

Place Performance Report 2023/24

Annual summary

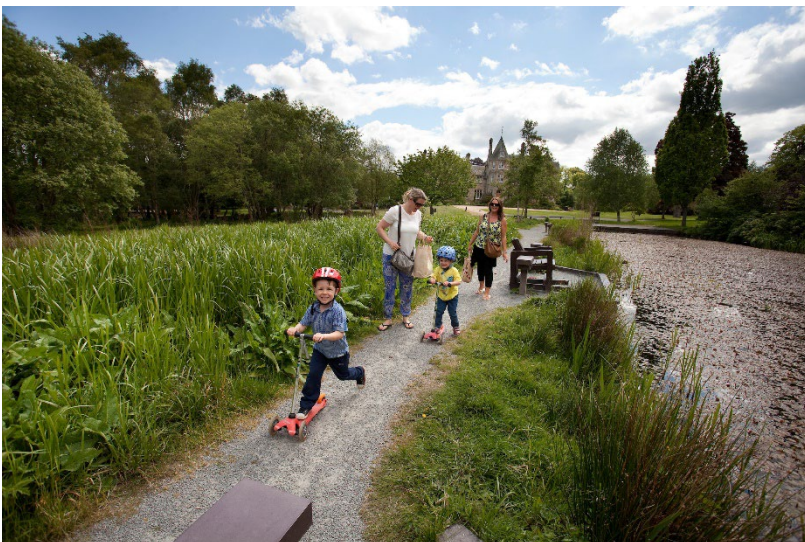


Key achievements during 23/24

Our Greenspaces

77 improvements or new facilities were completed this year, 28 improvement projects, 12 play areas and 16 village improvements.

Green Flags awarded at Straiton Pond Local nature reserve and Kings Park.



This year, **6,990 volunteer hours** (1,165 days) were spent in countryside sites. Volunteer numbers have increased significantly over the last few years, with a 25% increase in volunteer hours this year compared to last year and a 45% increase from 2021/22.

A total of **4,352 memorials** were inspected throughout the year, safeguarding our heritage and enhancing public safety.

Waste and Recycling

Our Waste Services team carry out over **5.8 million individual waste and recycling** collections each year. The team completed 99.95% of all collections as scheduled.

New waste service standards and waste collection policies were approved by Council this year. The development of these policies will ensure services operate transparently and fairly, encouraging householder participation, maximise the quality and quantity of materials collected for recycling and improve operational efficiencies.

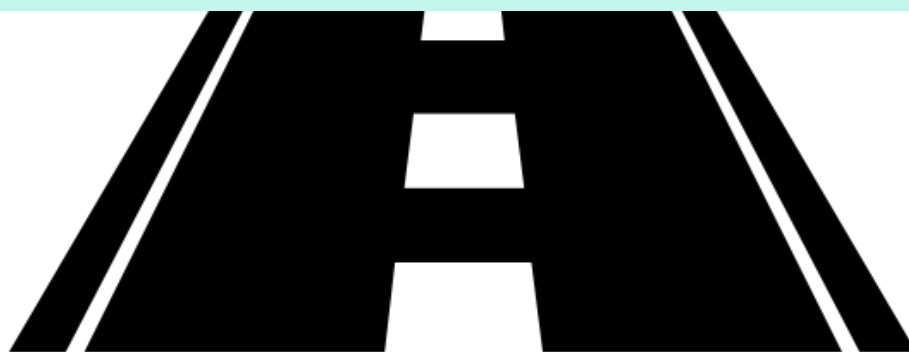
£2.2m was awarded from the **Scottish Government's Recycling Improvement Fund** which allows the Council to fully transition existing waste and recycling collection services to meet the recommendations in the Charter for Household Waste Recycling.

Our Roads and Footpaths

14.83km of carriageway resurfaced and **4.59km** of footway resurfaced this year.

1,802.52 tonnes of material used in 2023/24 to **fill potholes**. The Pothole Pro project equated to **9,214m²** of **permanent patching**, repairing **2,985 potholes** this year.

The **street lighting capital programme** was completed ahead of plan this year with a targeted **752 new lighting column** replacements. A further **1,164** street lights were upgraded to LED lanterns to include a central management system for dimming.



"Road" icon by Evan Shuster from Noun Project CC BY 3.0

Protective Services

Our Public Health and Environmental Protection team received **1,121 public health service requests** this year from Midlothian residents and businesses and 412 requests from internal sources.

100% of all **priority food law inspections** that were planned in for 2023-2024 were completed. A total of **312 food inspections carried out** at food businesses registered with Midlothian Council with the highest risk for food safety and standards.

Trading Standards received **208 consumer complaints this year** with at least **£28,200** being **returned to Midlothian consumers** following Trading Standards involvement. This includes refunds as well as repairs and replacement goods.

185 abandoned vehicle reports were responded to.



275 Trading Standards **primary inspections** took place this year.

133 intelligence logs were recorded on IDB, the national Trading Standards database.

"Safety" icon by Alice Design from Noun Project CC BY 3.0

Planning, Sustainable Growth and Investment

103 Business start-ups this year. This should realise a forecasted creation of **142 jobs** and an estimated contribution of **£5.62M to the Midlothian economy** in their first year of trading.

108 Businesses signed up to the **Midlothian Business Green Pledge** this year (increase from 50 in 2022/23).

235 'Planning to Start' business enquiries were received this year, an increase of 120% over the 2022/23 financial year with 195 pre-starts.

Housing

This year housing received the completed handover for **181 new build homes** extending our housing stock to **7,170 by end of 23/24**.

Re-let times to permanent accommodation properties this year has averaged at **35 days** to re-let and continues on a downward trend from 46 days in 21/22.



552 lets were made this year, an increase of 77 lets from last year.

19 houses were let this year through our **Housing first model**.

217 lets were made to new build and open market purchases.

The **length of time homeless applicants waited until receiving a permanent housing** outcome has decreased to **43.8 weeks for this year** showing a continued downward trend from 70 weeks at the same period last year and 85 weeks for 21/22.

The number of temporary accommodation households that have been **flipped to permanent accommodation** was **139** this year.

The number of homeless cases provided with **advice and assistance** this year was **1,243**, an increase of 28% compared to this time last year and 56% from 21/22.

93.2% of homeless applicants **sustained a permanent tenancy** after 1 year compared to 76.98% during 22/23.

The total number of **jobs completed internally** by our Building Maintenance Service this year was **36,345**, an increase of 8% compared to 33,515 completed in 22/23. Jobs include all reactive, planned works, voids and inspections.



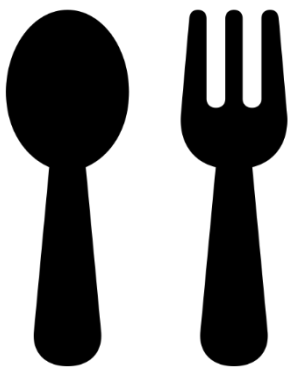
["Repair"](#) icon by parkjisun from Noun Project CC BY 3.0

Sport and Leisure

Our **tonezone memberships** continues to grow through improved marketing and promotion with a total of **4,628 memberships** this year to date. An increase of 13% from quarter 1 of this year.

1,250 primary 4 pupils attended **free swimming lessons** this year after an effective system was put in place from our programme development officer.

Midlothian Active Choices (MAC) is a sport and leisure physical activity referral programme, aimed at adults who are inactive and experience various health conditions. The programme offers a range of supported activities across Midlothian to help manage these health conditions. This year saw **5,688 Midlothian Active Choices attendees** and **1,435 new referrals** after completion of MAC sessions.



Catering Services

The percentage of **Secondary school meal uptake** has increased considerably from 20.36% in quarter 1 to 45.71% in quarter 2 this year. This figure was sustained during quarter 3 with 44.41% uptake and an **average annual figure of 37.13%**.

["meal"](#) icon by David Khai from Noun Project CC BY 3.0

Construction and Development

Nearing completion of Contract 1 at Destination Hillend with parking and service infrastructure and Alpine Coaster to be ready for operation from 1st July.

First Passivhaus developments completed, occupied and certified at Buccleuch St Dalkeith and Burnbrae, Bonnyrigg.

Largest Passivhaus development on site at former Newbattle High School, part of Scotland's largest Passivhaus housing programme.

Midlothian Energy Limited (MEL) delivering district heat network in Shawfair with heat connections due Summer/Autumn 2024.



Alpine Coaster – Destination Hillend

Place – 23/24 performance report

Place is where people, location and resources combine to create a sense of identity and purpose. The Place service ambition is to deliver joined-up, collaborative, and participative approaches to services, land and buildings, across all sectors within a place, enabling better outcomes for everyone and increased opportunities for people and communities to shape their own lives.

Place Services encompasses Building Services; Housing Services; Neighbourhood Services; Planning, Sustainable Growth & Investment; Property & Facilities Management; Protective Services; and, since September 2023, Sport & Leisure.

Transformation Blueprint (2023-2028)

We are committed to building on the learning and new ways of working that were adopted during the pandemic and renew our focus on delivering our key priorities at the most local level possible. Rooted in the creation of a wellbeing economy, the vision of our new 5-year strategy focuses on reducing inequalities at the same time as looking after the health of our planet. Specifically, we have three main aims:

- Individuals and communities have improved health and learning outcomes.
- No child or household live in poverty.
- Significant progress is made towards net zero carbon emissions by 2030.

The pandemic has accelerated the financial challenges that we are facing. Reprioritisation and redesign is crucial to balancing the financial position, as well as preparing for further challenges and changes that we will face.

The strategic plan sets out our biggest challenges that need to be addressed over the next five years. We will continue to work to address the inequalities that our communities face, respond to the demands of the fastest growing local authority in Scotland, and delivering our vision of being a great, green place to grow.

Transformation Blueprint Objectives

1. Support the Council to address the 5-year funding gap of outlined in the Medium-Term Financial Strategy.
2. Follow the Money to ensure that the services we commission, contracts we manage and digital solutions we use deliver value for money.
3. Develop an organisational workforce that is flexible, ensuring that all staff have the necessary skills to work effectively, supported by digital technologies that fit for a 21st century workforce.
4. Design a workplace for the future delivering services in a holistic and integrated way.
5. Drive forward multi-agency transformation to deliver systems-level change resulting in joined-up service delivery which improve outcomes.

Environmental

Key achievements 2023-24

Midlothian Council was one of the first local authorities to sign Scotland's Climate Change Declaration, publicly acknowledging the challenges and opportunities that climate change brings with a commitment to make the Council's activities net zero carbon by 2030. Work continues to implement the Council's Climate Change Strategy and focus continues within Place services to achieve future emissions targets. The ambitious strategy sets out how we will reduce our greenhouse gas emissions, encourage, and work with others in our community to mitigate and adapt to changing climate. The strategy incorporates an action plan with a number of initiatives and ongoing programmes which together are helping to reduce our emissions and carbon footprint. Climate change actions included *"delivering the Shawfair low carbon community heating system and looking to develop heat networks across the county."* Works started on site in February 2023 with concentration on the back up energy centre and main spine pipe network. Ground works on the Zero Waste Site, including grouting mine shafts for the energy centre, is now complete and the energy centre is constructed with the internal fit out of the back-up energy centre with E boilers and thermal stores included, to be completed early 2024/25.

Economic Development continues to promote the Midlothian Business Green Pledge. A total of 108 businesses have now committed to the Pledge with 29 of those signing up during quarter 4. The team continue to work with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding. Planning is taking place to hold an 'in-person' Green Pledger event for Climate Week in September 2024 which will provide collaboration, shared learning and an opportunity for our Pledgers to highlight the steps they have taken to progress on their net zero journeys.

The Scottish Government's Heat in Buildings Strategy (2021) sets out its aims and objectives for achieving net zero emissions within the entire building stock in Scotland by 2045, including addressing poor energy efficiency as a driver of fuel poverty. As part of this Strategy, Local Heat & Energy Efficiency Strategies (LHEES) will set out the long-term plan for decarbonising heat in buildings and improving energy efficiency across an entire local authority area. The Strategies will draw on a standardised methodology to:

- set out how each section of the building stock needs to change to meet national objectives, including achieving zero greenhouse gas emissions in the building sector, and the removal of poor energy efficiency as a driver of fuel poverty.
- identify strategic heat decarbonisation zones and set out the principal measures for reducing buildings emissions within each zone.
- prioritise areas for delivery, against national and local priorities.

This year work has progressed at pace to review the findings of the previously reported Stage 4 LHEES study, the outcome of which has provided a good foundation for the remaining stages. There has been positive and good engagement with internal stakeholders' business and community representatives, and regular engagement with Joint Venture Partners Midlothian Energy who will be an essential partner in delivering an effective and viable plan. The LHEES Strategy and covering report is complete and approved by the Scottish Government for compliance and subject to Council approval this year.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme has achieved its annual target with 14.83km of carriageway resurfaced and 4.59km of footway resurfaced this year to date, representing 2.15% and 0.64% of the total road network and footway public network respectively. Over the last three years, the percentage of our road network resurfaced continues to accelerate compared to that of previous years (pre-covid) where the annual percentage of our road network resurfaced was between 1% and 1.3%.

1,802.52 tonnes of material was used in 2023/24 to fill potholes. 730.86 tonnes of material was used for temporary repairs and 1,071.72 tonnes for pothole pro permanent patching. The Pothole Pro project equated to 9,214m² of permanent patching, repairing 2,985 potholes this year. Our Roads and Transportation services received a “well managed” annual performance rating from the Scottish Road Works Commissioner for the coordination of all road works on the Council’s public network during 2022/23. The service have achieved this top rating for a third year in a row.

The street lighting capital programme was completed ahead of plan this year with a targeted 752 new lighting column replacements. A further 1,164 street lights were upgraded to LED lanterns to include a central management system for dimming. In addition, our lighting team delivered 5 Traffic signal renewals this year and upgraded CCTV system was completed in Dalkeith, Bonnyrigg and Penicuik.

Our Waste Services team carry out over 5.8 million individual waste and recycling collections each year. The team completed 99.95% of all collections as scheduled.

New waste service standards and waste collection policies were approved by Council this year. The development of these policies will ensure services operate transparently and fairly, encouraging householder participation, maximise the quality and quantity of materials collected for recycling and improve operational efficiencies. Changes to our policies have been communicated to our customers via our website pages and other promotional activities will take place during quarter 1. Going forward, monitoring these standards will help us communicate more effectively with our customer when complaints arise, giving a clear understanding of the levels of service that can be expected. In addition, £2.2m was awarded from the Scottish Government’s Recycling Improvement Fund which allows the Council to fully transition existing waste and recycling collection services to meet the recommendations in the Charter for Household Waste Recycling.

The expansion of the food waste collection service to include rural areas was finalised during quarter 4 ahead of its implementation in quarter 1. This included a review of current collection routes and consultation with front line staff and trade unions.

Following a successful trial of bodyworn CCTV at Stobhill Recycling Centre to deter instances of verbal abuse, body worn cameras will be rolled out to both Recycling Centres and to loan workers in early 24/25.

As part of our Customer Service Platform, assisted waste collection request flows went live and a new online form for the replacement and renewal of bins was launched in quarter 4. An online form for bulky uplifts is in a test phase and expected to go live early 2024/25. This will

result in improvements to the customer experience as well as more detailed and accurate reporting facilities.

A new service excellence model and Recycling and Green space voluntary pledge for front line teams was launched in quarter 4. The work carried out as part of the model will help to create a more positive culture with the overall aim being to deliver excellent services to our Midlothian residents. As part of this culture change programme and ongoing service reviews, a pilot was developed to provide staff with additional support and advice on issues such as mental health and wellbeing. This will be ongoing throughout 24/25.

Park and Greenspace improvements

77 improvements or new facilities were completed this year, work included:

- Utilisation of the Nature Restoration fund from the Scottish Government, Butterfly and Bee happy mixes of Bulbs and wild flowers were planted at some of our prominent roundabouts and in our parks. 20 locations were planted with 1,184,670 bulbs. To further support the Scottish Government's draft Scottish Biodiversity Strategy and Midlothian's Local Biodiversity action plan, additional funding was spent on further biodiversity measures to be undertaken in the next quarter involving large areas of wild flowers on the former Golf Course at Vogrie Country Park to create pollinator friendly areas.
- **28 improvement projects:**
 1. Burnbrae Primary school outdoor facility improvement.
 2. Fence repaired/installed at North Middleton Park along with relocating vehicle gate.
 3. Path work repairs at Rosewell on the Dalkeith to Penicuik walkway.
 4. New picnic benches and bases installed at Kings Park, Dalkeith and Ironmills Park.
 5. Path and drainage repairs undertaken at Vogrie Country Park near the House and play area.
 6. New drainage installed at Vogrie car park area.
 7. Memorial bench installation in Cemeteries
 8. Drainage repairs at Mayfield skate park.
 9. Drainage ditches and path repairs undertaken at Straiton pond.
 10. Works completed on pedestrian Bridge at Roslin Glen Country park to stabilise banking and bridge foundations.
 11. Path work repairs at Roslin gun powder mill.

12. Installation of barrier gate and bollards at Hawthornden centre.
13. Repair of steps at Roslin on Walkway.
14. Repair and top dressing of path at Miners Memorial Penicuik.
15. Installation of picnic tables and miniature goals in Auld gala park.
16. Riverbed slate completed at Eskdail court.
17. New bench installation at Jarnac Court.
18. Block work completed at Welfare Park, Newtongrange for sensory garden roundel.
19. Fence repairs at Ironmills steps.
20. Installation of a new petanque court at North Middleton Play area.
21. Hand rails and path repairs completed at Imrie place, Penicuik.
22. Installation of 14 bins on the Rosewell to Penicuik walkway
23. Installation of 7 aside goals at Kaimes View, Danderhall.
24. Replacement of 4 Queens Jubilee trees.
25. Works undertaken to create a new safe pathway from overflow carpark at Stobhill depot.
26. Paving works at Danderhall Pavilion.
27. Works undertaken at St Mathews primary to install play equipment.
28. Installation of pétanque Piste at North Middleton.

- **12 Play area improvements**

Utilisation of Scottish Government funding to replace equipment in 12 play areas installing inclusive roundabouts, carousels, springers and a track rider and safety surfaces. Works complete at Arniston Park, Cowden Park and Cockpen View Play Area, Montgomery Park, Penicuik, Cousland Play Area, Carrington Play Area, Birkenside Play Area and Edgehead Play Area.

- **16 Village improvements**

As part of the Neighbourhood Services joint working project to make a visible change to the aesthetics of our villages across Midlothian, 16 improvements were completed at the following locations: Pathhead, Leadburn, Fala, Howgate, Lasswade, Ford, Edgehead, Auchendinny, Newton village and Silverburn to date with works planned for Cousland, Carrington, Millerhill, Temple, Whitehill and Middleton.

Our Countryside Ranger Service continues to ensure our sites are an attractive, safe and welcoming environment for all to enjoy. This year, 6,990 volunteer hours (1,165 days) were spent in countryside sites. Volunteer numbers have increased significantly over the last few years, with a 25% increase in volunteer hours this year compared to last year and a 45% increase from 2021/22. Work on our Countryside sites would not be possible without close partnership working between volunteers and their coordination by our Ranger service. Other achievements this year included:

- 36 ranger events held with 1,557 participants and 174 school and community group events with 2,603 participants.
- The completion of countryside site tree surveys to include identification of dangerous and high priority trees for treatment.
- Development of links and environmental learning sessions with 'Early Learning' outdoor nursery at Vogrie.
- Continued provision of conservation volunteering tasks and activities for an increasing number of corporate groups.
- Delivery of Midlothian Outdoor Festival 2023, including 30 events and over 1,550 participants, with volunteers and partners throughout Midlothian.
- Grassland management to increase pollinator species and carbon sequestration rates carried out at Vogrie, Roslin and Straiton Pond by volunteers cutting and lifting wildflower rich meadow areas.
- Green Flags awarded at Straiton Pond Local nature reserve and Kings Park.
- As part of a national monitoring scheme, Butterfly surveys were carried out with volunteers on a weekly basis from April to Sept.
- 'Vogrie Bioblitz' of the former golf course took place with partners and volunteer recorders to gather information on species as a benchmark for future management interventions in species diversity.
- Partnership developed with Alzheimer Scotland to lead guided walks and talks.

A total of 4,352 memorials were inspected throughout the year, safeguarding our heritage and enhancing public safety.

The Vogrie Country Park renewal strategy tender was completed last quarter and a consultant appointed to support the Head of Development Capital and Entrepreneurial Projects with the initial baseline survey now completed.

Across Protective Services, our business regulations team completed 100% of all priority food law inspections that were planned in for 2023-2024. These inspections were carried out at food businesses registered with Midlothian Council with the highest risk for food safety and standards. The team completed 312 food inspections, this included 226 planned inspections and 86 unplanned inspections, consisting of newly registered premises and businesses with serious or significant food safety contraventions where intensive interventions were required to bring the business into compliance. Official Controls Verification interventions at our highest risk approved premises (those

handling/processing products of animal origin) were prioritised. These interventions are significantly resource intensive requiring two officers to undertake complex assessment of documentation and processes at frequent intervals. All our highest risk approved premises have received at minimum 1 intervention. The majority of our lower risk approved premises e.g cold stores (storing products only) received an intervention.

The Food Standards Scotland (FSS) annual food sampling survey and Midlothian annual food sampling plan (including approved premises and manufacturers) were completed this year. In total, 149 samples were taken with the majority being rated as satisfactory. Of the results returned so far only 3% were unsatisfactory. These included labelling issues and cross contamination with allergens. Failures are followed up with the business to provide advice and secure compliance.

Trading Standards received 208 consumer complaints this year, 200 of which were completed. Completion is not fully within service control and is dependant on traders and complainants responding to investigations. This year at least £28,200 has been returned to Midlothian consumers following Trading Standards involvement. This includes refunds as well as repairs and replacement goods.

275 Trading Standards primary inspections took place this year including 55 farms or smallholdings to assess animal health and welfare. Over the course of the last two years the team have now inspected all farms and smallholdings regarded as high or medium risk.

This year, 2,228 single use vapes were seized from 8 shops across Midlothian. Over 1,500 were seized from one shop in a total of 3 visits and reported to the Procurator Fiscal. Vapes are seized due to contraventions of the safety law, mainly concerning the maximum quantity of nicotine. 145 businesses registered for tobacco/vapes in Midlothian were visited this year, this equates to 59% of Midlothian premises and exceeds our target to visit 20% in the year. 24 interventions were carried out relating to Tobacco and nicotine containing products.

133 intelligence logs were recorded on IDB, the national Trading Standards database by our Trading Standards team this year. In comparison to other Scottish Councils, Midlothian sit in the top quartile for logs created.

Our Public Health and Environmental Protection team continue to support the Midlothian Partnership Against Rural Crime (MPARC) initiative by attendance at a rural crime event to network with other partners and farmers and promote our commitments and contributions. The team have also contributed to national forums, surveys and consultations this year including the Scottish Government and COSLA forum on a national rodenticide survey, and consultation on animal licencing and XL bully dog controls. The new Scottish Government XL Bully exemption certificate scheme was introduced on the 1st of April 2024. In advance of the scheme being introduced the

team were proactive in compiling a list of known owners of XL Bullies and contact was made to each advising on the process for the application certificate.

This year our Public Health and Environmental Protection team implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. This scheme was publicised via our social media platforms to increase the number of applications by the given deadline.

The Environmental Crime Pilot was launched this year with an increased emphasis on fly-tipping, littering and dog fouling. The year long pilot has the power to issue statutory and fixed penalty notices between £80-£200 to offenders and report potential crimes to the procurator fiscal. The pilot is now being supported with a public fly tipping press release.

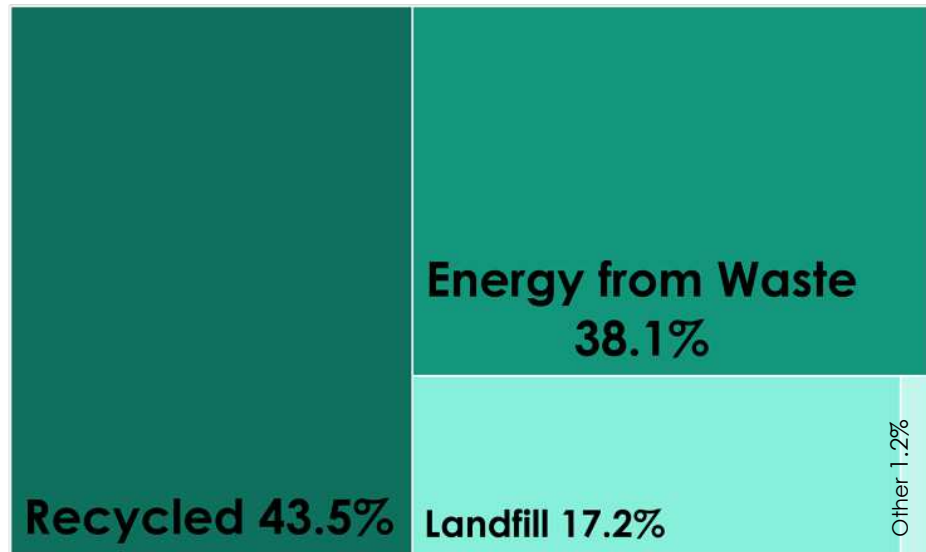
The team received 1,121 public health service requests this year from Midlothian residents and businesses and 412 requests from internal sources.

185 abandoned vehicle reports were responded to this year, of which 33 notices were served and 16 vehicles removed for destruction. Officers are proactive in contacting owners early in the process prior to having to go to formal notice by affixing 'awareness' notices at their first visit, encouraging the owners to contact us. This allows the owner to informally deal with the issue before moving to formal notice.

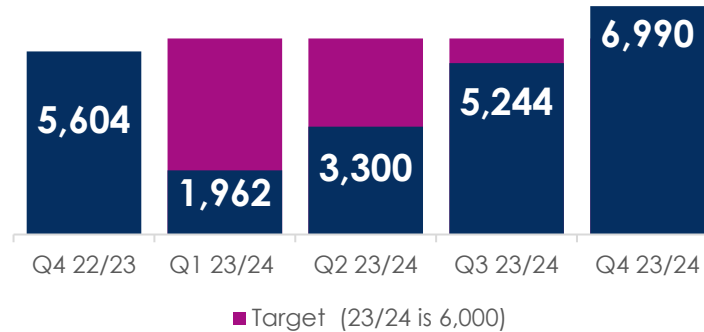
Air Quality Progress Reports for 2020-21 and 2021-22 were accepted by Scottish Government and SEPA. Our Air Quality monitoring programme which had been suspended due to resourcing issues was successfully restarted early this year.

Neighbourhood Services – performance

% OF ALL DISPOSED WASTE



Number of vounteer hours in countryside sites (cumulative)



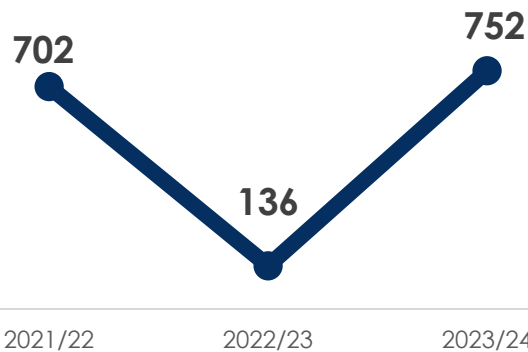
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Environmental Green flags awarded for Kings Park and Straiton pond.

77

park and greenspace improvements/new facilities complete this year out of 50 planned (20 complete this quarter)

Number of street lighting columns replaced



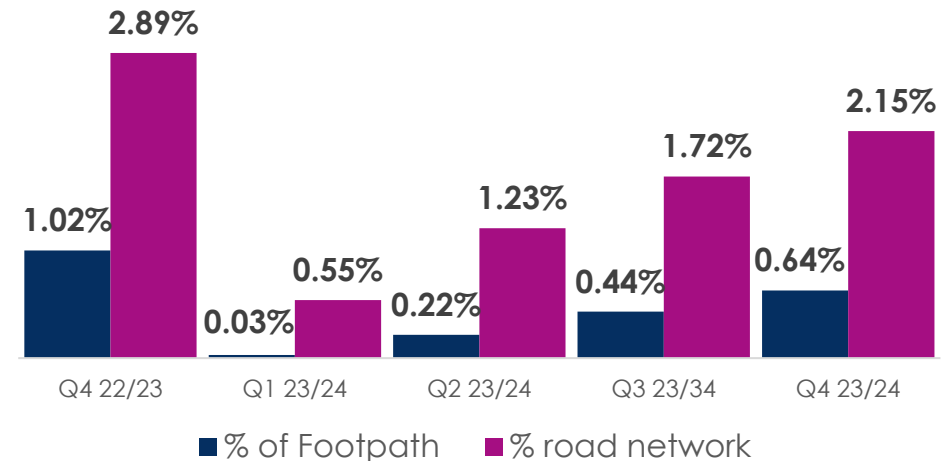
1,121 tonnes of carbon emissions saved from street lighting this year (Increase from 1,075 tonnes in 2022/23)

1,802.58 tonnes of material used to fill temporary and permanent potholes this year (555.36 tonnes of material used in Q4)

9,214m² of permanent patching achieved this year

2,985 potholes were permanently repaired this year

% of Roads and footpath resurfaced (cumulative)



Protective Services – performance

Food Standards

81% of food related service requests from mid residents and Businesses responded to with target of 5 working days.

100% of Priority 1 and 2 premises receiving completed food law intervention in line with the service plan.

236 food law service requests received this year

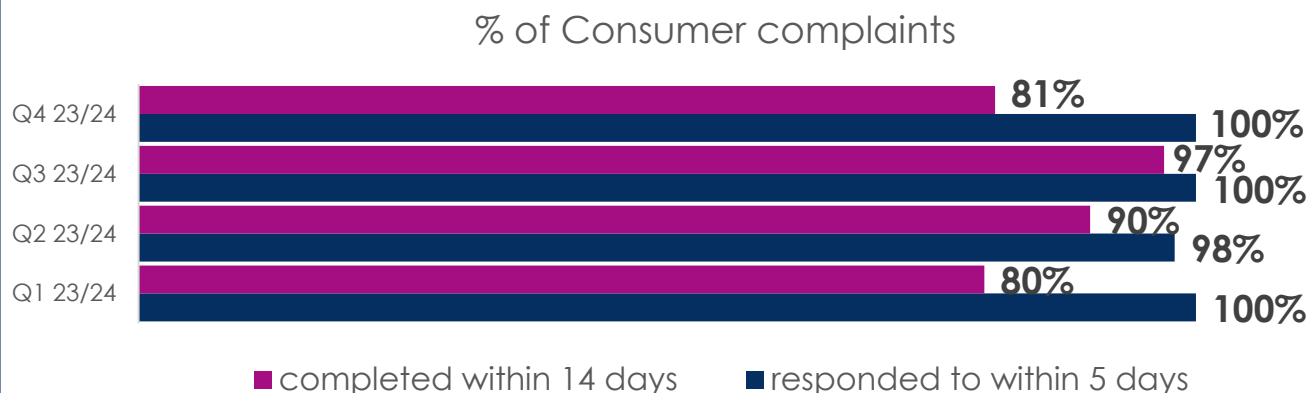
Public Health

1,121 Public Health service requests received from residents and businesses this year.

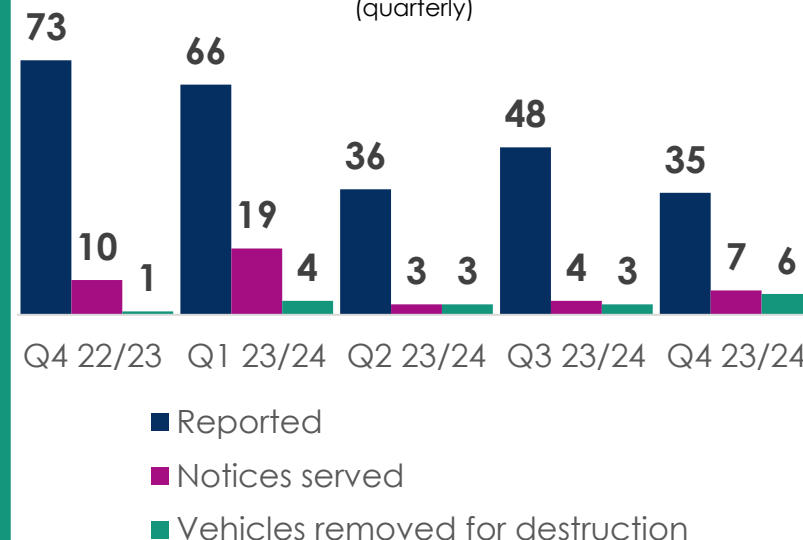
78% of public health complaints receiving first response within timescale this year.

Trading Standards

208 consumer complaints received this year (decrease from 287 in 2022/23)



Number of abandoned vehicles (quarterly)



59% of businesses registered for tobacco/vapes in Midlothian visited this year. (11% visited in Q4)

24 interventions carried out in total for 2023/24.

Housing

Key achievements 2023-24

Rapid Rehousing Transition Plan (RRTP)

Midlothian Council's updated Rapid Rehousing Transition Plan (RRTP) sets out key actions for delivery this year 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. Our Rapid Rehousing Transition Plan has brought significant change for homelessness over the last 4 years in ending the use of Bed and Breakfast type accommodation and developing better quality temporary accommodation, developing nomination agreements for people experiencing domestic abuse, and leaving the armed forces to enable access to permanent housing, preventing the need for a homeless assessment. Midlothian Council also adopted a model of Housing First which finds suitable properties before inviting nominations from a multi- disciplinary core group. Through the last award of our Rapid Rehousing Transition Plan (RRTP) monies this year, Housing Services have commissioned the Rock Trust for a two year contract to support our young tenants, helping them to move on from homelessness or avoid it altogether. This quarter, successful grant funding of £120,000 was secured and will further support our Rapid Rehousing Transition Plans.

Meeting housing need

The Council's Strategic Housing Investment Plan (SHIP) 2024/25 to 2028/29 was submitted to the Scottish Government last quarter. The SHIP identifies the Council's priorities for investment in new affordable housing in Midlothian over a 5 year period. The delivery of more affordable housing remains a high priority for Midlothian, as reflected by our ongoing and ambitious housing development programme.

This year we have received the completed handover for 181 new build homes extending our housing stock to 7,170 by end of 23/24.

There were 5,712 active housing applicants placed on the Common Housing Register at the end of this year, a 25% increase compared to the same period last year. The total number of lets made to the general needs applicants was 4,776 and 936 made to homeless applicants. Re-let

times to permanent accommodation properties this year has averaged at 35 days to re-let which is slightly higher than last year at 33 days however remains on target for the year and continues on a downward trend from 46 days in 21/22. 552 lets were made this year, an increase of 77 lets from last year. 19 houses were let this year through our Housing first model. 217 lets were made to new build and open market purchases.

Changes to our Housing allocation policy were approved on the 26th of March 2024 following a consultation process with tenants and stakeholders earlier this year. The policy aims to prioritise applicants needs and to let the available vacant properties to those in the greatest need in accordance with current guidance and legislation.

The Housing team continue to make good progress on better communications with our housing applicants and tenants. This year the team held a successful housing pop up day and have carried out a number of walkabouts throughout Midlothian. In addition, Housing services refreshed their vision for the service going forward to provide a more comprehensive approach to homelessness, temporary accommodation, housing allocations and housing management.

Homelessness

There continues to be a significant demand placed on homeless and temporary accommodation services, alongside the increase in energy, food and fuel costs, requiring a comprehensive preventative approach. Homelessness is not inevitable and can often be prevented. The [Homeless Persons \(Suspension of Referrals between Local Authorities\) \(Scotland\) Order 2022](#) 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. The removal of the necessity to have a local connection to an area under this legislation has seen a shift in persons now presenting to Midlothian. The total number of households in temporary accommodation at the end of this year 23/24 is 393, an increase of 21.6% compared to the same period last year.

Our aim is to reduce the length of time that an applicant is in Temporary Accommodation and through our Rapid Rehousing transition plan we are seeing households moving through the homeless system more quickly. Officers take a proactive approach when allocating properties to place applicants in area of choice where possible, increasing the chances to accept the property being flipped and allows for a more sustainable community.

The length of time homeless applicants waited until receiving a permanent housing outcome has decreased to 43.8 weeks for this year

showing a continued downward trend from 70 weeks at the same period last year and 85 weeks for 21/22. Although annual figures for the length of time homeless applicants spent in temporary accommodation are not available until Q1 24/25 (as part of our Scottish Government homeless report) data from Q1 to Q3 of this year shows that an average of 48 weeks was spent in temporary accommodation compared to an average of 87 weeks over the same period last year.

The number of temporary accommodation households that have been flipped to permanent accommodation was 139 this year, reducing the need for multiple moves before being permanently housed, allowing for links established within the local community to be maintained.

Homelessness prevention assists around 20 households with advice and assistance about homelessness prevention per week. This is rental assistance advice, financial awareness advice and mediation. The number of homeless cases provided with advice and assistance this year was 1,243, an increase of 28% compared to this time last year and 56% from 21/22. We continue to promote this service to ensure early successful intervention when possible.

93.2% of homeless applicants sustained a permanent tenancy after 1 year compared to 76.98% during 22/23.

One housing system implementation

This year, a new Housing management system was implemented replacing Capita Academy to Capita ONE. This was a significant task for all services involved in the implementation process. Work continues on some snagging issues. Once fully embedded, the housing system will help drive future digitalization of the housing service and customer self service.

Building Maintenance

The total number of jobs completed internally by our Building Maintenance Service this year was 36,345, an increase of 8% compared to 33,515 completed in 22/23. Jobs include all reactive, planned works, voids and inspections.

The Building Maintenance Service (BMS) Capital upgrade programme has continued throughout the year, surpassing the totals set at the beginning of the year by 925 upgrades. This is an increase of 26% of our expected turnover upgraded within this financial year across our estate. These upgrades include new windows, doors, bathrooms and kitchens helping Midlothian Council maintain its Scottish Housing Quality

Standards.

Earlier in the year, Building Maintenance Service commenced the trial fit out of a brand new heating system which incorporates infra-red heating technology and are monitoring the cost of running this system through the winter with the assistance of the tenants who have moved into this property. This is a further step in achieving net zero and reducing the heating costs for our tenants. This technology may be an ideal system to fit within our adapted homes as requires no radiators within the home freeing up the walls for other medical adaptations.

In line with our Damp and Mould policy the service continued to roll out the environmental sensors throughout our portfolio. This year BMS have installed 2,370 monitors across 1,158 homes. This has increased from 304 across 152 homes last year. This increase provides us valuable information from within our homes, allowing us to achieve our targets set out in our Damp and Mould policy. The information collated by the monitors is sent through to a portal using a gateway system that also monitors our smoke alarms. BMS have installed 992 of these gateways this year increasing our coverage to 38.72% of our properties. We have set an ambitious target of 1,056 units for 24/25 and hope to continue with this roll out to cover all homes within Midlothian.

Housing – performance

5,712 applicants on housing waiting list this year (General needs and Homeless) (increase from 4,612 in 2022/23)

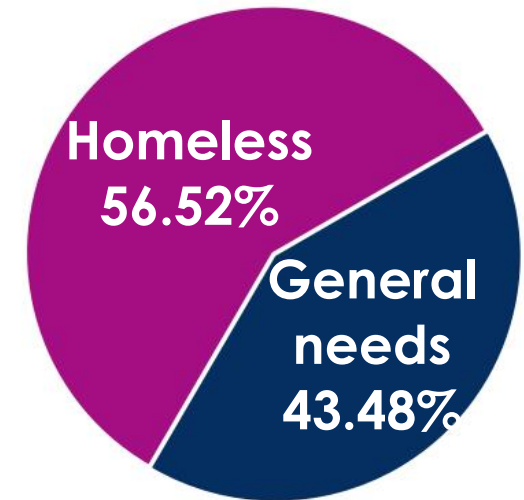
217 Lets to new build and open market purchases this year (81 in Q4)

19 Lets to Housing First applicants this year (7 in Q4)

Time taken to re-let permanent accommodation properties (calendar days)

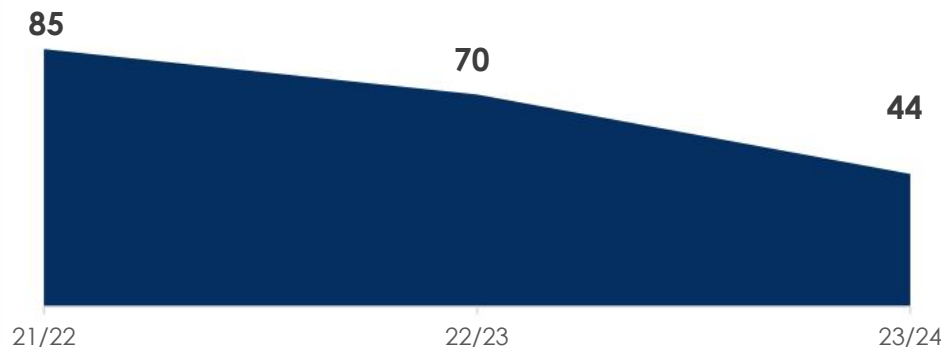


552 housing lets this year.
% of lets made to applicants

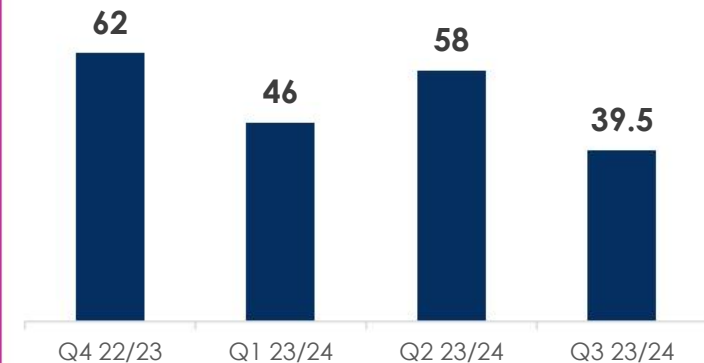


92.12% of Homeless applicants sustaining a permanent tenancy after 1 year in 23/24

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

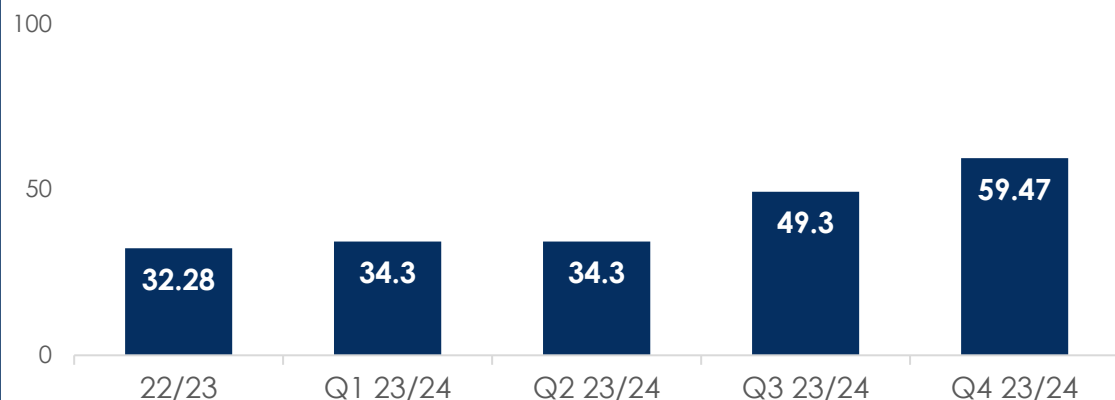


Length of time (weeks) homeless applicants spend in temporary accommodation



Building Services – performance

% of Council housing meeting Scottish Housing Quality Standards (SHQS) (cumulative)



20 days

Average time taken to complete non-emergency repairs for 23/24 (includes Priority 2 and 3 repairs)

36,345

jobs completed this year by our

Building Maintenance Service, an increase of 8% compared to 33,515 completed in 22/23.

Percentage of housing repairs completed on time this year:

94.1%

of
emergency
repairs
completed on time

86.67%

of
priority 2
repairs
completed on time

84.66%

of
priority 3
repairs
completed on time

% of Building warrant assessments processed within 10 days

100% 100% 100% 100% 100%

Q4 22/23 Q1 23/24 Q2 23/24 Q3 23/24 Q4 23/24

The nationally adopted target for processing warrant is 20 days, Midlothian aim to process all applications in 10 days.

Economy & Regeneration

Key achievements 2023-24

Midlothian Council's Economic Renewal Strategy sets out our ambitious approach to managing the transition from pandemic lockdown and planning for the longer term challenges the local economy will face. The strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place-based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery. Work is ongoing to refresh the Economic Strategy and will be presented for approval to Council later in the year.

The total number of new Business start-ups this year was 103. This should realise a forecasted creation of 142 jobs and an estimated contribution of £5.62M to the Midlothian economy in their first year of trading.

A further 75 'Planning to Start' enquiries were received in Q4, an increase of 10 on the previous quarter bringing the full year total to 235 for 2023/24, an increase of 120% over the 2022/23 financial year with 195 pre-starts. Enquiries are received from individuals that are considering setting up a business but need support to achieve this, these clients tend to have numerous sessions with their advisor covering areas such as business planning, access to finance, regularity compliance, routes to market and can take from 3 months to a year to reach the trading stage.

The Business Gateway team continue to promote localised procurement with clients, encouraging registration with the Supplier Development Programme and Public Contracts Scotland (PCS). The team actively encourage businesses to register with the Supplier Development Programme which provides access to free training and support in all aspects of public sector tendering to improve the tender readiness of local suppliers. Last quarter discussions took place between Economic Development and Procurement proposing the creation of action groups to take key areas of work. Proposed areas of focus are:

- Refresh of the Local Procurement Strategy, supporting Community Wealth Building.
- Managing change – the need for better understanding throughout the Council to increase the local spend and to minimise unregulated spend.
- Creation of sessions hosted by procurement and economic development to encourage services to direct spend to the local supply base.

The Community Wealth Procurement Officer is now engaging with clients referred by colleagues across the service, encouraging them to access the Supplier Development Programme, Public Contract Scotland and providing one to one support to help businesses start their procurement journey as part of a growth strategy.

Women in Business Series: £2k of funding was received this year from the City Region Deal Integrated Employer Engagement programme to deliver a series of events for female owned or managed businesses within the financial year. We partnered with East Lothian Council to deliver a joint session at Queen Margaret University in January followed by 4 further events, 2 in each local authority area. Each event was open to attendance from businesses in both local authority areas. This increased access to topics and enabled businesses to collaborate across boundaries. A further request to participants for feedback was distributed in March 2024.

The Business Gateway service 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 support projects from the Social Enterprise Conversation sessions as they develop. The Economic Development service has provided a total of 63 support inputs to social enterprise during the year. These organisations are a mix of existing third sector organisations, new Business Associations and existing social enterprises with growth aspirations. Social Enterprise and Business Association support is provided by one of the Shared Prosperity Funded Officers, a total of 14 community based and 5 school based social enterprises have received support in Q4.

There are now 3 active Business Associations in Midlothian. 2 are geographic covering Dalkeith and Rosemains with the Midlothian Wellbeing Association being the only thematic association formed to date. A third geographic association is currently being explored in Penicuik and following our fully funded Women in Business Series we have interest in a Midlothian Women in Business Association being supported. An event will be organised to support this development in Q1 2024/25.

Business Gateway Expert Help Programme: work is underway with our Net Zero Nation Programme which will support 13 local businesses to accelerate their Net Zero Journey.

The businesses will take part in 12-month Net Zero Business Accelerators with funding support from Midlothian Council/Business Gateway Midlothian. In return, they must sign an agreement where they commit to approach their Net Zero strategy and credible carbon reduction plan with vigour, speak at physical and online events to encourage other business leaders to start their own transition to Net Zero. The companies will receive a 12-month carbon accounting software license, an expert partner providing 1:1 support over 12 months to help them produce their audited carbon accounts, their carbon reduction plan produced, an auditor to verify and certify their carbon accounts and carbon reduction plan.

Delivering this programme to businesses will bring benefits to the Midlothian local business base in terms of economic, social and environmental progression and aligns with the Councils' commitment to Net Zero.

This year our Economic Development team also progressed our expert help programme, Learn e-commerce, with marketing commencing in November 2023 and a [landing page](#) set up for registrations, this programme was finalised this quarter and will support retailers to increase their reach, turnover and profits through a multiple platform approach to e-retailing. 18 Businesses enrolled for the digital course.

The new Midlothian Business Directory on Locate in Midlothian was launched during quarter 3. The new directory allows Midlothian businesses to have a listing on a [dedicated webpage](#) with images, an outline of the business activity, the business location and links to websites and social channels, all at no cost. Businesses are also highlighted on a map of Midlothian and categorised by sector, enabling businesses, consumers, and council services. The Midlothian Business Directory will be used by Council Services to support the strategic priority of redirecting public sector spend into the local economy by making it easier for them to find local businesses for tender opportunities. As at the end of March 2024 there were 71 listings on the Midlothian Business Directory, an increase of 29 from end of December 2023. In addition, a Business Gateway portal and new 'strengthen your business' client enquiry tool was launched. This tool is designed for existing businesses that are not registered with Business Gateway but are already trading. The introduction of this tool has reduced the level of data input required of local advisory teams. National and local marketing will take place over the next quarter to increase awareness with existing businesses.

Our Estates team have had continued success in letting a number of properties within the existing PIA estate including two at the recently acquired Hardengreen Industrial Estate. Letting of office space at Hardengreen Business Centre and the newly acquired Hardengreen Business Park. Letting of an industrial unit in Mayfield and one unit at Buccleuch Street. Successful tender and disposal (subject to planning) of the Orchard Centre.

Surveys have been concluded in relation to potential presence of Reinforced Autoclaved Aerated Concrete (RAAC) in our Schools. All schools within the at-risk date range of 1930-2000 have been surveyed by consultant engineers who have confirmed that RAAC is not present. The Non-Housing stock condition surveys were completed in line with allocated budget and agreed timelines.

The introduction and use of SMART VIZ IoT software this quarter to assess the occupancy and environmental conditions across the office estate will be used to inform rationalisation proposals going forward.

A tender to let advertising space on our roundabouts was successfully concluded this year and the successful contractor is now engaging positively with the planning service over applications.

Following the adoption of the National Planning Framework No.4, this quarter, the planning service has formally commenced its review of the Council's adopted spatial strategy, the Midlothian Local Development Plan 2. The first phase consists of engagement with community groups, key agencies, the development industry, local residents and elected members. This engagement was ongoing throughout this year.

Throughout 2023/24 the Planning Committee has determined to grant planning permission for a number of strategic developments which contribute towards the Council's planning, economic and environmental objectives, and include:

- adoption of a Discretionary Charging Charter for its Planning Service introducing fees for providing pre application advice, requests to consider non-material variations, discharging conditions attached to a grant of planning permission and enhanced charges for retrospective planning application. From introduction, £29,789.92 has been recovered in 23/24 from pre application enquires and other discretionary charging.
- Confirmation of a Tree Preservation Order to protect eight individual trees and four groups of trees on land at the Kiln, Quarrybank, Cousland and land at Northfield Farm, Cousland.

- determined to refer two cases to the Crown Office and Procurator Fiscal Service for prosecutorial action, one regarding an unauthorised advertisement on land adjoining the A68 Slip Road/A720 City Bypass and the second regarding the erection of an unauthorised dwellinghouse at 10 Kirkhill Terrace, Gorebridge.
- granted planning permission for a 54 bed care home and associated uses and a retail unit at Greenlaw Mains, Mauricewood Road, Penicuik.
- adopted the Dalkeith Regeneration Development Framework as Planning Guidance.

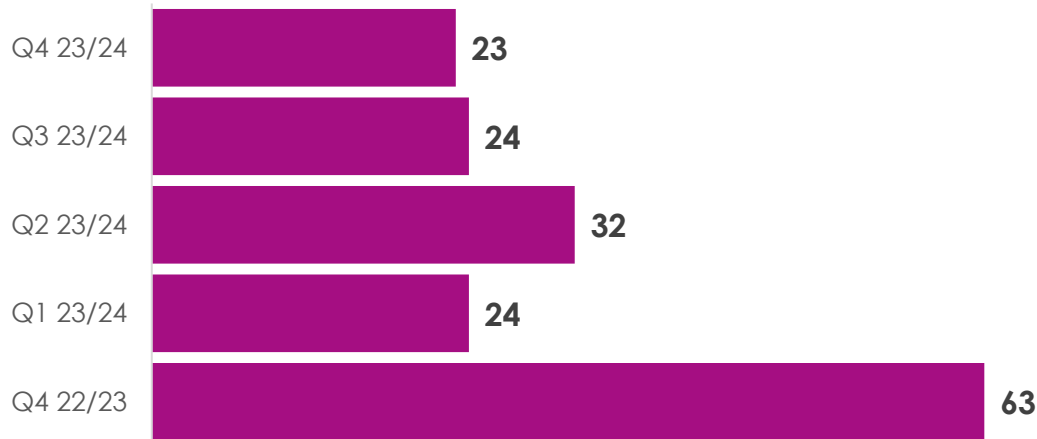
Our Building Standards service continues to provide a high level of customer satisfaction against an increasing service demand. In December the Building Standards service was awarded its full re-appointment period by the Scottish Government. This re-appointment period is from the 1st May 2023 until 30th 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.

The Building Standards service review has been agreed and outlined in the review is the proposal to increase the workforce to manage the increase in workload, as well as successfully managing the future of the service as it navigates through the expected changes due to succession planning.

Planning, Sustainable Growth & Investment–performance

Number of new Business start ups (quarterly)



108 Businesses signed up to the **Midlothian Business Green Pledge** this year (increase from 50 in 2022/23)

63 Social enterprises supported this year (19 supported in Q4)

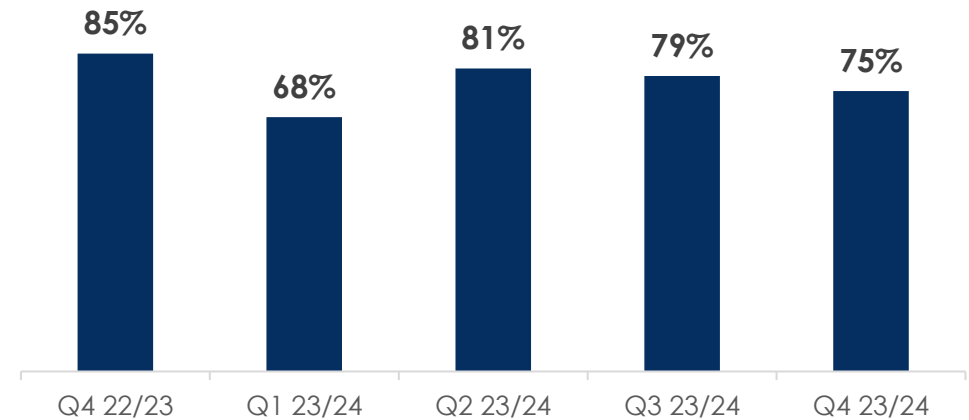
235 'Planning to Start' enquires/submissions this year (increase from 195 in 2022/23)

Social media

1,690 Locate in Midlothian followers.

2,288 Business Gateway followers

% of planning applications completed within target of 80%



54.6 weeks

Average time to determine planning applications for **major** developments

(Increase from **50.1** weeks in Q3)

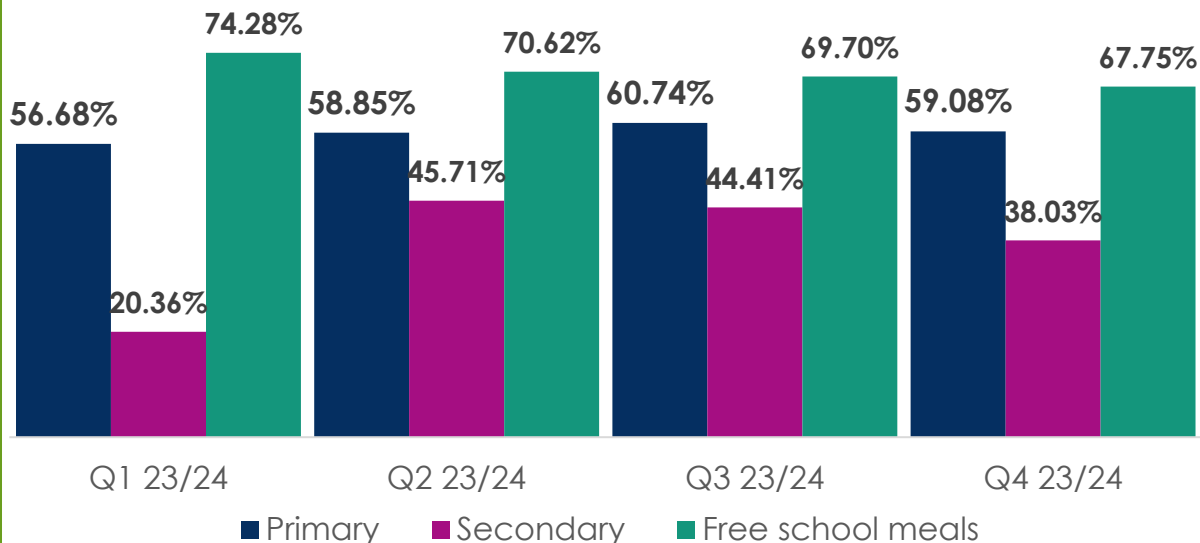
9.3 weeks

Average time to determine planning applications for **minor** developments.

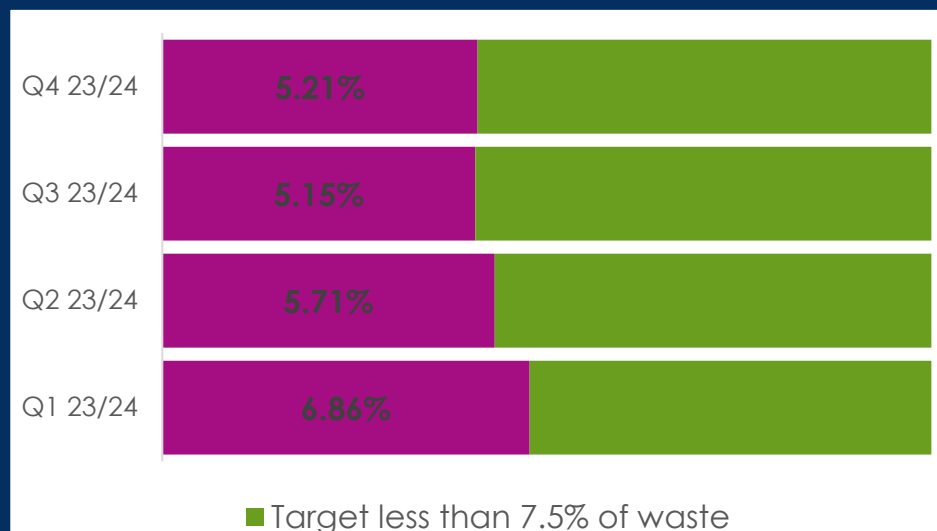
(Increase from **9** weeks in Q3)

Property and Facilities – performance

% of school meal uptake



Percentage of school meal food waste



7.28 nursery and primary school meals prepared per hour this year (7.26 in Q4)

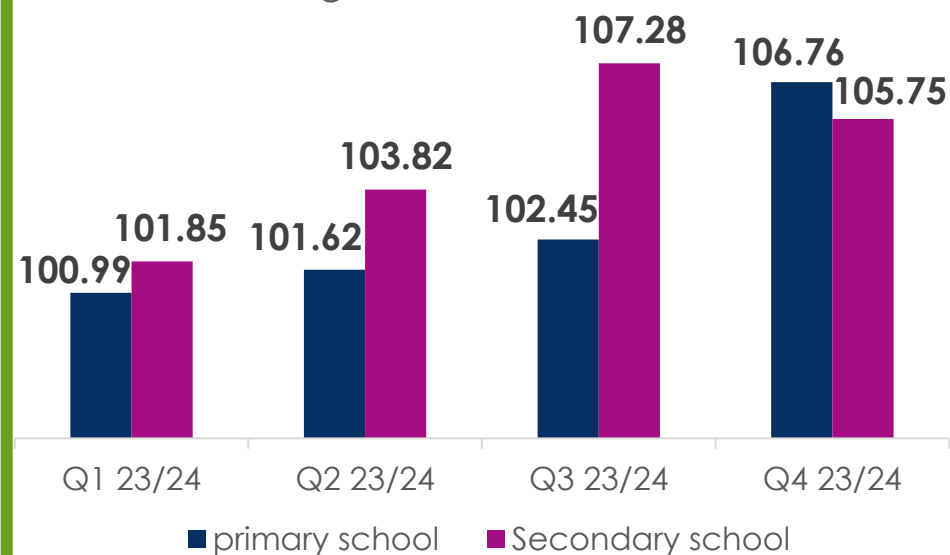
TARGET: APSE national average 8.84 meals prepared per hour

7.23 secondary school meals prepared per hour this year (7.91 in Q4)

% of Local Heat & Energy Efficiency Strategies (LHEES) complete



Percentage of cleaning hours against budgeted hours achieved



Health and Wellbeing

Across our Facilities services, the percentage of Secondary school meal uptake has increased considerably from 20.36% in quarter 1 to 45.71% in quarter 2 this year. This figure was sustained during quarter 3 with 44.41% uptake with an average annual figure of 37.13%. This is due to changes made to the menu offered to secondary schools to attract pupils back into the dining room. This figure puts Midlothian above the Association for Public Service Excellence (APSE) national average of 36.23% uptake for meals in Secondary Schools. Primary school meal uptake continues to sit well above the APSE average of 41.24% with annual average for Midlothian at of 58.84%.

Across Sport and Lesisure services, our tonezone memberships continues to grow through improved marketing and promotion with a total of 4,628 memberships this year to date. An increase of 13% from quarter 1 of this year.

1,250 primary 4 pupils attended free swimming lessons this year after an effective system was put in place from our programme development officer.

Our Active Schools Midlothian team continue to work in partnership with sportsscotland, providing opportunities for our children to adopt healthy and active lifestyles throughout their school years and into adulthood by supporting and sustaining a network of volunteers, coaches, leaders and teachers who, in turn, deliver extra curricular physical activity and sport before, during and after school and in the wider community. Various events and activities have been held throughout the year, including a Learning Disability Olympics event held at Newbattle Campus with 12 teams and over 90 athletes competing. A Paralympic sport event at St Davids High school which saw over 60 pupils participate with physical disabilities and additional support needs from eight Midlothian schools. To ensure such events taken place, our Active Schools team work in partnership with Scottish Disability Sport to encourage more inclusive opportunities for our young people.

This year, Lasswade High School were awarded the Gold School Sport Award which was achieved through a combined effort from Lasswade High School, sports council, pupils and Midlothian Active Schools. Led by the Midlothian Active Schools Team, sportsscotland School Sport Award is an assessment and planning tool which encourages schools to demonstrate an on-going commitment to increase young people's opportunities and engagement in physical education, school sport and leadership and provide clear pathways to life-long participation in sport.

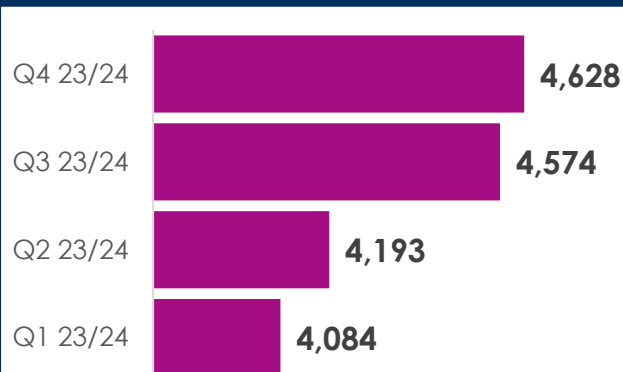
Various training and development has taken place across Sport and Leisure this year by our development and Active Schools team including sportscotland communication training, safeguarding young leaders and tutor training. In addition, our new Community Sports Hub Officer is now in post and has made a positive start.

Roslin, Bilston and St Marys multi-use games areas (MUGA) are now open to the community to book and hire.

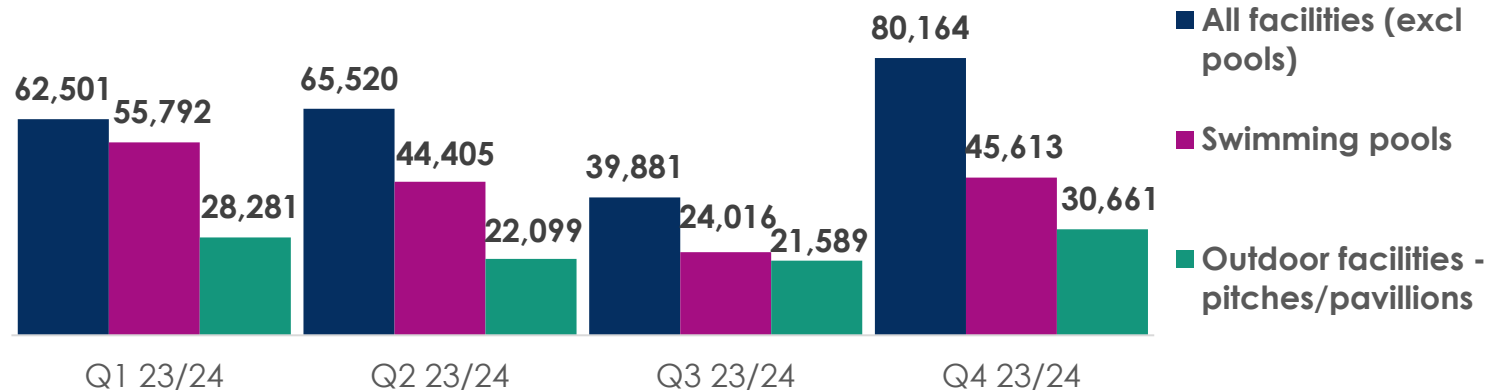
Midlothian Active Choices (MAC) is a sport and leisure physical activity referral programme, aimed at adults who are inactive and experience various health conditions. The programme offers a range of supported activities across Midlothian to help manage these health conditions. This year saw 5,688 Midlothian Active Choices attendees and 1,435 new referrals after completion of MAC sessions.

Sport and Leisure - performance

Number of Tonezone memberships (cumulative)

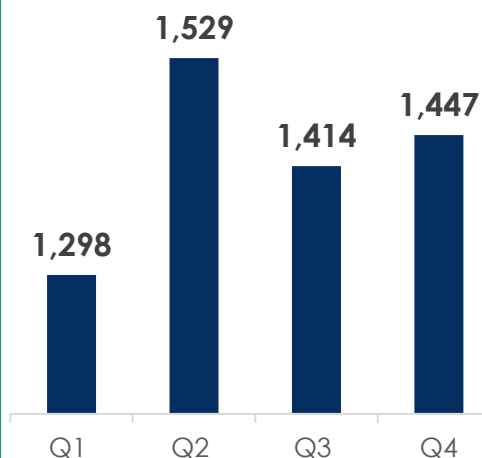


Number of attendances at Sport and Leisure facilities (quarterly)

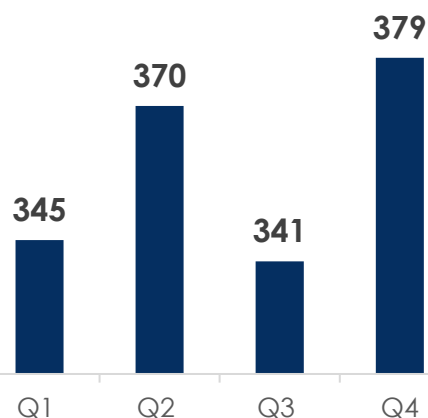


Midlothian Active Choices (MAC)

Number of MAC attendees (quarterly)

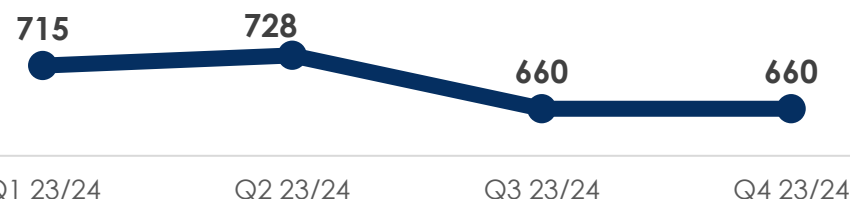


Number of new referrals after completion of MAC sessions (quarterly)



Ageing Well and Active Schools programme

Number of activities offered by Ageing Well to 50+ age groups (quarterly)



197 activities
involving Active
Schools
programme

2,802
participants
attending Active
Schools clubs

1,972
volunteer hours
delivered in Active
Schools
programme

To note, figures are for Q3. Annual figures not available until Sept from sportscotland.

Capital Investment Programme

As Scotland's fastest growing local authority area, it is critical to delivery that investment in community infrastructure, such as housing, the learning estate, economic investment and green infrastructure, is in the right place at the right time. This will help our communities to live well, live locally and prosper. How we invest in community infrastructure must also respond to changes in our working and living patterns brought about by the COVID-19 pandemic. Communities need to be able to readily access the services they require. Capital investment is also an opportunity to support our local economy through job creation and skills enhancement, particularly in relation to supporting a transition to a green economy as we invest in sustainable, highly energy efficient buildings.

As a growing Council, we have the opportunity to transform parts of Midlothian in a way that reflects how we live now. We will invest in community infrastructure with a focus on place-making, reducing inequalities, improving economic opportunities and improving education and health and wellbeing outcomes.

The Capital Investment Strategy brings together many strands of the Council's activities to build upon our past successes and drive forward innovation in a co-ordinated and achievable manner for the benefit of Midlothian and its citizens.

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 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.

To ensure Midlothian is 'building back better', this investment is also creating new jobs, apprenticeship opportunities, opportunities for businesses and communities and families hard-hit by the impact of the pandemic. These new opportunities help lead the way out of the pandemic and towards a better future for Midlothian.

The Education Learning Estate Strategy programme has been developed and is subject to regular review meetings with Education and stakeholders to ensure effective monitoring, reporting and delivery of improvement and expansion of the Education estate including Early Years provision. This currently covers approximately 30 projects at various stages of development.

Midlothian Council is overseeing a significant housing programme. Phase 1 provided 864 additional houses within Midlothian. The total number of new homes from phase 2, 3 and 4 is currently estimated at 1134, comprising of 489 from phase 2 budget and 645 from phase 3 and 4 budgets. Progress continues with 645 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. An additional 327 homes are funded for delivery in phase 5. This included the largest Passivhaus programme in Scotland, with 191 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. At present any further Passivhaus developments are paused for a cost benefit analysis exercise.

This year, key achievements across our Construction and Development team include:

- Nearing completion of Contract 1 at Destination Hillend with parking and service infrastructure and Alpine Coaster to be ready for operation from 1st July.
- Easthouses Primary School nearing completion, on track for delivery to agreed timescale with school open for August 2024.
- Woodburn Primary School 9 class, STEM and gym extension on site and due for completion in accordance with agreed programme in November 2024.
- Appointment of Kier for Stage 1 Pre Construction Service Agreement at Mayfield Community Campus.
- First Passivhaus developments completed, occupied and certified at Buccleuch St Dalkeith and Burnbrae, Bonnyrigg.
- Largest Passivhaus development on site at former Newbattle High School, part of Scotland's largest Passivhaus housing programme.
- Replacement Highbank Intermediate Care on site with extra care housing now on site with Ogilvie in Bonnyrigg, all being built to Passivhaus standard.
- Midlothian Energy Limited (MEL) delivering district heat network in Shawfair with heat connections due Summer/Autumn 2024.

Challenges and risk

Over recent years, innovative ways of working have been introduced and services adapted at pace to respond to the needs of our citizens, in particular those experiencing the greatest levels of poverty and inequality. Our services are continuing to build on this learning moving forward, harnessing the energy, flexibility and creativity demonstrated by our workforce, to embed a culture of continuous improvement and innovation across Place.

Growing Council

In addition to the financial sustainability challenges, other challenges for Midlothian continue with our recovery from the pandemic, the cost of living crisis, the growing and ageing population and the increasing demand for services that this brings.

The recent Census results 2022 highlights that Midlothian remains the fastest growing local authority in Scotland with an increase of 16.1%. The 2011 census data lists Midlothian as having a population of 83,187 which has risen to 96,600 in the 2022 census data. The level of growth is 2.3% higher than our previous calculation and is now 13.4% higher than the Scottish average of 2.7%. In terms of households, Midlothian saw the highest percentage increase at 17.2% since the 2011 census. Population density in Midlothian is 273.1 residents per square kilometre compared to the Scottish average of 69.8. In addition, Midlothian has 10 zones which fall into the most deprived areas.

This growth creates the opportunity to meet the housing need with 25% of new homes being built in the affordable housing bracket, in addition to the expansion in Council house building. This construction will directly support employment and will see a steady increase in the value of Council Tax income received over time.

The approved Capital Strategy sets out the infrastructure required to meet those demographic pressures and includes the financial contributions Midlothian will make to the Edinburgh and South East Scotland City Region Deal. Encompassing five main themes the City Region Deal will bring significant investment across the regions with total investment of circa £1.3 billion across:

- Data Driven Innovation: £751 million

- Integrated Regional Employability and Skills: £25 million
- Transport: £156 million
- Culture: £45 million
- Housing: £313 million

Through the Data Driven Innovation strand the Deal will leverage existing world-class research institutes and commercialisation facilities in order that Easter Bush becomes a global location of Agritech excellence. The Easter Bush project includes significant investment in transport infrastructure along the A701/2 transport corridor. In addition, by improving on-site infrastructure at Easter Bush and transport infrastructure, The University of Edinburgh expects commercial partners will be able to co-locate at scale to commercialise Agritech breakthroughs.

Risk

The Council's Strategic Risk Profile is presented retrospectively to Audit Committee quarterly. The most critical risks to the Council are Financial Sustainability, Climate Change and the Change Programme. Corporate Solutions is key to the delivery of mitigating actions to these risks; through strategic planning and the Medium Term Financial Strategy and driving forward the Council's transformation programme to derive change and redesign services.

Pentana Performance Dashboard

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

Quarter 4 - Place ▾

31

Quarterly Reporting Place PIs
- On Target

21

Quarterly Reporting Place PIs
- Off Target

73

Quarterly Reporting Place PIs
- Data only

5

Quarterly Reporting Place PIs
- No data available

6

Quarterly Place High Service
Risks

102

Quarterly Place All Service
Risks

Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	History
BS.PLACE.HSN.01 Re-let time permanent accommodation properties (calendar days)		45 days	35 days	
BS.PLACE.P.5.2b Percentage of the Council's housing stock meeting the 'Modern fa...		98.4%	100%	
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		56.47%	100%	
HSN4b Average time taken to complete non-emergency repairs (LGBF)		25.00 days	7.00 days	
PLACE.BUILDS.02 Be on site with first modular housing development within 12 mon...		No	Yes	
PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		88%	90%	
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		86.67%	90%	
PLACE.P.14.2e Percentage of total road network resurfaced (cumulative)		2.15%	2.2%	
PLACE.P.5.2a Percentage of the Council's housing stock meeting the 'Free from seri...		98.9%	100%	
PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		34.3%	100%	
PLACE.PFM.17 Number of secondary school meals prepared per hour (APSE)		7.91	8.84	
PLACE.PFM.18 Number of nursery and primary meals prepared per hour (APSE)		7.26	8.84	
PLACE.PFM.21 Percentage of free school meal uptake (P1-P5)		67.75%	77.57%	
PLACE.PLAN.01 Determine 80% of planning applications within target (2 months for...		75%	80%	
PLACE.PLAN.02 Average timescale (weeks) to determine planning applications for ...		54.6	50	
PLACE.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d...		83.33%	95%	
PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor...		85.37%	95%	
PROSERVICES.30 Percentage of businesses registered for tobacco/vapes in Midlot...		0%	10%	
RHM.a.04.4mi Percentage of lets made to homeless list applicants		53.5%	60%	
RHM.a.07.1b Average time in hours taken to complete emergency repair		103	24	