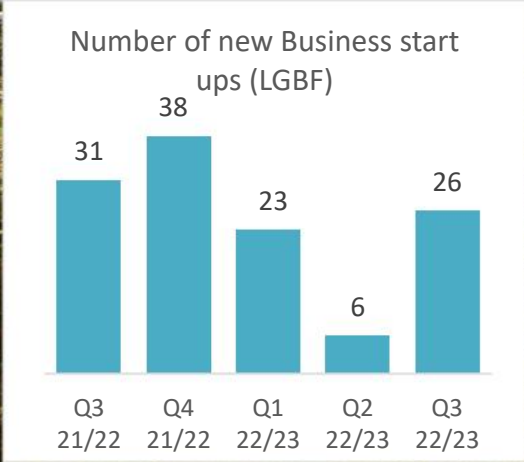
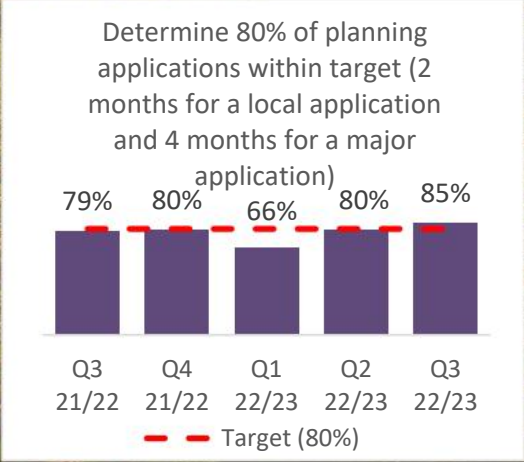
The Business Gateway team continue to promote localised procurement with clients and have made 6 referrals to the Supplier Development Programme. The team continue to promote opportunities via digital channels and clients are contacted directly if they suit a specific business.

Social enterprise enquiries are received via the Business Gateway service who promote the model to clients with plans where the objectives and values align to the social enterprise model. Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives and 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 in Q3.

The level of Business start-ups took a significant drop in Q2 (with 6 start ups) but has recovered this quarter (26 start ups). Most of the start-ups that Business Gateway work with are either self-employed (sole traders/gig economy), or setting up a micro enterprise (employ <10) or as a social enterprise. All business types are finding it challenging to access funding in the current economic conditions which is a key element in the community wealth building approach; to support individuals and grass roots organisations develop and prosper. The transition to a wellbeing economy is dependent upon organisations and communities having access to grants and loans. We are fortunate that we have a small start-up fund and the lacer social enterprise funds at present.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 23 property enquires received via the site during Q3, all enquirers contacted by Business Gateway advisors to offer wider support.

At its meeting in October 2022 the Planning Committee approved an Enforcement Charter which sets out the Council's approach to investigating and resolving breaches of planning control. At its meeting in November 2022 the Planning Committee determined to grant planning permission for two strategic planning applications; the first for the erection of 96 dwelling houses and associated works at Newbyres Site B, River Gore Road, Gorebridge and the second for the erection of a Farmfoods foodstore retail unit and associated works at 18-20 Edinburgh Road, Penicuik.



Locate in Midlothian website: 1,458 visits (1st of Oct to 10th to November).

1,767 'Business Gateway Midlothian' followers and **1,621** '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

Key highlights

Holistic

Public Health and Environmental Protection have successfully 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.

Preventative

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 with Edinburgh Scientific Services changing the Nitrogen Dioxide (NO₂) tubes on our behalf. This work is done for us at no additional costs as part of our contact with the lab.

Hub and Spoke

The vast majority of animal welfare licensing visits have taken place in November and December 2022. This has meant, where the license fee has been paid, the license for 2023 has been granted prior to expiry of the 2022 license. The remaining licensing visits will be concluded early in 2023.

One size fits one

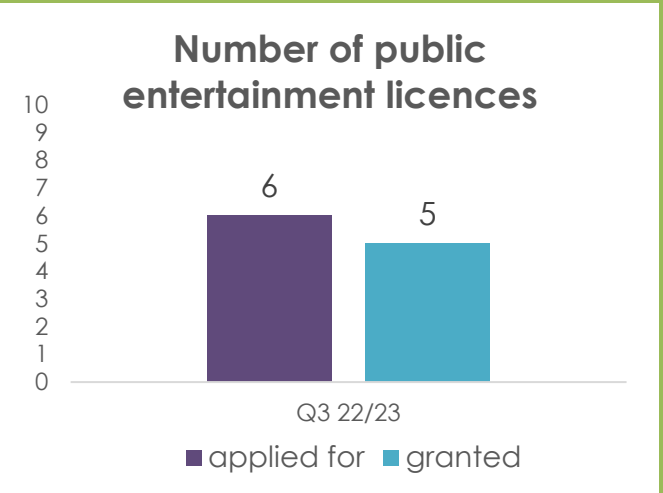
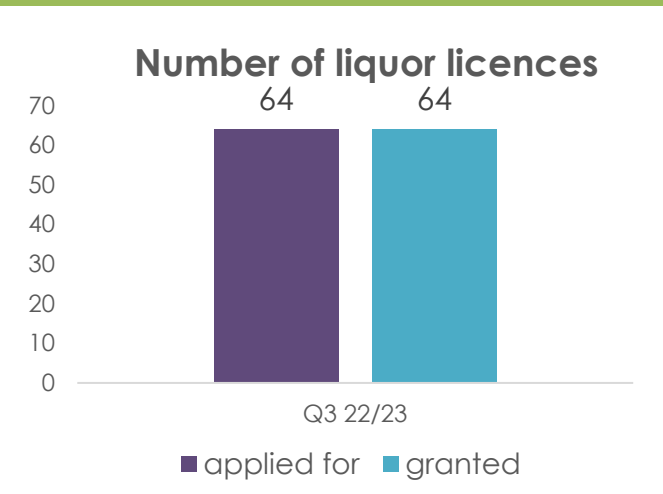
An Abandoned Vehicle Procedure, introduced during 2022, continues to be refined this quarter but is working well. Officers are having a lot of success in contacting owners early in the process prior to having to go to formal notice by affixing 'awareness' notices at their first visit to the vehicle which encourages the owners to contact us. This allows the owner to informally deal with the issue before moving to formal notice.

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.*

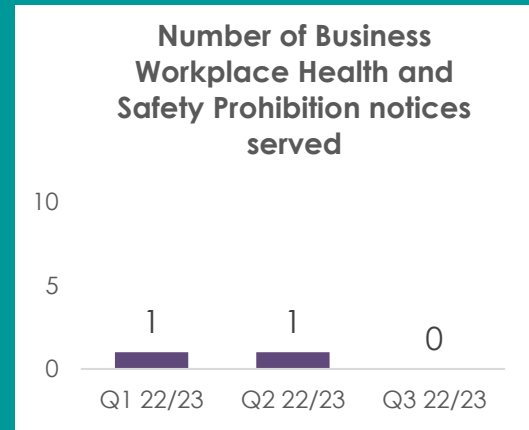
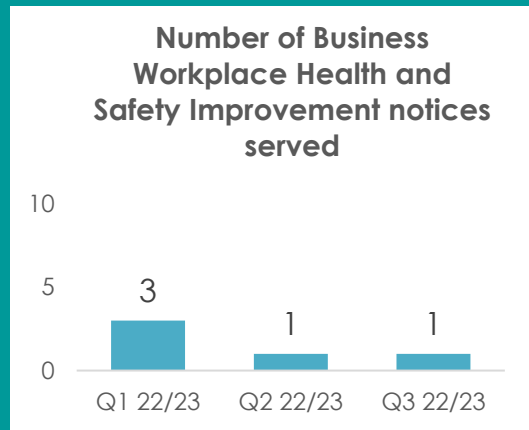
Protective Services - Police and Fire Board Quarter 3 report

Licensing



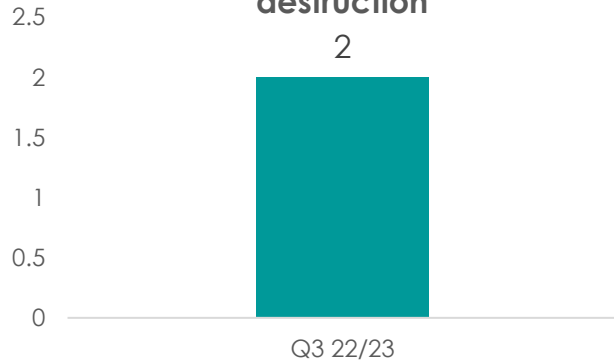
- ### Other civic licences applied for during Q3:
- 1 Market Operator's Licence
 - 3 Tattoo Licences
 - 1 Window Cleaner Licence
 - 3 Street Trader Licences
 - 1 Public Indoor Sport Licence
 - 2 Second Hand Licences
 - 2 Second Hand Car Dealer Licences

Workplace Health and Safety

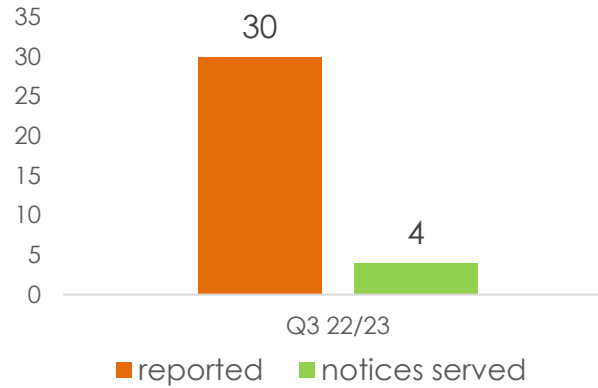


Public Health

Number of Abandoned Vehicles which have been removed for destruction



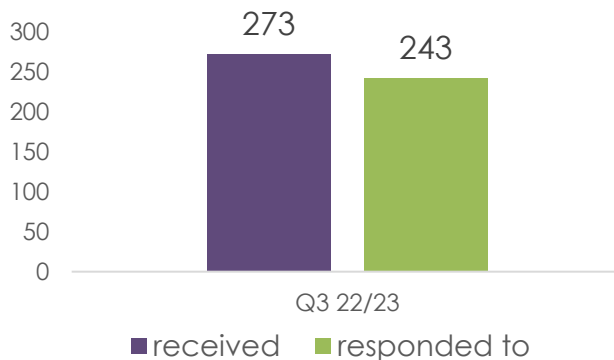
Number of Abandoned Vehicles



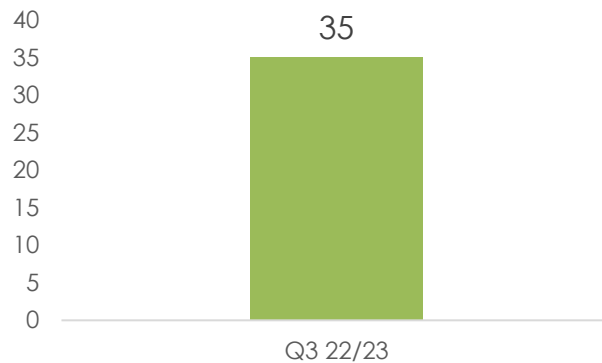
21 Licensing visits took place which included:

- 1 Pet Shop Licences**
- 4 Kennels**
- 2 Catteries**
- 1 Welfare Centres**
- 3 Dog Day Care Centres**
- 10 Home Border**

*Number of Public Health complaints



Number of Planning Application consultations recieved



1 Environmental Protection Abatement notice was served

No private water supply inspections took place this quarter

No private water supply samples were obtained

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

Civil Contingencies

Plans and Procedures:

Plans updated and issued:

- Midlothian Council Severe Weather Plan
- Straiton Area - Subsidence risk due to historical mining
- 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 as was now needs updating in respect of new Monarch. Resources in process of being replenished.

Business Continuity Plans

Business continuity plans are generally the responsibility of individual services, ongoing engagement and assistance is being provided to the following services to transfer data to the Clearview software system:

- Building Standards
- Customer Services
- Environmental Health
- Facilities (including Catering)
- Health and Safety
- Trading Standards

Multi-agency Exercises, Training and Presentations:

Team Members Participated in:

- Exercise Eastern Hooley – East of Scotland Regional Resilience Partnership (EoS RRP) severe weather exercise.
- Scottish Risk Assessment Challenge Workshop 1, Severe Weather.
- Scottish Risk assessment Challenge Workshop 2, Flooding, Drought and Food Supply.
- Airwave familiarisation sessions utilising designated handsets held by Police Scotland.
- Cyber Resilience Awareness Seminar.
- Scottish Power Energy networks presentation on national procedure in the event of planned outages.
- Defence Contribution to Resilience course run by the military involving multi-agency partners.
- Planning for a Lothian and Borders CT exercise.
- Inaugural meeting of Lothian and Borders LRP Short Term Working Group on National Power Outage Framework.
- Presentation by BT Openreach on the Analogue Switch Off.

Team facilitated:

- Total of 7 attendees at the Nov and Dec 22 multi-agency Crisis Management Courses organised by the EoS RRP.

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

- Bunkered Fuel
- Cyber Security
- Resilient Telecommunications

Monitoring of events and/or live incidents – disseminating information internally and liaison with external organisations:

- Weather
- Avian Flu

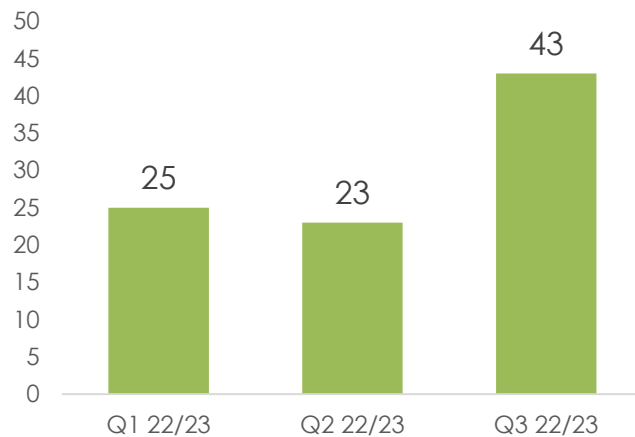
Ongoing, routine representation at/participation in:

- Local Resilience Partnership meetings – core group and sub groups.
- 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.

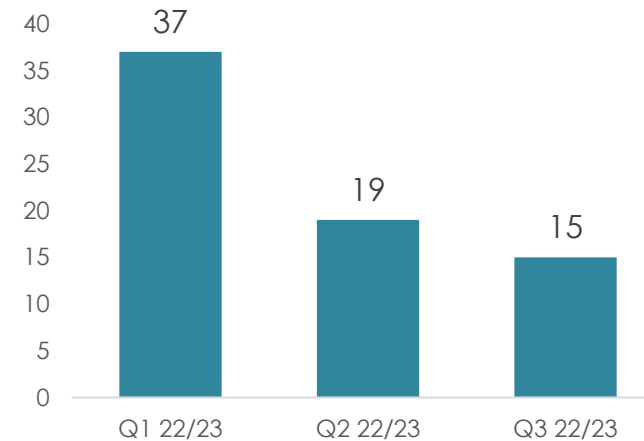
To note: Following attendance at meetings, seminars, presentations, training sessions, a summary of all pertinent information is shared to senior managers and other colleagues as appropriate and invitations to shared where the subject might be direct interest to other services/partners.

Public events

Number of planned public event notifications received

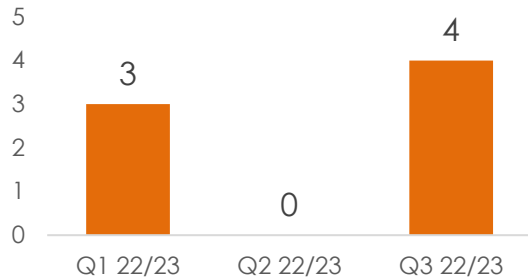


Number of planned public events presented at the Safety Advisory Group

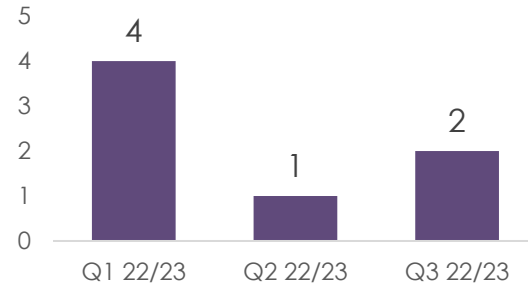


Food Hygiene and Standards

Number of Food Hygiene Improvement notices served



Number of Food Law Remedial Action notices served



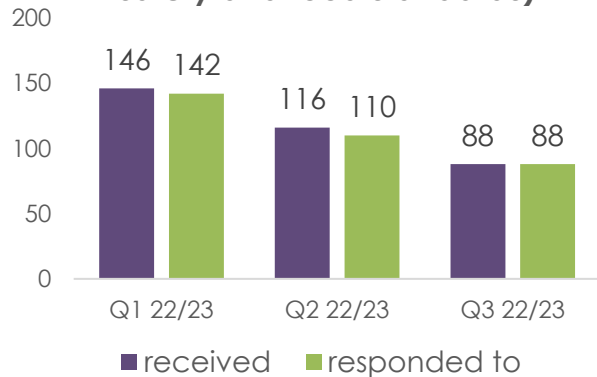
Any other Food Hygiene and standard notices served:

1 Voluntary Food Surrender

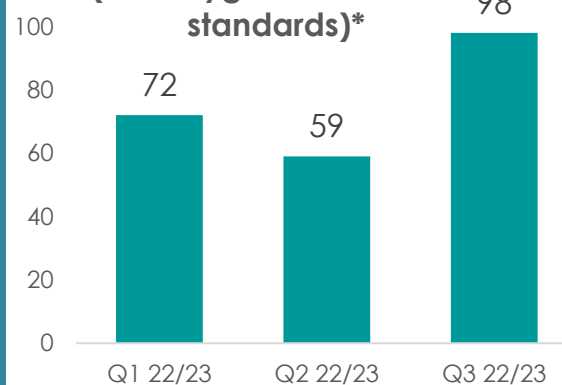
14 Food/non-food Samples were taken

58% of Food Law interventions were completed in line with the Food Service Plan

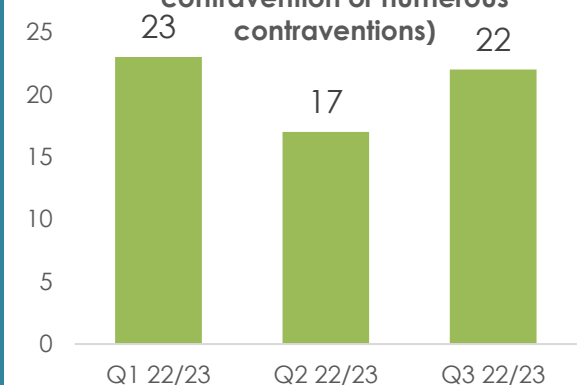
*Number of Food Law service requests/complaints (food safety and food standards)



Number of Food Law interventions carried out (food hygiene and food standards)

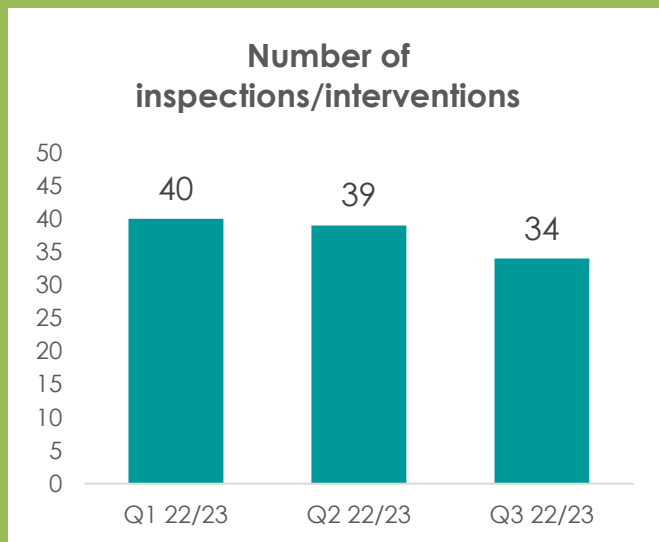
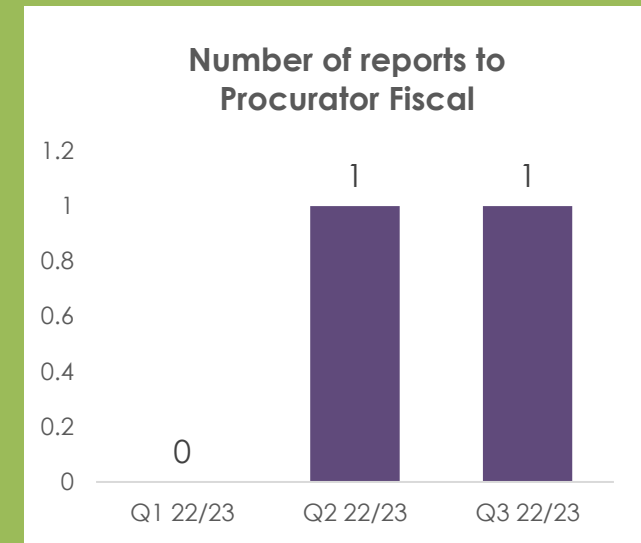
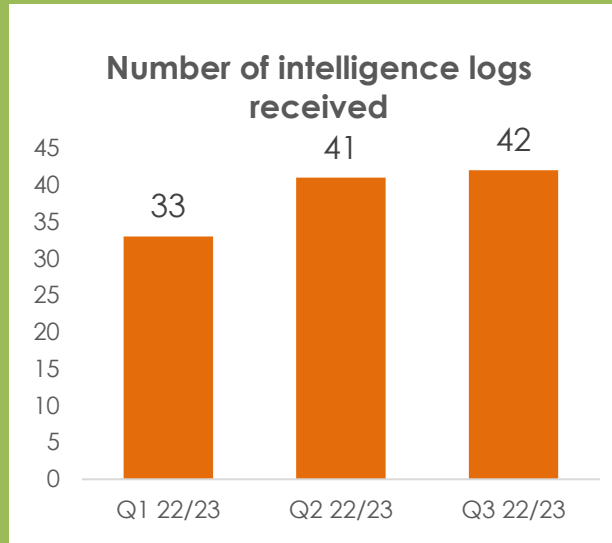
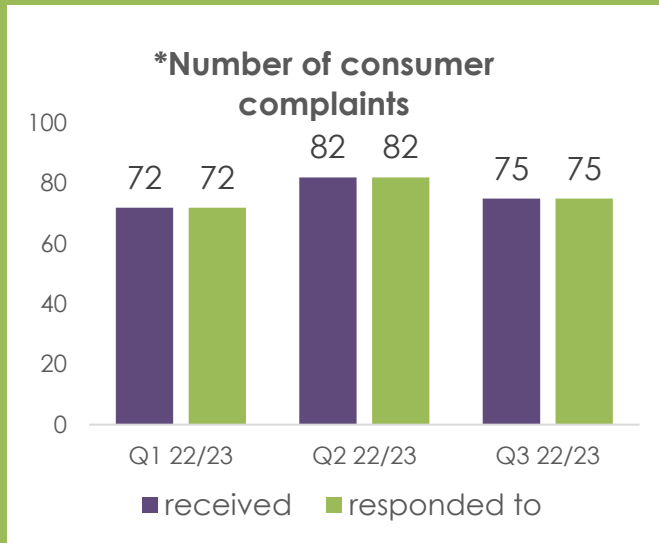


Number of Food Law written warnings (letters/reports provided that contains serious/significant contravention or numerous contraventions)



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

Trading Standards



1. Trading Standards assisted Police visits:

- Visit vape sellers in the Mayfield/Newtongrange/Gorebridge areas on 14 October regarding how they prevented sales to under-18s etc
 - Attend at two road stops, in Penicuik and at the National Mining Museum, to join mobile patrols covering most of the county from 25-27 October. These were to check that traders were bona fide and not rogue traders.
2. As per every year at fireworks season, Trading Standards were joined by Police and Fire Brigade staff to visit premises selling fireworks to ensure safe storage and to remind them to ensure only over 18s can buy them.
 3. Continued to contact residents (12 this quarter), who have responded to scams according to historic information supplied by the National Scams Team.

In a separate case, Trading Standards are assisting the National Scams Team to possibly take action against financial firms who were involved in the sale of multiple warranties to a vulnerable Rosewell resident.

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