

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:

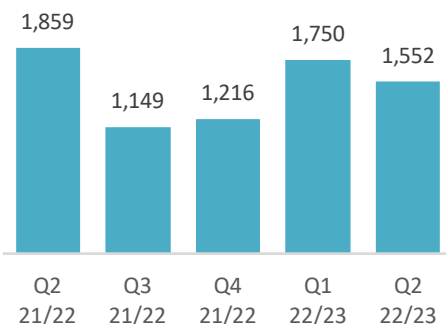
While industry and commerce account for **21.2%** of carbon emissions in Midlothian, the biggest sources of carbon emissions are still **domestic heating (36.9%)** and **transport (36.6%)**

Place Q2 22/23 performance report

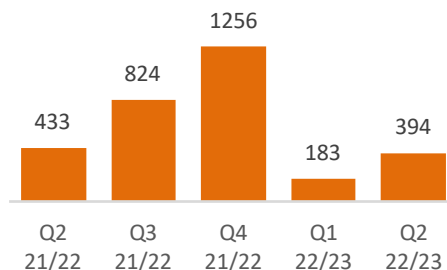
A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Trend Data

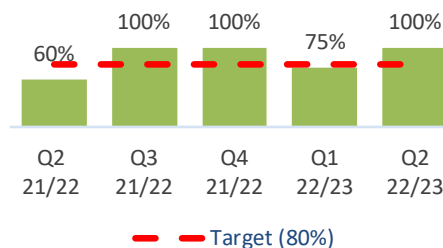
Number of complaints received



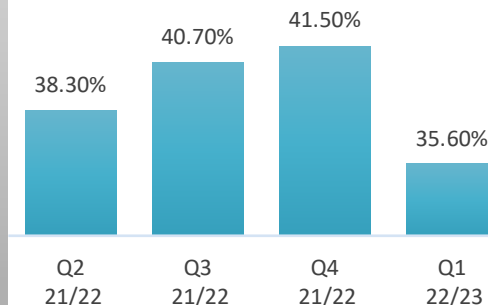
Total savings in street lighting carbon emissions (Tonnes) (cumulative)



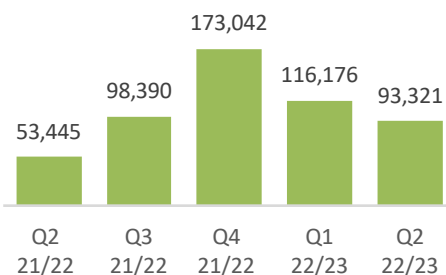
% of building warrant assessments processed within 10 days rather than nationally adopted target of 20 days



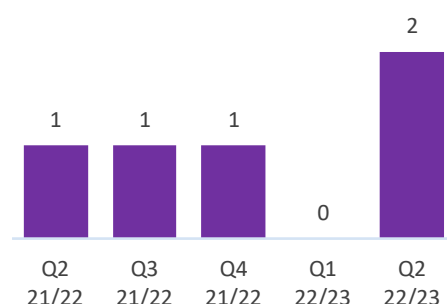
% of waste used to generate heat and electric (Energy from Waste)



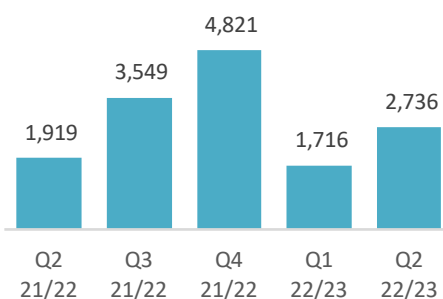
Number of Free school meals provided (Primary 1-5) (quarterly)



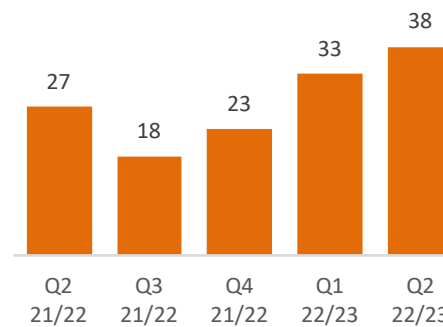
Number of environmental awards e.g. Green flags



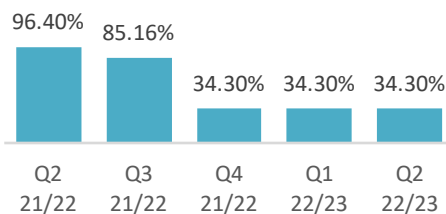
Number of volunteer hours in countryside sites (cumulative)



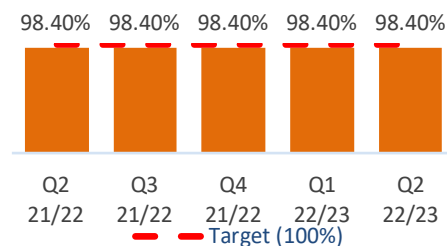
Number of out of control dog investigations conducted



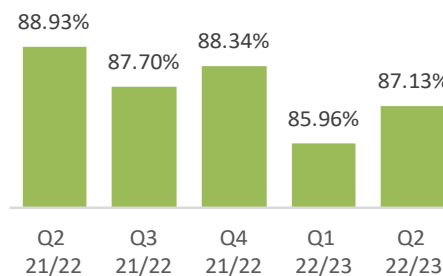
% of Councils housing stock meeting Scottish Housing Quality Standard (SHQS) criteria (Target 100%)



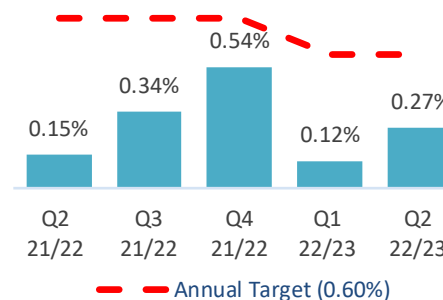
% of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria



% of completed second priority repairs within target of 7 days



% of the footpath network resurfaced



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.

- Holistic
- Modern
- Sustainable
- Preventative

Key highlights

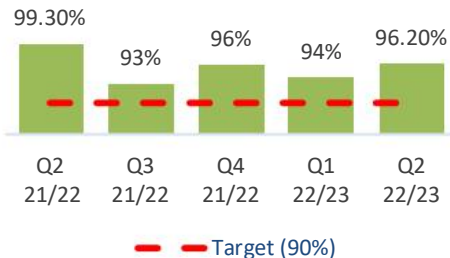
Building Standards continues to provide a high level of customer satisfaction against an increasing demand by co-ordinating working arrangements with partners, monitoring performance, identifying any dips, publishing information on this together with any remedial action, identifying customer needs and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

Capital programme: The Capital Investment Strategy sits centrally within the Council’s future planning activities and in doing so has to reflect the demands of Council services to ensure positive outcomes are achieved in the right place, at the right time for the maximum benefit to Midlothian. The extensive capital programme, totalling £0.8bn, delivers new schools, a record investment in council housing, improved community infrastructure, investment in the local transport network and innovative developments such as the new low carbon heat network in Shawfair.

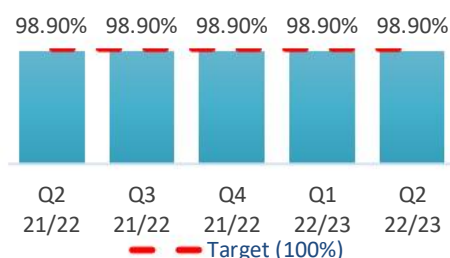
In relation to our ambitious affordable housing programme, in total there were 334 site starts during 21/22 with 154 homes continuing construction into 22/23. In total, Midlothian Council attracted over £15m of Scottish Government grant funding into its affordable housing programme last year. This includes the largest Passivhaus programme in Scotland, with 182 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. During Q2, 50 new build homes were handed over for our tenants, providing vital turnover over of older properties and allows movement across our waiting list to applicants. The newly conversion of Jarnac Court fully opened this quarter providing 22 rooms for temporary accommodation. The Education Learning Estate Strategy programme continues to progress this quarter and currently covers approximately 30 projects at various stages of development.

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.

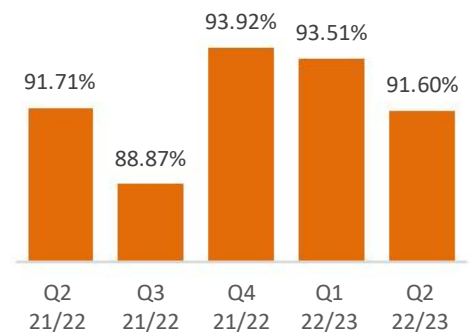
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



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



% of completed first priority repairs within target of 24hrs



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.

Key highlights

Energy: Work continues with Midlothian Energy to develop business case options for addressing building fabric and energy decarbonisation of the existing estate. Good progress has been made with City of Edinburgh Council to secure the site for the new Midlothian Energy Centre at Millerhill, as a key step in the delivery of District Heating at Shawfair.

Harden Green Economic Development Acquisition

Whilst work is progressing to develop proposals for the Hopefield Economic Development site in conjunction with the Development, the estates team have been successful in acquiring a mixed Industrial and office development adjacent to the Council's existing Hardengreen Industrial Estate. 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.

Asset Valuation: Asset Valuation was completed last quarter, confirmation of the valuation approval is with audit.

Investment: The sale of Nivens Knowe road site in Loanhead to Landsdown has resulted in securing a capital receipt in excess of £600,000.

Janitorial, Cleaning & Catering: A total of 148,749 schools meals were provided during quarter 2 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: Negotiations on behalf of Shawfair LLP for the acquisition of a new Shawfair All Through Schools Campus site from Network Rail are ongoing. This is a complex negotiation involving multiple parties and although linked, have separate agreements.

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 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 for the foreseeable future, with the need to also invest in fabric improvements and Net Zero also presenting a corresponding technical, financial and resource challenge.

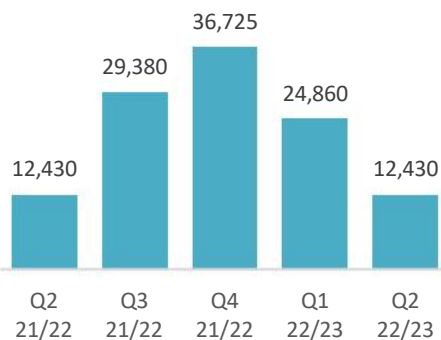
Asset based

Modern

Hub and Spoke

Preventative

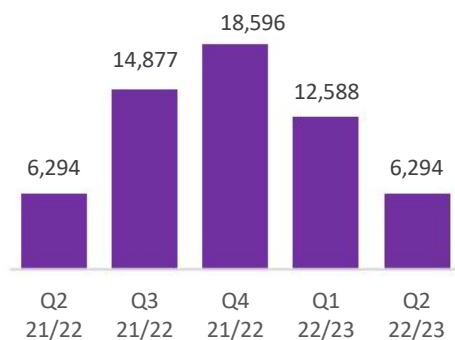
Total hours used for cleaning in primary schools



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

Midlothian Council's updated Rapid Rehousing Transition Plan (RRTP) was submitted to the Scottish Government at the end of June 2022 which sets out key actions for delivery in 22/23 and addresses the next phase in transforming the services provided to meet housing need. These activities are crucial to reduce the time spent in temporary accommodation, improving the quality of temporary accommodation provided, continue to deliver Housing First and improve the health and wellbeing of those most vulnerable households. The plan also explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need by developing other initiatives during 2022/23 and into 2023/24, with an emphasis on the prevention of homelessness, tenancy sustainability and early intervention.

This quarter, Cabinet agreed to develop a new Youth Homeless and Prevention Support Project as part of the Council's RRTP. The aim of this service is to prevent youth homelessness by supporting young people to remain in their current accommodation, or secure alternative accommodation as part of a planned move. Where this is not possible, young people would be supported through their homeless journey and into permanent accommodation. Support would also be available to Midlothian Council tenants at risk of eviction due to rent arrears or other breaches of their tenancy agreement to prevent recurring homelessness. This project is currently going through the tendering process and we anticipate it will commence during Spring 2023.

During Q2 the number of households assessed as homeless or potentially homeless was 118, which is a 13.5% increase from Q2 20/21. The number of cases provided with Advice & Assistance in Q2 was 211. 69 clients were prevented from homeless by accessing advice and assistance. We continue to promote this service to ensure early successful intervention when possible.

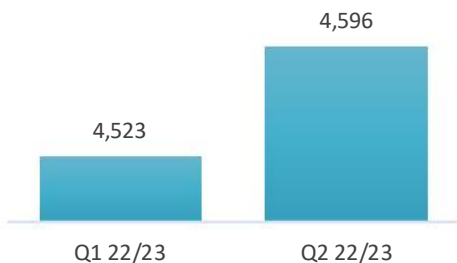
Re-let time for permanent properties has decreased to 36 days this quarter compared to 45 days for Q1. Temporary re-lets has decreased to 25 days from 34 days in Q1.

During Q2 we have worked closely with Social Work, Melville Housing Association and the Ministry of Defence to support refugees through the respective Governments Resettlement Schemes. This has included providing housing and advice and support to households and assisting in sourcing housing options for families involved in the scheme.

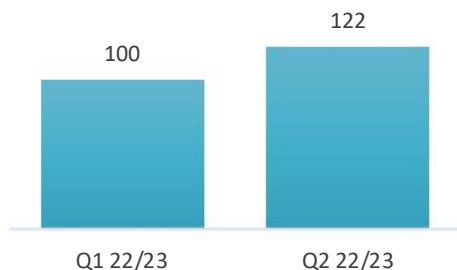
Areas for improvement: There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge will be an increase in homelessness as the financial measures put in place to protect households during the Covid pandemic are now withdrawn, alongside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

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

Total applicants on housing waiting lists (General needs and Homeless)



Total number of housing lets



121 weeks wait time until homeless applicants receive a permanent housing option. This is an increase from Q1 (106 weeks). Focus continues to target long term cases where permanent housing options are more challenging due to specific housing needs *To note: The Council's Rapid Rehousing Transition Plan set a target of*

86 weeks was length of time homeless applicants spent in Temporary accommodation. Lets to legacy homeless applicants resulting in increased time spent in temporary accommodation.

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 continues to make good progress this quarter with 9.43km of carriageway resurfaced over Q1 and Q2 (1.38% of the total road network). Our initial annual target of resurfacing 1% of the total road network has been achieved and a new revised target of 2.2% has been set for the remainder of the year. In addition 1.88km of footways were resurfaced to the end of this quarter (0.27%), bringing this indicator back on target.

Work is progressing to offer a reuse cabin at Stobhill Recycling Centre for the collection of household bric-a-brac for “play through learning”. The reuse cabin is expected to reopen in Q3.

A further 319 customers have signed up to the chargeable garden waste collection service this quarter. The service has a total of 18,563 customers and 19,639 bins.

With support from our volunteers at both locations, Vogrie Country Park and Loanhead Memorial park received green flag awards this quarter. Land Services continue to progress projects across Midlothian including a new play area in Waterfall Park, community garden in Penicuik, Burnbrae Primary School play area, Danderhall Pavilion play area and new equipment installations as part of Scottish Government’s capital spend on play improvements. New path works at Straiton pond were completed this quarter.

Overall grounds maintenance standards have been good this year. The dry weather in Q2 reduced grass cutting requirements. Working towards Midlothian’s aim to be Carbon Neutral by 2030, Land Services have purchased additional battery powered small plant and machinery and a large charging unit which records and reports on carbon savings made. In Q2 the operation of Pellenc battery operated equipment resulted in a 334.8kg reduction in Co2 emissions and also provided an equivalent saving of £223.00 in fuel costs.

Areas for improvement: Domestic residual waste collection tonnages remain high, which is a continued trend from the COVID-19 pandemic effects. Although recycling rates are estimated to have increased over Q1 and Q2 quarter, non-target materials placed by customers in blue bins continue to incur additional separation/disposal costs for the Waste Services.

Discussions continue to take place with Zero Waste Scotland regarding the implications of the introduction of the Deposit Return Scheme in August 2023, and the introduction of Extended Producer Responsibility regulations.

Holistic

Sustainable

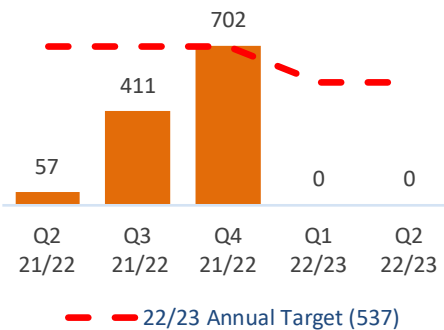
Preventative

One size fits one

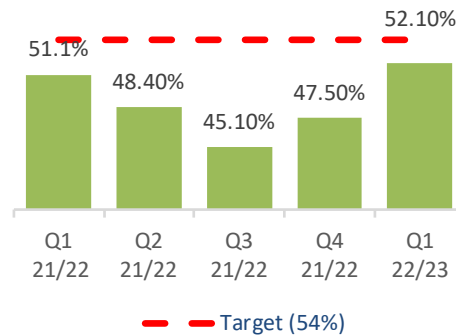
8.2% of Council fleet which is 'Green'

93% of all street lights completed within 7 days

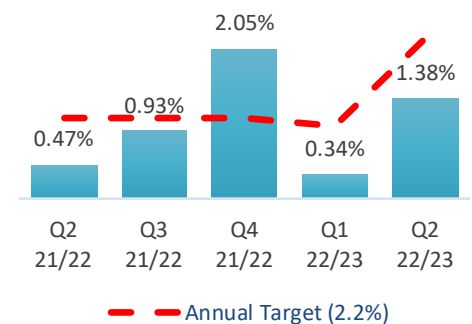
Number of lighting columns replaced (cumulative)



% of total household waste that is recycled (Tonnes)



% of total road network resurfaced (cumulative)



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

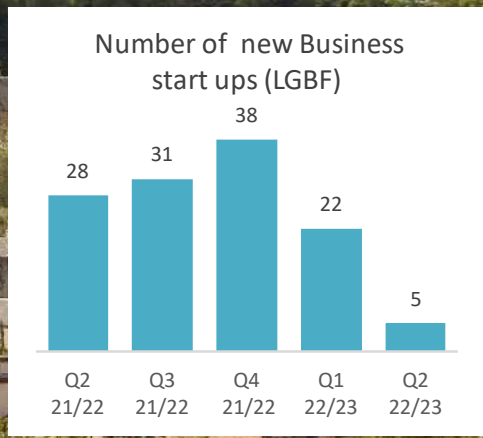
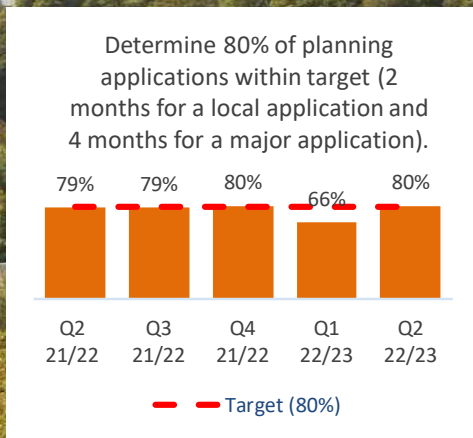
The Business Gateway service continues to be digitally delivered. Advisers have attended local networking events with partners to increase service reach. The use of the Gateway CRM has improved the quality of reporting and data available to Midlothian Council on business trends. The Social Enterprise development events have continued to stimulate interest in social enterprise as a business structure. This quarter, Business Gateway has supported 14 clients that were unaware of the model but did have social or environmental aims, and this includes 2 enterprises that are "spin offs" from Local Authority teams. One of the local social enterprises was visited by Louise Macdonald, National Director for Economy, for the Scottish Government. Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives.

This quarter saw the introduction of a procurement mentor service to the client journey providing 1-2-1 support in public sector tendering, with the aim to increase the volume and quality of local bids. Clients are being referred via the Business Gateway Advisers and already feedback is showing interest in this service. Business Gateway will continue to promote to clients and work to develop the mentoring offering, as well as work closely with the procurement team to implement the local procurement strategy.

We have continued to maximise opportunities to support recovery of the tourism sector by supporting the development of the tourism forum's digital presence and representation on the steering group. A £10,000 grant to the Midlothian Tourism Forum will allow the forum to design and build a website to increase membership and interest. The new Economic Strategy planned for 2023 approval will include Tourism, Culture and Heritage.

At its meeting in August 2022 the Planning Committee considered a report that highlighted that the Council has secured £9.5m and also received £12.1m in developer contributions towards infrastructure and local facilities for the period 2021/22. Planning permission has been granted for the erection of 100 dwelling houses and associated works on the 'Doctor's Field', Rosewell and planning permission has been granted for 430 dwelling houses at land at Cauldcoats, Danderhall.

Areas for improvement: The number of new business start ups has dropped for the quarter. Concerns around EU exit, post COVID trading conditions is a probable cause. There is an atmosphere of uncertainty, which results in less investment in people or capital and a resulting decrease in growth. The increase in costs of doing business, especially fuel, raw materials, import duties and availability has had a big effect on trading and will continue to affect growth. However, there is a strong pipeline of "pre-start" businesses engaging with the Business Gateway service with a resulting spike in starts for the next quarter expected.



Locate in Midlothian website visits: **4,075** website visits in Q2.

1,828 'Business Gateway Midlothian' followers and **1,695** '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

As part of the Environmental Crime Strategy a procedure to deal with abandoned vehicles has been developed and implemented. Within Q2, 54 requests for service have been received.

A Short Terms Lets Licensing Scheme policy has been developed and consulted on. The online application system is now available to accept applications.

As a result of active involvement or advice by the Trading Standards Service, refunds of at least £10,160 were made to consumers this quarter making a total this year of at least £22,660.

A total of 66 Trading Standards consumer complaints were received this quarter with 61 completed and 57 completed within 14 days. Completion is not fully within service control as complainants and traders can be slow to respond to enquiries. Trading Standards seek to contact consumers and traders as early as possible to maximise time. In addition to consumer complaints, the service were proactive in accepting and completing 16 Notifications from Advice Direct Scotland.

42 primary inspections were carried out this quarter. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Some fluidity is required in that existing premises cease trading and new premises open and may require inspection. Also, new businesses found can also be inspected.

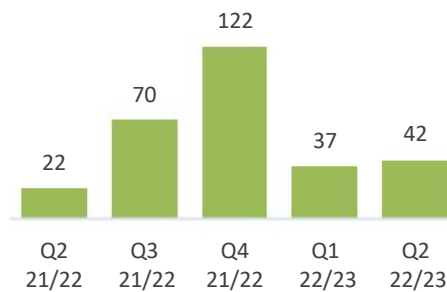
Areas of improvement: 73% of public health requests were responded to this year, which is similar to that responded to in Q1 21/22. In the previous year the service was impacted by the diversion of Environmental Health resources to proactively deal with the COVID pandemic. This figure reflects those cases where response has been recorded in the Data Management System. EH service is further impacted by a number of staff vacancies.



16% of dog control investigations required statutory enforcement action this quarter.

73% of all Public Health service requests responded to this quarter.

Number of primary inspections conducted (quarterly)



% of consumer complaints completed within 14 days

