Notice of Meeting and Agenda

Midlothian

Performance, Review and Scrutiny Committee

Venue: Council Chambers/Hybrid,
Midlothian House, Dalkeith, EH22 1DN

Date: Tuesday, 20 June 2023

Time: 11:00

Executive Director : Place

Contact:
Clerk Name: Democratic Services
Clerk Telephone:
Clerk Email: democratic.services@midlothian.gov.uk

Further Information:

This is a meeting which is open to members of the public.

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1   Welcome, Introductions and Apologies

2   Order of Business

Including notice of new business submitted as urgent for consideration at the end of the meeting.

3   Declaration of Interest

Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

4   Minute of Previous Meeting

5   Public Reports

6   Private Reports

No items for discussion

7 Date of Next Meeting

The next meeting will be held on Tuesday 19th September 2023.

Minute of Meeting

Performance Review and Scrutiny

Date	Time	Venue
Tuesday 14 March 2023	11.00 am	Council Chambers, Midlothian House

Present:

Councillor Milligan (Chair)	Councillor Curran
Councillor Imrie	Councillor McEwan
Councillor McManus	Councillor Pottinger
Councillor Russell	Councillor Smaill
Councillor Winchester	Councillor Virgo

In attendance:

Grace Vickers	Chief Executive
Kevin Anderson	Executive Director Place
Fiona Robertson	Executive Director Children, Young People and Partnerships
Joan Tranent	Chief Social Work Officer & Chief Officer Children's Services, Partnerships and Communities
Derek Oliver	Chief Officer Place
Saty Kaur	Chief Officer Corporate Solutions (Acting)
Nick Clater	Head of Adult and Social Care Services
Alan Turpie	Legal and Governance Manager
Janet Ritchie	Democratic Services Officer (Minute)

1   Welcome, Introductions and Apologies

Apologies for absence were received on behalf of Councillor Drummond.

2   Order of Business

The Order of Business was as detailed in the Agenda.

3   Declarations of interest

No declarations of interest were received.

4   Minutes of Previous Meetings

4.1   The Minute of the Meeting of the Performance Review and Scrutiny Committee held on the 12 December 202 was submitted and approved as correct record.

4.2   The Action Log was noted and it was clarified that the comment 'Recommend for Closure' referred to the action points.

5.   Reports

Agenda No.	Report Title	Presented by:
5.1	Inspection of Midlothian Council's Young People's Care Home	CSWO & Chief Officer Children's Services, Partnerships and Communities
Outline of report and summary of discussion		

A report dated 24 January 2023 was submitted to draw Performance, Review and Scrutiny's attention in relation to the inspection of our two local Care Homes for young people and the grades awarded. All care inspection reports are published on the Care Inspectorate website and available to the public.

The Chief Officer Children's Services, Partnerships and Communities highlighted the excellent report and the grades awarded and expressed her thanks to the staff in both houses, Gorebridge and Woodburn for their excellent work. She further highlighted that the positive feedback was extensive and it was noted that the young people also gave very positive feedback and commented that they felt loved and cared for.

In response to a question with regards to after care for these young people the Chief Officer provided feedback on the Midlothian Housing Programme and that some young people had taken up their own tenancy whereas others returned home but that outreach support was always available for them.

Councillors commented positively on this excellent report and expressed their thanks and congratulations to the staff involved and the young people.

Decision
The Performance Review and Scrutiny Committee noted the report and passed on their thanks and congratulations to the staff and young people.

Action
Chief Officer Children's Services, Partnerships and Communities

Agenda No.	Report Title	Presented by:
5.2	Adult Health and Social Care Q3 Performance Report 2022/23	Head of Adult and Social Care Services

Outline of report and summary of discussion

The Head of Adult Health and Social Care provided an overview of the Q3 Performance Report 2022/23 providing an overview of the key highlights and challenges as contained within the report and thereafter responded to questions and comments raised by Elected Members.

In responding to a question and comments regarding the seasonal Covid booster programme and closure of Penicuik centre, the Head of Adult Health and Social Care highlighted that centres had closed due to lack of footfall but Grace Cowan could provide a more detailed update.

The Chair also asked if numbers could be provided on leisure centre memberships as the leisure centres seemed very quiet even at peak times and the actions managers were taking to encourage membership to these centres and this could be reported back to Members.

In responding to an enquiry regarding the challenges and how these are addressed, the Head of Adult Health and Social Care advised that transformational work is required across NHS and that within the IJB they were looking at the budget pressures and ways to address the many challenges not just in Midlothian but the wider community.

There followed a discussion regarding the work at Hillend and the Executive Director Place confirmed that the work had commenced and advised that he would share the programme of work with Members.

The difficulty in reading some pages of the report was highlighted due to the size of the font, this was noted as an action to take away.

Decision

a) The Head of Adult Health and Social Care Services would liaise with the Head of Primary Care and Older People's services to provide an update to members on the Covid seasonal booster programme and why some of the centres had been closed in particular Penicuik.

b) The number of leisure centre memberships and the actions managers were taking to encourage this would be reported back to Members.

c) To review the format of the report in particular the size of font used.

d) To otherwise note the contents of the report.

Action
Adult Health and Social Care

Agenda No.	Report Title	Presented by:
5.3	Children Services, Partnerships and Communities Q3 Performance Report 2022/23	Chief Officer Children's Services, Partnerships and Communities
Outline of report and summary of discussion		

The Chief Officer Children's Services, Partnerships and Communities provided an overview of the Q3 Performance Report 2022/23 highlighting the progress and achievements in the delivery of the strategic outcomes and provided a summary of the emerging challenges as contained within the report and thereafter responded to questions and comments raised by Elected Members.

In responding to comments the Chief Officer advised on the peak in complaints and the some of the challenges in corresponding to these. It was also highlighted the number of sick days and the Chief Officer advised this was an ongoing challenge and provided an update on the supports in place for staff and the service. An update on the Foster Carer campaign was also provided to Members advising this was delivered in consultation with East Lothian Council to ensure best of uses across both local authorities.

Further comments were noted with regards to the positive work by the voluntary sector and the Chief Officer advised that meetings took place regularly to maintain relationships and work through challenges going forward. An update was also provided on the number of Afghanistan families and Ukrainian families and the good work done by the team to accommodate the large families. It was also noted there was still no decision if Children's Service or Justice Services would be part of the National Care Service.

In responding to a comment from the Chair with regards to the increase in children's services referrals, budgets and staffing, the Chief Officer advised that a report would be brought back on referrals providing more details of the number of repeat referrals and the amount of financial requests. She further advised on the work of the Family Wellbeing Service and highlighted that the number of child protection referrals were still going down and it was the cases below this that were on the increase and the vast majority was finance.

Decision
To note the contents of the report.
Action
Adult Health and Social Care

Agenda No.	Report Title	Presented by:
5.4	Corporate Solutions Q3 Performance Report 2022/23	Chief Officer Corporate Solutions (Acting)
Outline of report and summary of discussion		

The Chief Officer Corporate Solutions (Acting) provided an overview of the Q3

Performance Report 2022/23 highlighting some of the key successes and provided a summary of the emerging challenges as contained within the report and thereafter responded to questions and comments raised by Elected Members.

In responding to a question regarding the Procurement Strategy and what was involved in encouraging local companies to tender for procurement, Mr Turpie highlighted that stakeholders must identify at least 3 local companies for quick quotes and also the procurement team worked with the economic development team to encourage local firms to get on the National framework.

The Chief Officer (Acting) in responding to a question with regards to Scottish Welfare Fund and benchmarking against other local authorities, advised that although she did not have this to hand she would circulate this information to members. The Chief Officer also provided a further update on the transformation piece of work around procurement that was going on in the background and an update would be brought back to Members on the current work and also the transformation work to support local businesses.

The Chief Officer in responding to a question with regards to the flexi system and staff managing their own time, advised on the flexi system which was part of the existing payroll system and the background work with staff and how they are supported.

Decision
a) The Chief Officer (Acting), Corporate Solutions to circulate to Members information on Scottish Welfare Fund benchmarking against other local authorities. b) To otherwise note the contents of the report.

Action
Chief Officer (Acting), Corporate Solutions

Agenda No.	Report Title	Presented by:
5.5	Education Q3 Performance Report 2022/23	Executive Director Children, Young People and Partnerships

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The Executive Director Children, Young People and Partnerships provided an overview of the Q3 Performance Report 2022/23 highlighting that the Q4 will cover the key senior phase performance, also highlighted raising attainment with primary schools, the success of Equipped for Learning, Digital inclusion and Learning Team who have been invited to a UK conference to share practice. The Executive Director also provided an update on attendance which has not returned to pre-pandemic and some of the work in addressing these challenges. Thereafter responded to questions and comments raised by Members with regards to Teacher's strike and the resources in place supporting children and confirmed that more details will be included in Q4 with regards to the supports. Also in responding a question with regards to attendance provided further details on

supporting children with the increase in levels of stress and anxiety and the supports in place. It was also confirmed that the figures were off attendance in school but it was also highlighted that the data could be drilled down to get more details. The Executive Director also provided an update to the limit of their duty with regards to home schooling and that they legally do not have to meet with a child so it is difficult to assess if receiving education appropriate to their age

In responding to a question raised by the Chair with regards to Early Learning funding, the Executive Director confirmed she had met with Scottish Government officials and highlighted two aspects putting further pressure on this budget, the 22% increase in deferrals for children starting school in Midlothian and the 2 year olds access to early learning childcare, she further advised that although there was an increase in both budgets it is not sufficient to cover the numbers in Midlothian.

The Chair asked that if figures on the shortage can be circulated and provide Members with the response on how the Scottish Government will address this.

A further question was asked with regards to home schooling and examinations and the Executive Director advised it is up to the individual families.

Decision
a) The Executive Director Children, Young People and Partnerships to provide figures on the shortage in the early learning budget and also to provide Members with any response regarding this from the Scottish Government.   b) To otherwise note the contents of the report.

Action
The Executive Director Children, Young People and Partnerships

Agenda No.	Report Title	Presented by:
5.6	Place Q3 Performance Report 2022/23	Chief Officer Place
Outline of report and summary of discussion		

The Chief Officer Place provided an overview of the Q3 Performance Report 2022/23 outlining some of the challenges as Place continues to support post-pandemic recovery and progress a range of transformation projects. He also outlined some of the key highlights as contained within the report in particular Midlothian was one of the first Councils to sign Scotland's Climate Charter Declaration and the positive work of the Planning team.

The Chief Officer thereafter responded to questions and comments and advised that a public report would be presented to Council on the carriageway resurfacing and details of the streets being resurfaced and he would ensure it would be publically visible. The Chief Officer provided details on the green transition fund, the recycling within campus areas and the issues and challenges with this and advised that a 6 month trial will take place in identified locations using solar compacted bins and a report would be brought back on how successful this is. He also provided an update on PPE requirement and on the pot hole repairs and the new equipment purchased which will make repairs permanent rather than temporary, although highlighted there will always be the need for temporary repairs. Further discussion took place on this with regards to capital and revenue

and the Chief Officer provided some clarity on the aspects of the operation and that a paper would go to Council on the pot hole strategy and the pot hole classification.

The Chair then highlighted a number of PIs off target in particular invoices not paid within 30 days and the percentage of building warrants processed within the timescale, in response the Chief Officer provided clarity on the building warrants and the change in legislation but this change will show in Q4. He provided a further update on the invoices not paid within target.

Decision
To note the contents of the report.

Action
Chief Officer Place

Agenda No.	Report Title	Presented by:
5.7 &	Midlothian Council Q3 Performance Report 2022/23 and Half Year Balanced Score Card	Executive Director Place

Outline of report and summary of discussion
The Chief Executive in presenting this report highlighted that each of these reports provide a summary of actions in line with the Single Midlothian Plan and complements each of the reports from the individual services also presented today. The Chief Executive highlighted the three indicators off target as shown and provided a brief update on these. The Chief Executive also with regards to demographic growth advised that the figures for projected growth and population would be updated and advised that the population was 94,680 and with 9.4% increase in births in 2021, it was estimated by 2028 the population would rise from 94,680 to just under 104,000. The next updated figures will be available in June and an update would be provided to members. Further discussion followed on the population growth and the growth in every single age group and households and more details can be shared if required.

Decision
To note the contents of the reports.

6   Private Reports

No items for discussion

7   Date of the Next

The next meeting will be held on Tuesday 20 June 2023 at 11.00 am

The meeting terminated at 12.38 pm

Action Log

Date of Meeting	Item No	Item	Action	Action Owner	Expected completion date	Comments
14 March 2023	**5.2**	Adult Health and Social Care Q3 Performance Report	Update on the Covid seasonal booster programme and why some of the centres had been closed in particular Penicuik	Nick Clater/Grace Cowan	April 2023	
14 March 2023	**5.2**	Adult Health and Social Care Q3 Performance Report	The number of leisure centre memberships and the actions managers were taking to encourage this would be reported back to Members	Nick Clater	April 2023	
14 March 2023	**5.4**	Corporate Solutions Q3 Performance Report 2022/23	The Chief Officer (Acting), Corporate Solutions to circulate to Members information on Scottish Welfare Fund benchmarking against other local authorities.	Saty Kaur	April 2023	**Complete –** information can be found here: Expenditure and budgets - Scottish Welfare Fund Statistics: Update to 30 September 2022 - gov.scot (www.gov.scot). Data is updated quarterly retrospectively.

Date of Meeting	Item No	Item	Action	Action Owner	Expected completion date	Comments
14 March 2023	**5.5**	Education Q3 Performance Report 2022/23	To provide figures on the shortage in the early learning budget and also to provide Members with any response regarding this from the Scottish Government.	Fiona Robertson	April 2023	**Update:** A meeting took place with SG officials regarding ELC funding and there will be no change until the new ELC funding methodology mechanism has been agreed. Awaiting figures on reduction in ELC Funding

Adult Health and Social Care Performance Report 2022/23

Midlothian

Progress in delivery of strategic outcomes

Our Vision: People in Midlothian are enabled to lead longer and healthier lives.
Our Values: Right support, right time, right place.

Midlothian Integration Joint Board plan and direct the services that are delivered by Midlothian Health and Social Care Partnership (HSCP). The HSCP is a partnership between NHS Lothian and Midlothian Council and is responsible for services that help Midlothian residents to live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some hospital based services such as Accident and Emergency.

In order to meet the legal requirements of the Public Bodies (Joint Working) (Scotland) Act 2014, the HSCP was required to develop, consult on, and publish a new 3 year Strategic Plan in 2022. The new Strategic Plan for 2022-25 was published in April 2022.

HSCP COVID-19 Response: The Health and Social Care Partnership, its partners and the communities it services continued to be impacted by the ongoing effects of the COVID19 pandemic. A recent spike in infections over the winter months coupled with Influenza cases has caused significant pressure on our workforce due to absences. The Health and Social Care Partnership has maintained delivery of services and continues to work with its partners to ensure resources are being managed and deployed to cover staff absences where needed. The partnership continue to deliver the vaccination programme across sites in Midlothian. Midlothian Community Hospital have seen a return in face-to-face outpatient clinics. More recently, guidance around PPE has been further relaxed and there has been an indication from the World Health Organisation (WHO) that, "with great hope", the pandemic is at an end.

Seasonal Flu/COVID Booster Programmes: The Midlothian Vaccination Team have responsibility for all vaccinations; Seasonal Flu, all covid vaccines, shingles and pneumococcal and all unscheduled vaccines that were part of the Vaccination Transformation Programme from the GPs to the HSCP.

The Autumn/Winter 2022/23 Vaccination Programme for Flu and Covid boosters concluded on 31st March 2023. As of 31st March 2023, the uptake of flu vaccines for adults administered in Midlothian HSCP is 71% for Flu vaccines and 70% for Covid Booster vaccines.

The Community Vaccination Team continue to deliver the school flu programme and the 0-5 immunisation team deliver the 2-5 year flu programme with a 61% uptake on 31st March 2023.
Shingles and Pneumococcal vaccinations – as of 31st March 2023, Shingles vaccination uptake for Midlothian is 82% and the pneumococcal vaccination uptake for Midlothian is 78% with some second offers outstanding. This will be picked up following the spring booster vaccination programme.

The Spring Covid Booster Vaccination Programme commenced on 27th March 2023. The first two weeks have been dedicated to Care Home and House Bound patients. All eligible cohorts thereafter, 75+ and those 12+ with Weakened Immune Systems (WIS), have been invited for their vaccinations across 3 venues from 11th April 2023 – Midlothian Community Hospital, Rosewell Steading and Dalkeith Medical Practice.

As part of the ongoing inclusivity plan and to promote further uptake in line with the Scottish Government, Pop-up vaccination clinics have taken place to target areas of deprivation, areas of lower uptake, residents in homeless accommodation, those with substance misuse and those involved in the Criminal Justice System. These venues include: IKEA Edinburgh, Mayfield Community Big Dig event, local Ukrainian coffee morning, Dalkeith Library/Arts Centre and Warm Hubs in Midlothian, separate clinic sessions were held inviting individuals in homeless accommodation and Learning Disabilities teams continue to support with vaccinating their patient who are unable to attend clinics.

Service Transformation: Whilst there remains some pause on the work to develop a National Care Service, discussions continue around the preparation required at both Chief Social Work Officer meetings and other Social Work Scotland fora.

It should be noted that both COSLA and Social Work Scotland have requested that the Scottish Government pause on the Bill pending further consultation. Notice was provided in March 2023 that there would be a pause in NCS progression pending the outcome of the election of a new First Minister. It had been anticipated that work would re-start in June 2023 but the new Minister for Social Care, Wellbeing and Sport, Maree Todd, has indicated that the debate may be pushed further back in the timetable.

Justice: The Justice Team have continued to deliver a range of interventions that fulfil our statutory requirements, despite managing a number of vacancies throughout the financial year. This has included making progress to implement the national outcomes outlined in the Scottish Government's Vision for Justice in Scotland. To ensure that we are able to provide early interventions at the Court stage we continue to liaise with colleagues locally and nationally to enable us to offer and provide a range of bail services to those resident in Midlothian. As evidenced by the updated performance measures we have made good progress against the performance indicators, despite workforce pressures and this has been supported by close partnership working to ensure that we can achieve positive outcomes for service users.

Throughout the 2022-2023 financial year the Community Justice and Safety Manager has continued to work with partner agencies (statutory and third sector) to deliver the outcomes in the 2020-2023 Community Justice Outcome and Improvement Plan (CJOIP) and to develop the forthcoming 5 year plan (2023-2028). The importance of communicating and increasing awareness and understanding of Justice and Community Justice was highlighted and during 2022-23 financial year and we worked in collaboration with media students at Edinburgh College (Dalkeith Campus) to raise awareness around the issues on topics including Hate Crime, Masculinity, Restorative Justice and Violence against Women and Girls. The project culminated in the students producing short videos highlighting the issues which were showcased at an event on 21st February 20203. This prompted detailed and positive discussions allowing sharing of knowledge & expertise between the students, professionals and others in attendance. In addition the event allowed opportunities for discussion on gaps that Midlothian Council and partners could address in the coming years to address issues and concerns together with establishing and developing partnership Feedback from the event was extremely positive with partner agencies keen to build on the work undertaken to inform learning and development within their own organisations.

Substance Misuse: Key services based in Number 11 in Dalkeith continued to provide services including outreach treatment, injecting equipment provision (IEP), Naloxone, and information/advice. Currently, there are challenges with recruitment. However, the Midlothian Substance Use Service continues to support and treat those individuals who are most at risk. This includes the provision of Buvidal (an injectable form of Buprenorphine).

MELDAP is in the top six ADPs in terms of the uptake of Buvidal. The national uptake is 12.5% while the MELDAP figure is 25%.

MELDAP has been advised of a provisional Green rating for Medication Assisted Treatment (MAT) Standards 1-5. MAT 1 included improved access and starting treatment on the same day as presenting. For Q4 the waiting times performance was 95%. (National standard is 90%). Midlothian is well placed to deliver MAT Standards 6 -10 by the March 2024. The Scottish Government predicts a rating of amber for these standards. This is due to the fact that Scottish Government have yet to confirm the processes and measurements associated with the delivery of these standards.

Learning Disabilities: Finance and Performance Group approved the recommendations of the Complex Care Expert Panel for allocation of the Community Change Fund. The key spending priorities are the recruitment to a Transition Development Worker, Improvements to Day Service Venues for people with Complex Needs, A Positive Behavioural Support Training Programme and grants to third sector organisations.

The Human Rights Expert Panel has completed its first programme of activity and has now agreed a programme of two monthly meetings for the remainder of 2023.

Building work has started on the flats at Bonnyrigg High Street and is scheduled for completion in June 2024. Designs for Primrose Lodge in Loanhead are complete, and the property is now vacant. A reapplication for capital to

fund the project was refused, and alternative sources of funding are being sought. Renovations at Teviot Court are now complete with the exception of some outside groundwork that should not affect tenants.

Numbers on the Learning Disability waiting list remain constant. Cases are prioritised based on urgency and the figures will mask the turnover of cases on the waiting list or cases that have been allocated immediately. The waiting list is regularly reviewed for any change in circumstances that will require immediate allocation.

Older People: Care at home: Our internal and external providers delivered 68,765 planned hours of care during this quarter. Our internal Care at Home service delivered 35% of the planned hours, and a total of 56,537 visits across Midlothian. A new Resource Manager was appointed and face to face meetings have been held with carers in each area, jointly with Union partners. Staff feedback and engagement has helped with the development of a Service Improvement Plan. Learning and Development continues to be a significant focus, with the opening of the new training suite at Hardengreen offering a local space to facilitate Moving and Handling training.

Carers: Unpaid carer management oversight changed to Service Manager Disabilities at the start of Q4. Work during Q3 to produce a business case and plan committing available recurring and underspent Carers Act funding continued during Q4, but the change in manager allowed the opportunity for a status check on HSCP internal funding utilisation and commitment. Carers Act funding is ring-fenced, but recognition is being given to the impact on carers and services of the wider Council/HSCP budgetary situation. Head of Adult Services has been apprised of carer funding proposals, and is working with the Service Manager and Carer Planning Officer regarding a transparent and collaborative decision making process regarding the commitment of available funds.

The Carer Planning Officer is in discussion with Alzheimer Scotland senior managers regarding the Dementia Carer Support Practitioner post. Identification of an HR issue has resulted in changes to the original /person specification, but this is resolved and can hopefully result in the post being advertised as soon as possible.

Mental Health: Primary Care 2022 Action 15 developments continues to be postponed still awaiting update from Scottish Government.

Individual Placement Support Occupational therapist post has been recruited into and commenced and has a triage referral caseload of 25 individuals. During Q4 up until the IPS OT commenced post it's important to note that the core Adult Mental Health OT service has been able to support the following individuals: Employment (14), Volunteering (3), and Education (17).
Continued Strong partnership working continues between Housing, Health and Social care with third sector. Providing support for individuals with complex needs, through the housing first model.

The current local Adult Mental Health Social Work Team/Mental Health Officer team comprises 4 full time Mental Health Officers (MHO), 2 trainees currently out of practice and 1 part time social worker. The team is currently progressing with the recruitment of 1 further Social Worker for the team.

Over the last year there have been various challenges in relation to workforce pressures and recruitment of MHOs. Locally we identified the need to support further development, training and retention of MHOs within the current Midlothian Social Work teams, thus enhancing the capacity to address both the Mental Health Social Work waiting list and the Welfare Guardianship Order waiting list.

As a service we addressed these challenges through the review of the current waiting list at the time, identified the local Social Work staff who were appropriate to progress with MHO training as well as having the opportunity to invest further through additional monies the recruitment of a 1 wte permanent Social Worker for the team. We were also able to proceed with the recruitment and support of one agency MHO and one casual MHO to support with progressing and reducing the Welfare Guardianship Order waiting list.

Over 2022/2023 we have successfully made a significant impact on our waiting list from 60 individual's waiting for MHO report to current waiting list being 18.

We are hopeful that once our current MHO trainees are back in practice and the new Social Worker is in post, we will be able to maintain a minimal waiting list and be reactive to WGO's, as a service we will continue to monitor the demand and waiting list on a monthly basis.

Adults with Long Term Conditions, Disability and Impairment: Awareness training sessions for relevant HSCP staff, provided by Sight Scotland are being delivered, starting in June 2023. Sight Scotland continue to provide information sessions to staff in relation to the services they provide and report back on the people they have worked with. They continue to reduce waiting lists for people requiring their service, which is offered in their community and evidence this through quarterly reporting.

Deaf Action now have a qualified Social Worker in place who has actively engaged with Social Work and Physical Disabilities Teams within the Partnership. A review of work being undertaken by CCA's at Deaf Action has taken place jointly with the Physical Disabilities Team.

Volunteers continue to uplift peoples' faulty hearing aids from their homes and deliver the aids to Midlothian Community Hospital for an Audiology technician to repair, and then return the repaired aids back to the individuals. Specially trained staff are also able to repair hearing aids for people on the same day. This service is offered both by HSCP and Red cross staff. There has been no active movement in terms of re-introducing Community Audiology Clinics as there has been no communication from the Audiology Service, despite several attempts.

The Physical Disabilities Team and Long Term Conditions Team is currently part of a joint project with the Thistle Foundation which aims to improve support provided to someone who has Neurological Condition. This is due to be evaluated in the Autumn. The Service is also in the process of reviewing its Guidelines for the provision of Aids and Adaptations with the aim that this document can be shared with members of the public to help them understand better the role and remit of the Service

Hybrid model up and running for delivery of face to face and digital for all weight management programmes. Digital devices secured for people referred so they are able to decide what options best suits their needs Improving.

Sport and Leisure: The Sport and Leisure Service Review is nearing completion and the new structure will be implemented from early 2023/24. Vacancies remain in the service and recruitment is continuing for these.

ToneZone Memberships have increased from 4103 at the start of the quarter to 4346 at the end of Q4.
On return form Covid we had 3570 memberships which currently sits at 4346 (1796 less than pre Covid) however up 776 since reopening.

Factors influencing a decline in retuning customers include:
- post Covid training habits – more people are inclined to use the outdoor spaces;
- delayed access in returning to facility of choice (specifically Lasswade and Newbattle);
- current cost of living;
- alternative gyms opening in the Midlothian and outside Midlothian.

The management team in Sport and Leisure are working hard to identify opportunities to increase participation, membership and income and these include:
- A Tone Zone marketing plan (£0 costs involved) is available – initiatives include reduced joining and membership fees, a focus in December on fitness, free months;
- Promote all our offerings on social media platforms and via the Council Communications team regularly (43 posts about classes, 70 posts about individual centres and operational matters, 13 posts about offers such as joining fees, 20 general media type posts such as success of Ageing Well initiatives, Destination Hillend updates and Walk the Line calls for entries);
- We also promote through Active Schools (April 23) 15 tweets, 17.4K tweet impressions, 544 visits, 24 mentions and 3 new followers.

Project work
We continued to undertake various project work including:
- CLLE: we have continued to work in partnership with CLLE to offer opportunities to identified young people and families;
- Daily Mile: We are continuing to work on promoting and providing support for schools to deliver this;
- Cycle fund: We have received £7522 from Scottish Cycling to purchase some bikes and organise training to allow us to deliver more cycling sessions and make cycling more accessible to all. We plan to apply for year 2 funding to expand this programme to allow us to take a more targeted approach;

- Kit for All: we have continued to develop this with Young Ambassadors driving this project. They are currently promoting the project and coordinating donation and collection of kit. This is currently running in 3 areas, with plans to expand into others.

Secondary Schools
Work in our Secondary Schools continues:
- Young Ambassadors: Our young ambassadors have worked on various projects this term including kit for all, inter house events, Active Girls events & promotion and organisation of Lasswade Sports Personality event;
- Fit for Girls (FFG) – our existing and new FFG group attended a workshop delivered by national trainers to help with planning and development of our FFG work in Midlothian.

Challenges and Risks

COVID-19: The Health and Social Care Partnership, its partners and the communities it serves continued to be impacted by the COVID 19 pandemic. The Health and Social Care Partnership has maintained delivery of services and continues to work with its partners to ensure resources are being managed and deployed to cover staff absences where needed and continue to develop our remobilisation plans. We continue to work to ensure key staff receive both the Covid and flu vaccine. The winter covid 19 vaccination programme has been completed, with plans for the spring booster programme by cohort groups planned to commence 27 March 2023

A growing and ageing population: Midlothian is the second smallest Local Authority in mainland Scotland but the fastest growing. This will continue to pose challenges for health and social care services whilst also changing some local communities. As people live for longer many more people will be living at home with frailty and/or dementia and/or multiple health conditions. An increasing number of people live on their own, and for some this will bring a risk of isolation. We have invested further in providing post-diagnostic support to people living with dementia in their own homes, particularly to those newly diagnosed. We are working hard to ensure all people diagnosed with dementia have access to a link worker for the first year post-diagnosis

Higher rates of long-term conditions: Managing long-term conditions is one of the biggest challenges facing health care services worldwide, with 60% of all deaths attributable to them. Older people are more susceptible to developing long-term conditions; most over 65s have two or more conditions and most over 75s have three or more conditions. People living in areas of multiple deprivation are at particular risk with, for example, a much greater likelihood of early death from heart failure. They are also likely to develop 2 or more conditions 10-15 years earlier than people living in affluent areas. Our Community Treatment and Assessment centres (ctac) continue to develop within our localities linked to our GP practices. We provide phlebotomy services Long term condition monitoring, wound management in our CTAC clinics. We plan to collaboratively develop a digital platform that engages people to access preventative support with activities of daily living (ADLs) using the LifeCurve platform to empower people to feel more in control of their own health and wellbeing. This will bring together learning and insights from several projects including the Neurological Conditions project, the Long Covid Pathway and the Integrated Falls Pathway which aim to target support for the wellbeing and symptom management of those living with long term conditions in Midlothian.

Higher rates of mental health needs: Many mental health problems are preventable, and almost all are treatable, so people can either fully recover or manage their conditions successfully and live fulfilling healthy lives as far as possible. The incidence of mental health issues in Midlothian, while similar to the rest of Scotland, is a concern. Living in poverty increases the likelihood of mental health problems but also mental health problems can lead to greater social exclusion and higher levels of poverty. People who have life-long mental illness are likely to die 15-20 years prematurely because of physical ill-health. Alongside more established nursing and social work services, Midlothian HSCP established the Mental Health and Resilience Service (MHARS) in August 2022. This is a 7-day per week telephone service people can access for advice and support around how they can better manage their mental health. It is self-referral and there are a range of options available post-telephone call.

Our services are under pressure: People place a high value on being able to access effective health services when they need them. People expect to receive high quality care services when these are needed whether as a result of age, disability, sex, gender or long term health conditions. Yet there are a number of pressures on our services. For example, we have particular pressures regarding transitions of young people with learning disabilities from childrens' to adults' services.

Financial pressures Financial pressures on public services are well documented. There is no doubt that we need to do things differently: the traditional approach to delivering health and care services is no longer financially sustainable. We have particular pressures in our disability services with challenges to meet complex needs in the community when in the past care settings may have been considered. In working through the IJB budget for 2023-24, we are beginning to look at how we can make efficiencies. It is likely that difficult choices may have to be made.

Transitions from Children's Services There is a specific pressure regarding the transition of young people from children's' to adult services (mainly with learning disabilities). There is an increasing number of young people meeting eligibility criteria for support and the number of you people with particularly complex needs also increasing. In additional to the overall financial pressure of increased support provision by adult services there are challenges related to improving the experience of transitions, Improvement work is being progressed to improve multi-agency practice in relation to transitions and embed the newly developed Principles of Good Transitions. Specific ring-fenced Learning Disability funding will be used to recruit a development worker who will be tasked specifically taking forward this work related to improving the transition pathway.

Workforce pressures The Covid-19 pandemic has and will continue to influence the demand for, and deployment of, the health and care workforce for the foreseeable future. There is reduced availability of staff with appropriate qualifications or skills, including General Practitioners, Social Care Workers and Staff Nurses. This impacts on service delivery and development. Whilst we continue to attempt recruitment, we acknowledge that some areas remain stubbornly difficult to recruit to. To offset this, where we can, we look to change workforce skills mix but this is not always feasible.

Our Lothian wide clinical education plans have been developed to respond to the need to develop numbers of staff working at and Advanced Practice level in nursing and AHP as part of the approach to orienting the whole system to meet modern challenges, thus enabling GPs focus on more complex work by developing the skills of the nursing and AHP workforce to undertake diagnosis and prescribing. Midlothian currently has a Pharmacy team that is fully established and has a recent history of successful recruitment. This team is deployed in GP practices supporting the principles of the 2018 GMS contract focussing on delivery of Pharmacotherapy, within the limits of the current funding allocation. Practice pharmacy teams have discussions with patients daily to ensure the safest and most appropriate use of their medicines.

Unpaid carers Unpaid carers fulfil significant, valuable and wide-ranging roles within Midlothian communities, helping to keep people with care and support needs within our communities. During the pandemic many people became carers for the first time, or saw changes to their caring role, resulting in them providing significantly more care for their elderly, sick or disabled family, friends and neighbours. Through this period services supporting carers continued to offer a range of support, including digitally, and by telephone, though services supporting the person they provide support to may have been reduced, e.g. respite and day services, impacting on carers. Further work is required to reduce the significant pressure and impact of caring that carers reported, by continuing to explore innovative options to enable support to be given to both carers and the cared-for, and for there to be opportunities for breaks from caring. We are currently working with key stakeholders to determine how best to allocate the resources we have for unpaid carers. We are particularly keen to see an increase in capacity of respite opportunities for both individuals and their carers.

Acute hospitals Acute hospitals are under huge pressure due to unsustainable demand and financial restrictions. Investing in community based services and work with carers is required to minimise avoidable and inappropriate admissions and facilitate earlier discharge. By treating people closer to home, or in their own home the HSCP can support admission avoidance and improve people's outcomes. Winter has seen a consistent pressure at the front doors of our hospital sites across Lothian. Midlothian HSCO community services are focusing on flow through the hospital and have invested in an umbrella of community services to embed our Home First model of care delivery. Community Respiratory Team, Rapid response team, district nursing, care at home services have been supported to increase capacity to sustain support to those within community and avoid hospital admission.

31 Indicators that are On Target	**20** Indicators that are Off Target	**25** Indicators that are Data Only	**1** Indicators that have No Data Available
26 Actions that are On Target	**10** Actions that are Off Target	**12** Quarterly ASC Service All Risks	**0** Quarterly ASC Service High Risks

Adult Health and Social Care INDICATORS Off Target

...	Code & Title	Gauge	Value	Target	Last Update	History
🔴	AHSC.MPI.02 Average number of working days lost due to sickness absence (cumul...		21.16	10.53	Q4 2022/23	
🔴	AHSC.P.12.1a Number of specific activities available per site for target population.		582	2,450	Q4 2022/23	
🔴	HSCP.P.4.8a Review complete. Future model of delivery identified.		35%	100%	Q4 2022/23	
🔴	AHSC.P.2.1a Average wait time for occupational therapy services		13 weeks	6 weeks	Q4 2022/23	
🔴	AHSC.P.10.8a Lines of communication formally agreed with all relevant agencies.		45%	100%	Q4 2022/23	
🔴	AHSC.P.6.6a Draft Dynamic Risk Tool trialled.		50%	100%	Q4 2022/23	
🔴	BS.ASC.S.05.05c Maintain at zero the number of patients delayed in hospital for mo...		6	0	Q4 2022/23	
🔴	xP.AHSC.4.2a Additional benefit income to Midlothian residents identified as frail		£104,988	£150,000	2022/23	
🔴	ASC.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working days		70%	95%	Q4 2022/23	
🔴	AHSC.P.11.1a Complete opening and active use of Extra Care units (including 1 bari...		75%	100%	Q4 2022/23	
🔴	AHSC.P.11.3a Completion of 6 month pilot of residential respite within Cowan Court ...		75%	100%	Q4 2022/23	
🔴	AHSC.P.3.3a Local Power of Attorney campaign delivered.		75%	100%	Q4 2022/23	
🔴	AHSC.P.6.4a Renovation and Remodelling complete.		75%	100%	Q4 2022/23	
🔴	AHSC.MPI.05 % of Service PIs that are on target/ have reached their target. (does n...		70.45%	90%	Q4 2022/23	
🔴	ASC.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working days		75%	95%	Q4 2022/23	
🔴	AHSC.MPI.03 % of service priority Actions on target / completed, of the total number		72.97%	90%	Q4 2022/23	
🔴	BS.ASC.07 % of satisfactory complete Community Payback Orders		73%	80%	Q4 2022/23	
🔴	AHSC.P.2.1b Average wait time for social work services		7.5 weeks	6 weeks	Q4 2022/23	
🔴	xP.AHSC.4.1a Number of people supported with Cancer - Welfare Rights Service (a...		233	250	Q4 2022/23	
🔴	ASC.SPSO.04.1 Average time in working days to respond to complaints at stage 1		5.8	5	Q4 2022/23	

← 1 of 1 →

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SMP Adult Health and Social Care ACTIONS Off Target

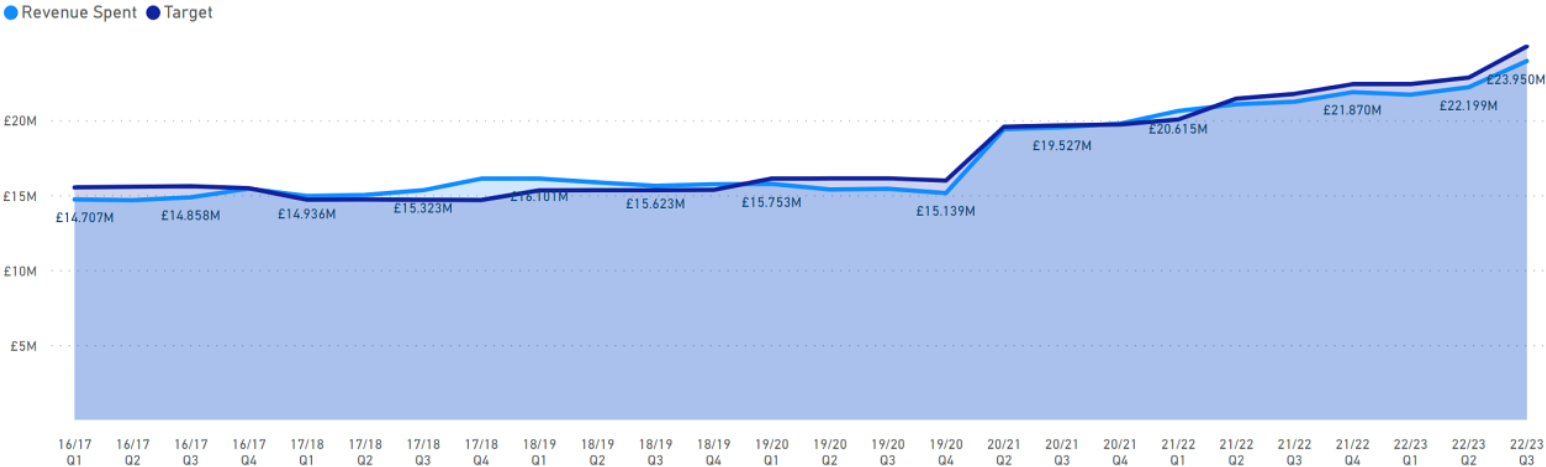| ...		Code & Title	Progress		Status	Due Date	...	Type
	🔴	**AHSC.P.2.1** Reduce waiting times for occupational therapy and social work services.	▰▱	30%	Overdue	31 Mar 2023	⚙	Action
	🔴	**AHSC.P.3.3** Support carers to be involved in future planning by developing a local po...	▰▱	75%	Overdue	31 Mar 2023	⚙	Action
	🔴	**AHSC.P.6.4** Develop Primrose Lodge in Loanhead into long term accommodation for...	▰▱	75%	Overdue	31 Mar 2023	⚙	Action
	🔴	**AHSC.P.10.8** Establish effective links between the Physical Disability Planning Grou...	▰▱	45%	Overdue	31 Mar 2023	⚙	Action
	🔴	**AHSC.P.11.1** Open and actively use the 48 new build Extra Care units (including 1 b...	▰▱	75%	Overdue	31 Mar 2023	⚙	Action

← 1 of 2 →

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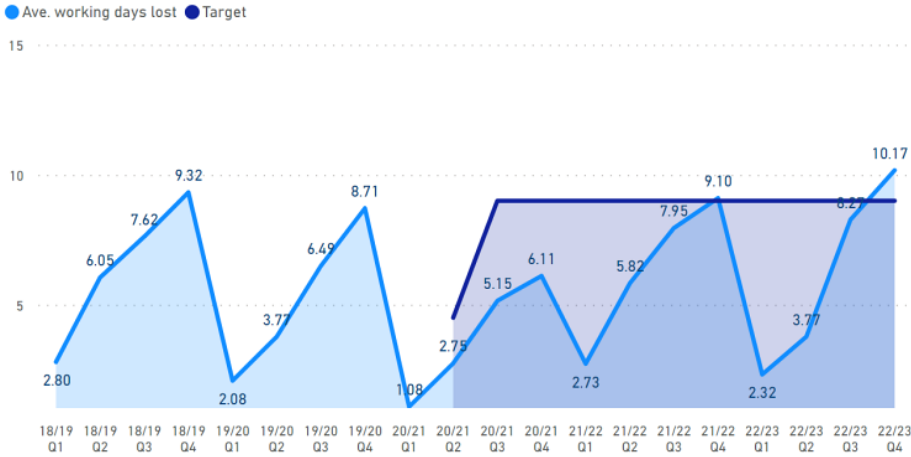# Children's Services, Partnership and Communities Performance Report 2022/23

01. Progress in delivery of strategic outcomes

Midlothian
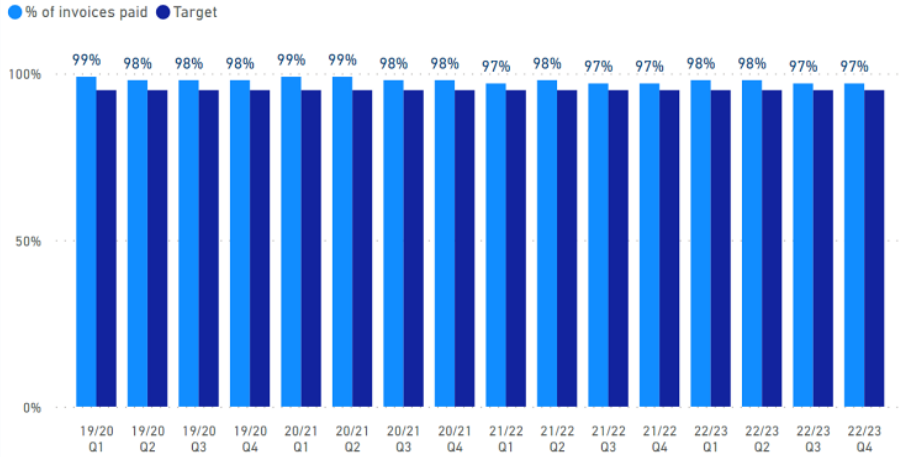**Children Services - Corporate Performance**

CS. SPSO.01 Performance against revenue budget

● Revenue Spent ● Target

£14.707M £14.858M £14.936M £15.323M £16.101M £15.623M £15.753M £15.139M £19.527M £20.615M £21.870M £22.199M £23.950M

CS.MPI.02 Average working days lost due to sickness absence

● Ave. working days lost ● Target

2.80, 6.05, 7.62, 9.32, 2.08, 3.77, 6.49, 8.71, 1.08, 2.79, 5.15, 6.11, 2.73, 5.82, 7.95, 9.10, 2.32, 3.77, 8.27, 10.17

CS. MPI.04 % of Invoices paid within 30 days

● % of invoices paid ● Target

99% 98% 98% 98% 99% 99% 98% 98% 97% 98% 97% 97% 98% 98% 97% 97%

1

Midlothian

Children Services - Corporate Performance

CS. MPI.05 % of PIs on target

● % of PIs ● Target

Quarter	% of PIs
18/19 Q1	80.00%
18/19 Q2	80.00%
18/19 Q3	80.00%
18/19 Q4	80.00%
19/20 Q1	100.00%
19/20 Q2	90.91%
19/20 Q3	90.91%
19/20 Q4	100.00%
20/21 Q2	100.00%
20/21 Q4	93.75%
21/22 Q1	91.43%
21/22 Q2	71.43%
21/22 Q3	87.88%
21/22 Q4	91.84%
22/23 Q1	85.71%
22/23 Q2	87.88%
22/23 Q3	94.74%
22/23 Q4	87.50%

CSPC. MPI.07 % of internal/external audit actions on target or complete

● % of audit actions ● Target

Quarter	% of audit actions
19/20 Q1	100%
19/20 Q2	100%
19/20 Q3	100%
19/20 Q4	100%
20/21 Q2	100%
20/21 Q4	100%
21/22 Q1	100%
21/22 Q2	100%
21/22 Q3	100%
21/22 Q4	100%
22/23 Q1	100%
22/23 Q2	100%
22/23 Q3	60%
22/23 Q4	100%

2

Midlothian

Children Services - Corporate Performance
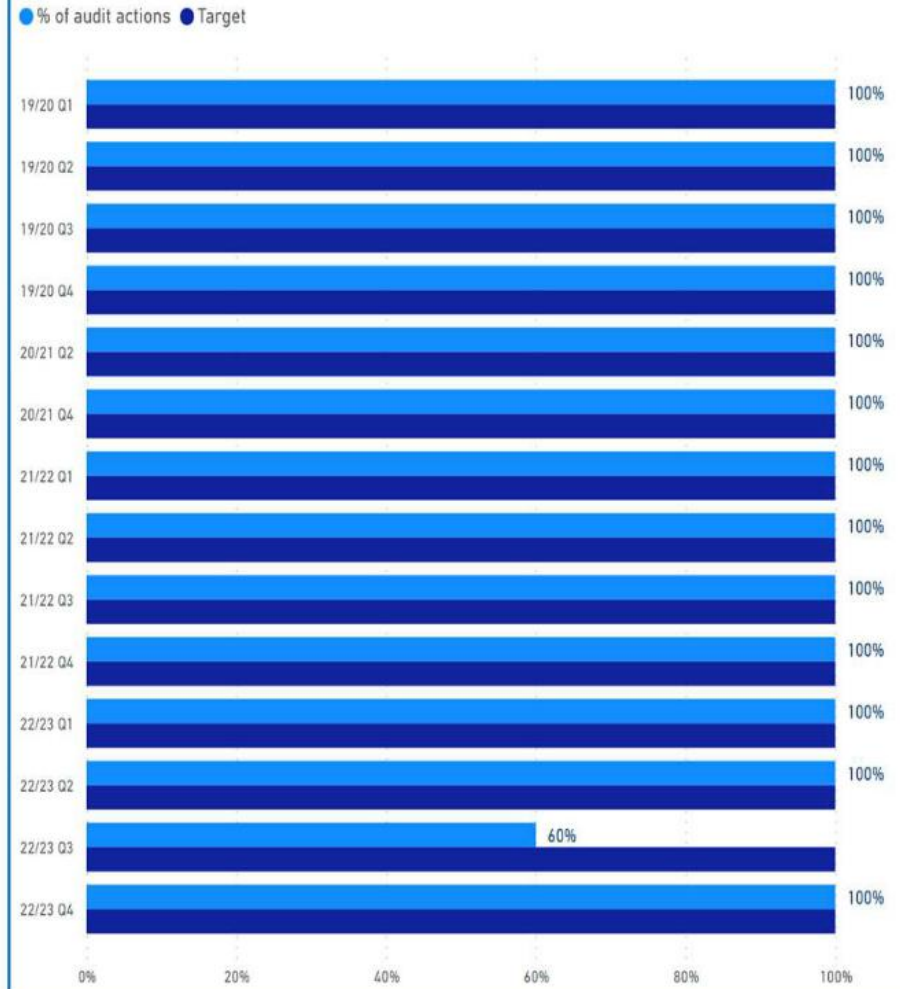
CS. SPSO.01 Number of Complaints Received

CS. SPSO 4.1 Stage 1 Complaints response times

● Ave. workings days response ● Target

CS. SPSO 4.2 Stage 2 Complaints response times

● Ave. working days response ● Target

3
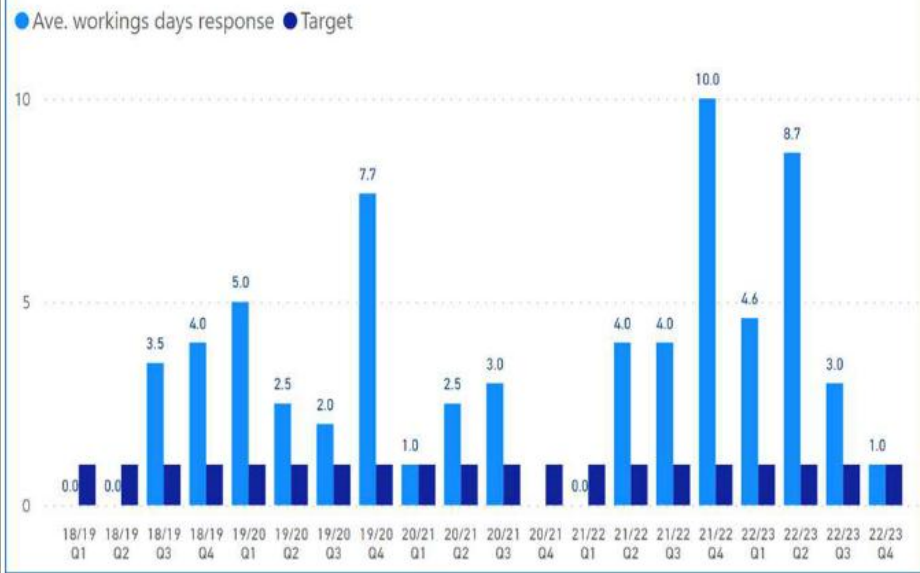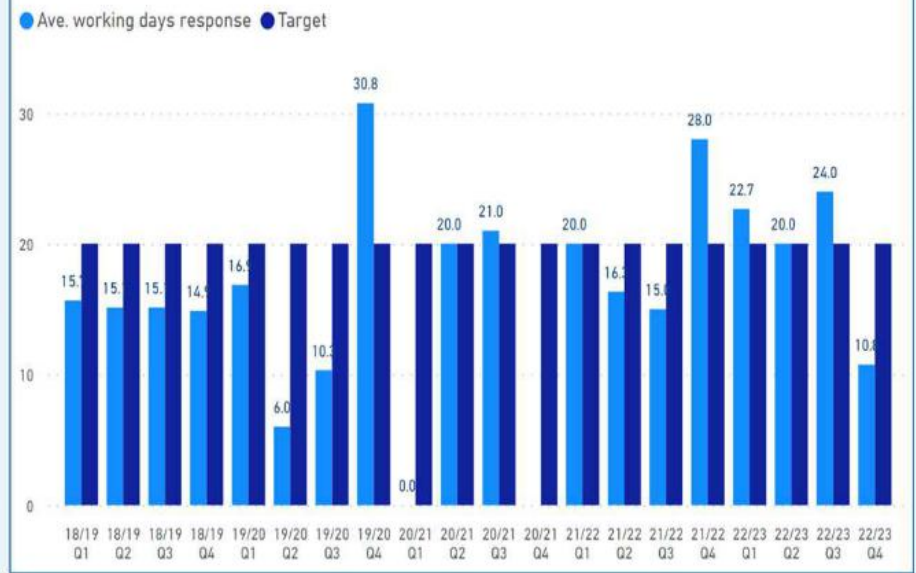
GIRFEC Service Priority: More children and young people are safe, healthy and resilient

Priority Action 1: Develop a Midlothian Whole Family Support Service

Progress and Achievement in Q4
- The team are in place however still a significant amount of development work to be undertaken to ensure we are utilising the service towards holistic family support at the earliest point of contact.

Plans for improvement next year ahead
- Undertake a full review of 3rd sector support which will be available to enhance this service so that we have a menu of options of support for families
- Ensure that we have a self evaluation plan in place that will evidence the impact of supporting families at the earliest point of access
- Develop a single point of access

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
Funding and resources are in place for 23/24	31/03/23	New Measure	0		12 staff recruited	All staff in place	All staff in place

Priority Action 2: Increase the number of families who benefit from Family Systemic work

Progress and Achievement in Q4
- Achievements being that workers are now trained in NVR (non-violent resistance) and beginning to support parents using coaching methods in NVR.
- Continue to manage the waiting list to keep it to a minimum
- Support to help families to improve relationships and communication. Feedback from family- 'it was better than I expected as I want sure what to expect… it was bringing the family together, identifying ideas for helping, feeling heard.'

Plans for improvement next year ahead
- Currently writing an update on the benefits of having a second worker in systemic work. However uncertainty exists about whether this post will retained or the person will return to their substantive post.
- Another member of the EIP team is due to start their systemic family training at foundational level in September 23

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
17 new families	31/03/23	17	12	4	5	29	17

Priority Action 3: Promote the use of Self-Directed Support (SDS) amongst families using services

Progress and Achievement in Q4
- We continue to make significant progress in this area of work with families having the option of us supporting the or making their own decisions about what support looks like.

Plans for improvement next year ahead
- Consolidate our learning over the past year and develop a team that is skilled and competent in what is a growing area of need
- Develop a menu of options that offer support to children and their families who have additional support needs

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
Increase by 10% the number of families who organise their own support	31/03/23	75	68		46	67	87

4

Priority Action 4: Further develop the supports offered to Family Group Decision Making and Kinship supports

Progress and Achievement in Q4
- The pace of growth in this area of work is a good example of us intervening earlier with families and more importantly empowering them to find their own solutions. The team has a skilled workforce who are fully committed to offering a service that is respectful and works in partnership with families to manage risk in often very complex situations.

Plans for improvement next year ahead
- To secure funding for permanent posts as most of the staff are funded via short term funding applications.
- To develop the service so that FGDM is core to all the work we undertake in children's services.
- To develop the service so that we can further support our kinship carers as and when they require this.

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
Number of families who are referred to Family Group Decision Making	31/03/23	increase 21/22 figs by 15%	79		32	59	82
Number of families who participate in Family Group Decision Making	31/03/23	Increase 21/22 figs by 10%	32		16	24	42
The number of assessments by kinship worker	31/03/23	increase 21/22 fig by 15%	14		4	6	6
Percentage of kinship carers who attend engagement sessions	31/03/23	80% of Kinship carers one event	New Measure		0	0	N/A
Reduce the number of CEYP who enter homeless accommodation vs other suitable accommodation	31/03/23	2			N/A	N/A	N/A
Number of CEYP living with Foster Carers on After Care arrangement post 21 years	31/03/23	3	New Measure		N/A	N/A	1
Increase number of young people in the National Housing Project	31/03/23	10-12	New Measure		N/A	N/A	27
Average age of young people in Continuing Care	31/03/23	Age 18	New Measure		N/A	N/A	18

Priority Action 5: Develop a pathway for children and families to navigate mental health services

Progress and Achievement in Q4
- There had been an agreement 22/23 for CAHMS for give the LA £100k to develop a Single Point of Access. Due to staffing issues within our service this didn't progress and CAHMS have now withdrawn the funding for this piece of work.

Plans for improvement next year ahead
- Develop a Single Point of Access that will be led by CAMHS rather than the LA
- Continue to improve options for C&YP to access mental health services at the earliest point of need.

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
1 x Single Point of Access in place (SPOA)	31/03/23	New Measure	0		N/A	N/A	N/A

5

Priority Action 6: Strengthen mechanisms to support families maximise their income

Progress and Achievement in Q4
- There has been significant work over the year supporting families to access benefits/additional funding which they are entitled to, in order to ease the pressure of the cost of living crisis

Plans for improvement next year ahead
- Continue to offer this support in a flexible way that meets the needs of families
- Further work to be undertaken regarding referrals received when families have had 3 offers of support from the Scottish Welfare Fund, we need to develop a pathway that keeps them away from statutory services and identify what other offers of support they can access.

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
Number of families offered an income assessment	31/03/23	90	60		27	45	68

Priority Action 7: Children, young people and their families experience high quality services

Progress and Achievement in Q4
- We have had our inspection of our children's residential houses where we received 'Very Good' grades which is a magnificent achievement.

Plans for improvement next year ahead
- Ensure we maintain a high standard of care in all our services
- Foster care recruitment will be a focus of work in the coming year, as there is a local and national shortage of foster carers.

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
Local Adoption Service will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		N/A	N/A	N/A
Local Fostering Service will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		N/A	N/A	N/A
Local Continuing Care/Adult services will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		N/A	N/A	N/A
Hawthorn Family Learning Centre will provide high quality care and support	31/03/22	Care inspection Grading of GOOD	New Measure		N/A	N/A	N/A
Young People's Care Homes will provide high quality care and support	31/03/22	Care inspection Grading of GOOD	New Measure		N/A	VERY GOOD	N/A

Priority Action 8: Children and young people are supported to develop a strong sense of their own identity

Progress and Achievement in Q4
- We gather qualitative and quantative information regularly which supports our ethos of ensuring C&YP develop a strong sense of their own identity.

Plans for improvement next year ahead
- Continue to train staff and carers to better understand life story work and the impact this has on C&YP lives

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
Staff are trained and understand Life Story work	31/03/23	20	16		N/A at this time	12	

Priority Action 9: Children and young people are supported by staff who understand the importance of trauma informed practice

Progress and Achievement in Q4
- Roll out of trauma informed practice for all staff across the service

Plans for improvement next year ahead
- Ensure that trauma informed practice is embedded in all our work and our meetings with families

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3	Q4
Staff are trained in using a trauma informed approach	31/03/23	20	15		N/A at this time	N/A at this time	N/A at this time

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02. Challenges and Risks

Workforce: The biggest challenge facing children's services in quarter 4 is the workforce. Whilst there is a national workforce issue within social work and social care, we are experiencing higher levels of staff absence, maternity leave and the inability to recruit external candidates. The pool of agency staff is poor as all local authorities are facing similar challenges. Due to the size of our local authority being unable to recruit coupled with increased sickness absence results in a significant impact on services. The volume of work and new initiatives coming into children's services is increasing and the challenges of identifying suitably skilled and experienced staff to take forward pieces of important work is a real issue. It is becoming increasingly difficult to drive forward change or to allow time for evaluation around how we are doing business.

Whilst not the only factor, the issue is exacerbated by our salaries not being as competitive as neighbouring local authorities. Within the last 6 years we have only been able to recruit one team leader from an external source all other positions have been promotions within the organisation. Furthermore, there is a view that many workers are leaving the profession due to increasing demands being placed on the social work role. We recognise that this is something that professional bodies are tackling nationally.

Currently and unusually we have vacancies for social workers (4), team leader (2) and a service manager backfill. The risk this brings to the service is that we are only able to deliver on operational matters with little or no capacity for managers to do any strategic work. Our numbers of looked after and children on the child protection register remain low which means we are getting this right, and have done for quite some time, but the concern is the volume of referrals coming into the service means we could be at risk of missing something that is low level escalating. Given the many competing demands upon service managers in particular we have no capacity to undertake additional work at this stage to improve or better understand this situation. In August several managers return from maternity leave thus allowing some capacity within the service to take forward areas of improvement.

Children's Services Referrals: Referrals into the duty team are at an all-time high. There has been a 49% increase in the number of referrals since 2020 when the pandemic began, and a 13.39% increase from last year to this year. Having undertaken some further exploration a large percentage of referrals are repeat referrals which evidences that we are not getting things right at the first point of contact, furthermore a significant proportion are around financial requests. The inception of the family wellbeing service will over time support a change in practice and culture where we reduce the number of repeat referrals, many of which are related to financial pressures within families. Unfortunately due to workforce issues around recruitment, sickness and maternity leave we have been unable to progress a deeper dive into this piece of work. We are however working with partners to identify a suitable person to progress this work as an area of priority.

National Care Service: The 'Bill' which is currently in Stage 1 of the process remains at the developmental phase. The Minister for social care has requested an extension to after the summer recess before publishing another version of what an NCS could look like. A response is still to be received as to whether Parliament agrees to this or not. Given the changes in structure/positions it is likely this will be granted. A significant amount of work is happening behind the scenes around how an NCS could improve outcomes for service users. Over the summer there hopes to be extensive consultation with officers in children's services around the impact of being included or not within the NCS. This level of uncertainty is challenging for the workforce and comes at a time when there is a national workforce crisis across both social work and social care. Work is however being progressed regardless of the NCS status around a National Social Work agency (NSWA) This work is just commencing but there appears to be a real appetite to progress to a national approach to pay and conditions across the land.

The Promise: The Promise lead has now commenced in post and will progress Midlothian's Promise Strategy and plan. A challenge in progressing this work will be to engage with all partner agencies to ensure shared responsibilities as corporate parents. A series of Promise engagement/awareness raising will be rolled out across the Council and Partnership and will include Elected members.

Poverty: As families continue to be impacted by the cost of living crisis this is expected to lead to an increase in the number of families experiencing poverty. This also applies to workers on low incomes. Financial requests into the children's services remains high however we have recently recruited a worker to look at all financial request to ensure families are accessing the right supports and benefits.

Unaccompanied Asylum Seeking Children: The arrival of Ukrainian families continues in Midlothian with support from the local authority and our 3rd sector colleagues too as well as our hosts.

What is more challenging is the arrival of unaccompanied asylum seeking children within Scotland. Last year Scotland received 280 UASC most of which we were mandated to take. The numbers arriving in Kent via the boats are beginning to increase as the weather improves and there is a legitimate concern that we may be mandated as a country to open a hotel to accommodate young people. Within Social Work Scotland and other national groups such as COSLA we are strongly opposing this approach. Having children reside within hotels is not a model of care that anyone in 2023 would support and would result in one local authority having a statutory responsibility for all the looked after young people within this accommodation. Given the current concerns around lack of foster care and residential care accommodation it is very concerning how we shall support ongoing requests to accommodate unaccompanied asylum seeking children and young people. To date Midlothian have been able to accept all mandatory requests from the home office however we are now in a position like many other local authorities where we have no foster care placements or beds within our children's house and therefore if a young person under 16 presented tomorrow we would need to consider an external placement.

Children with and Enduring Complex Needs: We continue to work with partners to explore how best to meet the current demands and pressure whilst making sure we future proof our services to deliver sustainable options locally for children and young people with ASN and Complex and Enduring Needs. This includes consideration of residential care home provision.

Foster Care: We continue to seek and explore options to expand our foster carer population recognising the need to future proof this area of service. We are looking at new campaigns to promote recruitment of foster carers for both local children and young people but also to consider caring for unaccompanied asylum seeking children and young people. Once again this is a national issue not unique to Midlothian

9

	13		8		36		5		5		0
	Quarterly Reporting CSPC PIs - On Target		Quarterly Reporting CSPC PIs - Off Target		Quarterly Reporting CSPC PIs - Data only		Quarterly Reporting CSPC PIs - No Data		Quarterly CSPC Service All Risks		Quarterly CSPC Service High Risks

Quarterly Reporting PIs - Off Target

...	Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
🔴	**22/23.CSPC.4e** Number of CEYP living with Foster Carers on After Care arrangement		1	3	01 Jul 2023	2022/23	
🔴	**BS.CSPC.LPI.04** Child Protection: % of Core Group meetings held within a 8 week p...		99%	100%	01 Jul 2023	Q4 2022/23	
🔴	**BS.CSPC.LPI.05** Child Protection: % of Core Group meetings held within 15 days fo...		89%	100%	01 Jul 2023	Q4 2022/23	
🔴	**CSPC.MPI.02** Average number of working days lost due to sickness absence (cumul...		10.17	9.00	01 Jul 2023	Q4 2022/23	
🔴	**CS.SPSO.04.1** Average time in working days to respond to complaints at stage 1		5.091	5	01 Jul 2023	2022/23	
🔴	**CS.SPSO.05.1** Percentage of complaints at stage 1 complete within 5 working days		72.73%	95%	01 Jul 2023	2022/23	
🔴	**CS.SPSO.05.2** Percentage of complaints at stage 2 complete within 20 working days		72.73%	95%	01 Jul 2023	2022/23	
🔴	**CS.SPSO.05.3** Percentage of complaints escalated and complete within 20 working ...		50%	95%	01 Jul 2023	2022/23	

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10

Corporate Solutions Performance Report 2022/23

Corporate Solutions will "deliver forward looking services fit for a modern 21st Century organisation and put the citizen at the centre of Service Redesign".

Corporate Solutions encompasses Finance, Human Resources, Digital, Customer and Communication Services, Legal & Governance and Corporate Resources.

This report presents the Q4 performance for Corporate Solutions and a summary for the 2022/23 reporting year. Corporate Solutions supports the whole Council delivering services to internal and external stakeholders; with responsibility for leading the Council's Medium Term Financial Strategy and ensuring organisational compliance, developing the workforce and advancing transformation.

Achievements for 2022/23

Finance

- Presentation to Council of a full suite of financial monitoring reports for Quarter 3 to promote sound financial governance.
- Development of a detailed Medium Term Financial Strategy with particular focus on 23/24 base budget and Local Government Finance Settlement.
- The finance team continue to provide in-depth financial input to key revenue and capital projects embedded in the Medium Term Financial Strategy.
- Benefits claims - reducing the processing times for change of circumstances from 12 days in Q3 to 5 days in Q4 bringing this indicator on target for the last quarter of the year.
- Scottish Welfare Fund - £815,042 was awarded from the Scottish Welfare Fund. 7,790 applications were assessed for crisis grants of which 4,083 met the criteria and resulted in payments.
- Processing of Community Care Grant applications totalling 1,457 of which 490 payments were made.

Workforce

- As part of the ongoing review of People Policies:
  - Council agreed to 10 days of miscarriage leave to be incorporated into the suite of family leave policies and committed to the Miscarriage Association's pledge.
  - IVF treatment leave has been added to our suite of family leave offerings.
  - Revisions are underway on the Whistleblowing Policy and Overpayments Policy.
  - A Hybrid Working policy has been drafted for consultation and implementation.

- o Work has commenced on the development of the Wellbeing Strategy which will focus on the financial, physical and psychological wellbeing of the workforce.
  - o A new Recruitment Strategy is in development which will set out our objectives in attracting, recruiting and on-boarding talent to the organisation. Alongside this the HR service has worked with the Communications Service to develop recruitment documentation for Local Government Worker job adverts, designed to promote Midlothian's offer as an employer of choice.
- The Corporate Workforce Plan was launched earlier in the year with a roll out of workforce planning templates across all services. Succession planning is ongoing to further understand the organisation and its current environment, analyse the current and potential workforce, determine future workforce needs and identify gaps against future needs.
- Continuation of a rolling programme of Wellness@Midlothian initiatives to ensure we continue to support the positive health and wellbeing of our staff. A coaching programme is planned in for roll out later in 2023.
- First phase of hybrid working staff survey was conducted with 1,000 staff members responding. This provided valuable insights into staff wellbeing whilst working from home/in the community or other work setting. Feedback from the survey is now being considered and actions put in place as a result of the findings. In addition, a Hybrid Working Teams news channel was launched in April supported by online staff sessions providing an overview of the projects visions, current work streams and events.
- As part of transformational activities, the Human Resources Business Partners continue to contribute a significant amount of resource working with services supporting service reviews.
- Work also continues with services on employee relations cases across the council supporting managers and providing guidance.
- Our Employment and Reward and Business Applications teams successfully implemented the Local Government Worker pay award and associated backdated payments.

Digital

- Continued progression of the Digital Services Strategy ensuring the Council has the capacity and skills to take forward the associated investment and delivery of plans.
- **Hybrid Working project:** Over the year, workspaces have been upgraded across Midlothian and Fairfield House. Over 1000 corporate laptops have been migrated to Global Protect and upgraded to Windows 10 version. In addition, approximately 1,000 mobile phones have been migrated to new platforms to allow better integration with Microsoft Office 365(M365) plans. A new desktop booking application has been launched to enable staff to easily find and book a workspace.
- **Target Operating Model:** A new structure was agreed to strengthen the core staffing of Digital Services and Phase 1 is almost complete.
- **Education strategy**: New Web Filtering software has been successfully piloted in schools. A new Wi-Fi network for Chromebooks and iPads has been introduced. A 3rd

party Wi-Fi audit for schools has taken place and the actions are being implemented to improve coverage and capacity. Significant planning for phase 2 and phase 3 of the strategy has been completed.

- **Digital enabled projects**: a number of business applications have been upgraded throughout the year and those continue to improve customer and staff experience including ITRENT, ManageEngine systems, Nutanix, Mosaic, TotalMobile, OpenRevenues, Civicapay, Civica Automation and Committee Management System.
- This quarter, Business Services successfully rolled out a **Print and Post service** across our Revenues team which ensures that customer correspondence in relation to the Revenues and Benefits service are sent out timeously, whilst reducing internal resource, postage and stationary costs required to do so.

- **Cyber Security resilience:** A Cyber Incident Response partner was established to provide incident management and forensic support. A number of phishing exercises for staff have been conducted this year. The team deployed a Meta Learn to MS Teams to provide cyber security training to all staff. This was supported by Cyber Scotland Awareness week with an information publicity campaign.
- **M365**: A Project Board has been established to deliver M365 and security and compliance assessment has been completed by Insight to help manage the data protection risks of compliance.

Customer

- Work continues on implementing the Customer Services Platform (CSP) for Midlothian Council:
    - This year saw the launch of the FOI/EIR module which introduced a new public FOI disclosure log, in addition to the Council's Publication scheme, making more information easily accessible to members of the public.
    - The Registrars module launched in Q3 allowing customers to request and pay for replacement birth, death and marriage certificates online, at a time that is more convenient to them; and has reduced the demand on the team through introducing this self-service functionality.
    - The customer feedback module was launched in April 2023. Further information on performance will be contained within the Q1 2023/24 report.
    - The work programme for CSP was reviewed in 2022, with a further 20 modules identified for implementation in the first half of 2023. These include civic licence applications and environmental health service requests. CSP is crucial to the way the Council transforms the customer experience through redesigning key services that will improve the end to end customer journey.
    - Other modules in progress are missed refuse bins, assisted collections, additional recycling containers, bulky uplifts and Subject Access Requests. These are all in either design, configuration, build or test phases prior to launch.

- In support of the cost of living crisis, two additional 'Warm and Well' Hubs in Danderhall and Loanhead Libraries were launched this quarter (to complement the hubs launched in Lasswade and Newbattle) to help our communities with the cost of

living crisis. All sites provide free soup and hot drinks plus access to all other library resources including free books, Wi-Fi, PC access and information.

- Library Services has remained busy this year with the majority of activities and events, which had been suspended due to COVID, having resumed. Highlights this year include:
    - The launch of the NHS 'Near Me' video appointment service in Gorebridge Library. This pilot project provides a safe, secure private space for appointments and supplies the technology and support for people to access them. Midlothian is one of 10 library services across the country providing this service.
    - Book Week Scotland 2022 which saw 51 events take place across libraries with almost 2000 people attending.
    - In partnership with the University of Edinburgh's Engineering Department which tied in with the 'Gadgeteers' theme pop-up engineering sessions were held across the county including rocket launching and bridge building.
    - Through Scottish Government COVID Relief Funding, the library services launched a new Bibliotherapy service for people living with long term health conditions. The 'Writing for Wellbeing' course received very positive feedback.
    - Gorebridge Library was selected as one of the first in Scotland to host a 'Lend and Mend Hub' as part of a trailblazing pilot project managed by the Scottish Library and Information Council. The hub, which is funded by the John Lewis Partnership £1m Circular Future Fund will help the local community and wider to repair, reuse and upcycle everyday items.

- Physical Library visits have increased significantly this year with 383,702 visits for this year compared to 156,250 for 21/22. As a result, virtual library visits has decreased from 225,804 in 2021/22 to 170,797 this year. Overall, total library visits has increased by 45% this year compared to last.

Procurement

- Work continues on the development of the SME/Procurement strategy. The team have reviewed and streamlined the non-competitive action process, the request for procurement and developed a non-regulated procurement process and new contract database. The team are working to implement a review of the procurement arrangement across the Council including continuing to explore options for joint working with neighbouring councils, populating and maintenance of the new contract database.
- The team continues to utilise framework agreements with Scotland Excel which provides an easier route to market and delivers value for money.
- A range of high value/complex contracts continue to be awarded and key activities include overhaul of Contract Database and City Deal participation. A follow up review of upcoming expiring contracts within Health and Social Care began this year. The review will look for opportunities to extend services, and consolidate opportunities for efficiency.

- Progress being made for consultation on a new procurement structure, designed to increase the capacity and capability in this area.
- The Annual Procurement Report 2021/22 was presented to Council in December 2022.
- The Procurement Service have been working closely with the Economic Development Service to strengthen the relationship with local suppliers and deliver against the Local Procurement Strategy. A number of 'Meet the Buyer' events has taken place this year, as well as a specific work stream on local tradespeople as part of the Building Maintenance Transformation programme. Further information is contained within the Place Q4 update.

Challenges and risks

Financial position
Council approved the 2023/24 budget at its meeting on 21 February 2023. Delivery is reliant on a combination of savings and service reductions and includes the use of retrospective service concession savings and earmarked Covid recovery reserves. Whilst the 2023/24 budget is agreed, the challenge remains to reach ongoing financial sustainability. Cost and income projections for future years will be embedded in the Council's Strategic Blueprint which contains a range of transformation themes to drive towards a position of financial sustainability. Close working continues with the Business Transformation Steering Group to respond to the challenge.

Risk
The Council's Strategic Risk Profile is presented retrospectively to Audit Committee quarterly. For 2022/23, 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.

Economic pressures
Inflation, as well as rising energy costs, are affecting the construction industry in Scotland. The UK is currently experiencing unprecedented adverse market conditions, leading to significant rises in tender prices for a wide range of materials. There is evidence that inflation of between 10% and 15% beyond BCIS predictions is affecting projects. The pandemic has also accelerated financial challenges, and the growth from being the fastest growing local authority in Scotland places significant pressure on Midlothian to be able to deliver services to its citizens.

In response to all of these pressures, a range of reprioritisation activity is taking place, with a revised Capital Plan being considered by the cross- party Business Transformation Steering Group, and options to review what and how services are delivered as part of the savings measures to reduce the funding gap.

National Care Service
The estimated funding gap for the next three financial years does not include the associated costs of the Scottish Government's National Care Services (Scotland) Bill. If enacted, the bill would have fundamental implications for the community and for Local Government itself. The wide reaching changes in the bill aim to deliver a National Care Service by the end of the parliamentary term, which will impact on all aspects of the work of the Corporate Solutions team, including financial implications, in both revenue and capital, our asset base, our workforce, governance and legal arrangements and our digital infrastructure and platforms. It will require an immediate focus for the foreseeable future and this will inevitably have implications for other priority work at a time of continued resource constraint.

Cost of Living Crisis

Midlothian's citizens are facing significant financial challenges. The impact on households is already being noted across the UK with 93% of adults reporting an increase in their cost of living in March 2023 ([Office for National Statistics; Francis-Devine et al, 2022](https://)). The UK is currently facing an unprecedented wave of increasing prices, bills and tax challenges. The 41 year high inflation rate of 10.4% is the main driver of the cost of living crisis which has outstripped wage and benefit increases. The price rises will impact low-income households hardest as a larger proportion of their costs are on energy and food.
The Resolution Foundation estimates that absolute poverty is set to rise in the short-run, from 17.2% in 2021-22 to 18.3% in 2023/24 (or an additional 800,000 people in poverty).

As our citizens feel the impact of the Cost of Living Crisis, they will seek additional support from public services; in particular local authorities. To respond to this emerging crisis, the Council established a Cost of Living Task Force last year, which is chaired by the Council Leader and meets regularly to coordinate mitigating activities.

In Q3 2022/23, the Council established four 'Warm and Well' hubs in the Lasswade, Newbattle, Danderhall and Loanhead libraries, as safe and warm spaces that all Midlothian citizens can access. The hubs provide free hot food and drinks, the opportunity to socialise with others and access free wifi to work, study, as well as enjoy books, jigsaws and games.

Across the year, requests for crisis funding remains consistently high, with over £815k awarded from the Scottish Welfare Fund and 9,247 applications for Crisis Grants and Community Care Grants. Application numbers across quarter 1 to 3 average 2,150 with the highest number of applications received during Q4 of 2,778. This demonstrates the significant challenge faced by our communities.

Growing Council

Midlothian is projected to have the highest percentage change in population size of all mainland council areas in Scotland. From 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to a projected increase of 1.8% for Scotland as a whole, with a 40.9% increase in older people over 75. In addition, Midlothian has 10 zones which fall into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland.

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

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 towards a better future for Midlothian.

Midlothian's 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.

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 in innovative developments such as the new low carbon heat network in Shawfair. In light of the challenging financial landscape the Capital Programme has been subject to a review and a reprioritisation.

Opportunities

The Council's transformation programme provides the framework for opportunities to change the way services are improved and delivered to be more efficient. Corporate Solutions has a particular focus on the delivery and acceleration of the Capital Programme, delivering digital first approaches, embedding automation to improve customer access to services and hybrid working. The redesign of services and the changes to build back better are predicated on the overarching principle that in delivering services, whether commissioned internally or externally, we will keep our communities, our employees and our environment safe, at the same time as meeting our commitment to being carbon neutral by 2030.

The key activity the service is focused on includes:

- Securing continued financial sustainability and maintaining strong financial management across the Council through the delivery of the Council's **Medium Term Financial Strategy** (MTFS) incorporating Capital Strategy and Capital Investment plans, Reserves Strategy and Treasury Management Strategy;

- Nurturing a highly motivated and effective workforce through the delivery of the **Workforce Strategy** and the development of Service Workforce Plans;
- Digital first and embracing data insight and analytics by developing and implementing a refreshed **Digital Strategy** and Digital Learning Strategy;
- A refresh of the **Customer Services Strategy** and implementation of the online payments and services (CSP) platform;
- A refreshed **Procurement Strategy** and Contract Delivery Plan.

Medium Term Financial Strategy

The core objective of the Medium Term Financial Strategy is to secure the Council's financial sustainability during an ongoing period of financial constraint coupled with acute service demand pressures and increasing customer expectations.

The Medium Term Financial Strategy is not only about balancing the budgets, it provides a means to ensure as far as possible that the limited resources available to the Council are targeted on delivery of improved outcomes, particularly against the key priorities of:

- Reducing the gap in learning outcomes
- Reducing the gap in health outcomes
- Reducing the gap in economic circumstances
- Reducing Midlothian carbon emission to net zero by 2030

Workforce Strategy

The purpose of the Workforce Strategy is to ensure that the Council continues to have a workforce that is able to deliver positive outcomes for the people of Midlothian. It sets out an approach to supporting, developing and reshaping the workforce now and in the future in response to changes as a consequence of national and/or local issues. It is underpinned by the Council's values and vision.

The Workforce Strategy is an important tool to outline the organisation's approach to articulating how workforce issues will be managed and ensures the Council has the people and skills to manage change and deliver services effectively and efficiently.

Digital Strategy and Digital Learning Strategy

Supported by the appointment of SOCITIM Advisory (Society for innovation, technology and modernisation) as a strategic partner and led by the Digital First Board, work progressed to deliver an ambitious new digital strategy, ***Digital Midlothian 2021-2023****, "Empowering People, Enabling Growth"*. Aimed at improving the way services are delivered to Midlothian citizens, the strategy sets out how local outcomes will be improved by delivering digital services to digitally connected communities.

Among the aims set out in the new strategy are plans to:

- Refresh the council's approach to customer service, focussing on 'digital first', while making sure alternatives remain in place for those who need them
- Have a council website that meets customer needs , enabling customers to request and pay for services online and to log in to see their interactions
- Implement an update service, so that customers contacting the council online can receive follow up text messages or emails
- Look at opportunities to automate and better integrate processes so that staff can focus on the things that matter most to customers
- Enable people to stay independent and healthy for longer by using data and technology
- Introduce bookable online and face-to-face appointments so that customers don't have to waste time queuing or travelling and to help the council reduce costs
- Review and improve online engagement with customers, including online consultations, communications and social media
- Promote Midlothian as a digital destination, creating an environment that attracts leading digital businesses to the area and supporting the innovation of start-ups
- Cultivate digital skills in our communities, ensuring that young people have access to the technology and support that they need to improve educational outcomes and to prepare them with the skills they need for the future
- Reduce digital exclusion and empower learners of all ages, enabling online access and supporting them to develop digital skills
- Support Midlothian to achieve high speed connectivity, smart infrastructure and resilient cyber defences.

Customer Service Strategy

The Customer Service Strategy defines the key drivers that will enable Midlothian Council to deliver a high level of service to our communities. It outlines the commitment to provide choice to the customer in the way services are accessed and provided. This includes innovation, partnership working and optimising the use of technology within resource constraints. The strategy will help us to change the way we deliver services utilising the latest technologies and linking to national frameworks.

As one of the fastest growing areas in Scotland, the Council cannot support more customers using the current resources, systems and processes. This means that the adoption of digital and automated processes will be key to continuing to provide a seamless customer journey, satisfying enquiries at the first point of contact and meeting increased demand.

Customer self-service and new automated processes can help deliver some key services without customers dealing directly with a member of staff and could truly transform the way the Council deliver services. Increasing the pace of digital transformation, particularly in front-facing customer services, will be a service and corporate priority.

There continues to be a steady volumes of calls via our Contact Centre, with 163,113 calls received during 22/23 compared to 168,692 for 21/22. As well as webforms and social media, the contact centre have dealt with 13,000 emails in Q4, an increase from 9,000 during Q3. Call handling performance during quarter 4 has reduced to 56% of calls answered

within 60 seconds compared to 64% in Q3. The decrease in call handling performance is due to seasonal impacts of severe weather and service activity such as Council Tax billing and garden waste service. As a result of high call volumes, Q4 saw an increase in call abandonment rate to 9% from 6% in Q3.

Procurement Strategy

The procurement function has a central role in supporting the Council to achieve its strategic priorities within a constrained financial envelope. Procurement allows the Council to repurpose its spending power to drive our key strategic priorities and to secure the best possible value and outcomes for Midlothian. Effective procurement can maximise the value of every pound spent in terms of jobs, skills and supply chain opportunities in the local community. We will aim to address economic, social and environmental considerations at all stages of the procurement cycle within the rules of open, fair and transparent competition.

The Procurement team, in conjunction with Economic Development, have developed a Small and Medium Enterprise (SME) Strategy to support and assist local businesses to win contracts fairly and transparently in a competitive market. We will further develop our collaborative and commercial relationships with key partners as part of our strategic category management approach, to deliver the best possible outcomes for the citizens of Midlothian.

11 Quarterly Reporting Corporate Solutions PIs - On Target	**10** Quarterly Reporting Corporate Solutions PIs - Off Target	**45** Quarterly Reporting Corporate Solutions PIs - Data only	**3** Quarterly Reporting Corporate Solutions PIs - Data not available	**27** Quarterly Corporate Solutions All Service Risks	**0** Quarterly Corporate Solutions High Service Risks

Quarterly Reporting Corporate Solutions PIs - Off Target

...	Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
🔴	**CORPS.MPI.04** % of invoices paid within 30 days of invoice receipt (Corporate Soluti…		94.4%	95.0%	01 Jul 2023	Q4 2022/23	
🔴	**CORPS.P.3.4b** All recovery overpayments - as a % of all HB overpayment debt		5%	20%	01 Jul 2023	Q4 2022/23	
🔴	**CR.CC.2** % of contact centre calls answered within 60 seconds		56%	90%	01 May 2023	Q4 2022/23	
🔴	**CR.CC.4** % of contact centre calls abandoned		9%	5%	01 May 2023	Q4 2022/23	
🔴	**CSE.LPI.03** Average processing time for new claims (internally calculated)		41 days	25 days	01 Jun 2023	Q4 2022/23	
🔴	**CORPS.MPI.05** % of Service PIs that are on target/ have reached their target.		78.57%	90%	01 Jul 2023	Q4 2022/23	
🔴	**CORP7** Corporate Indicator - Percentage of income due from council tax received by…		94.2%	94.2%	01 Apr 2023	2021/22	
🔴	**CORP8** Corporate Indicator - Percentage of invoices sampled and paid within 30 day…		90.0%	95.0%	01 Jul 2023	Q4 2022/23	
🔴	**CORPS.SPSO.04.1** Average time in working days to respond to complaints at stage 1		5.404	5	01 Jul 2023	Q4 2022/23	
🔴	**CORPS.SPSO.05.1** Percentage of complaints at stage 1 complete within 5 working …		80.7%	95%	01 Jul 2023	Q4 2022/23	

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Midlothian Profile

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

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

Economy

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

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

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

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

Earnings

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

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

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

Health and wellbeing

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

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

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

Households

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

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

Inequality

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

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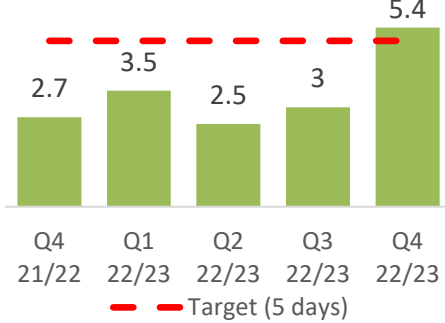
Climate emergency:

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

Average time in working days to respond to complaints at stage 1 (Corporate Solutions)

Quarter	Value
Q4 21/22	2.7
Q1 22/23	3.5
Q2 22/23	2.5
Q3 22/23	3
Q4 22/23	5.4

- - - Target (5 days)

Total number of female employees in top 5%

Quarter	Value
Q4 21/22	115
Q1 22/23	109
Q2 22/23	109
Q3 22/23	115
Q4 22/23	120
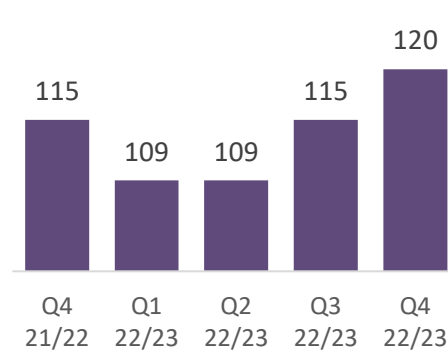
Number of virtual library visits

Quarter	Value
Q4 21/22	45,903
Q1 22/23	44,243
Q2 22/23	46,715
Q3 22/23	38,422
Q4 22/23	41,417
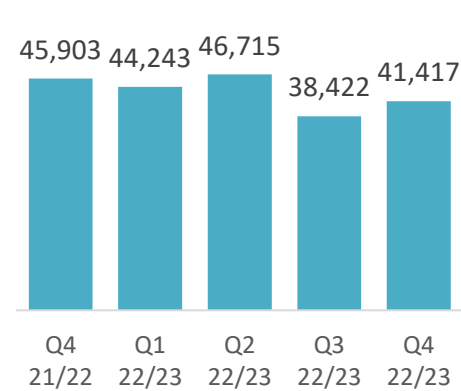
Number of Council Tax transactions received online

Quarter	Value
Q4 21/22	4933
Q1 22/23	8343
Q2 22/23	8892
Q3 22/23	8956
Q4 22/23	8230
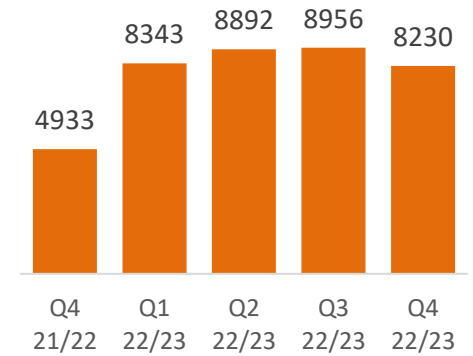
Number of social media contacts via Contact Centre

Quarter	Value
Q4 21/22	354
Q1 22/23	331
Q2 22/23	338
Q3 22/23	283
Q4 22/23	774
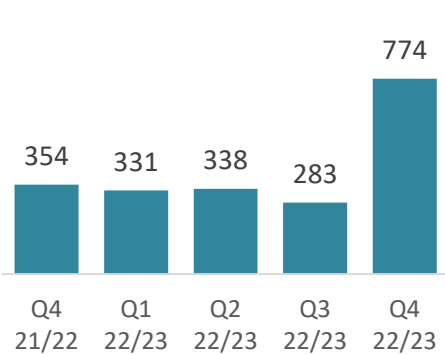
Corporate Solutions - Average number of working days lost due to sickness absence (quarterly)

Quarter	Value
Q1 22/23	2.58
Q2 22/23	1.72
Q3 22/23	0.49
Q4 22/23	2.29
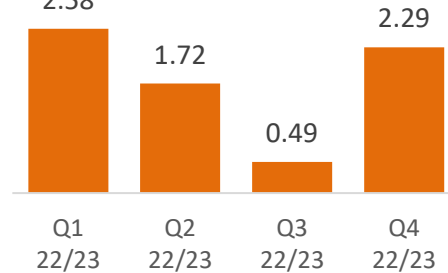
Number of webforms received via Contact Centre

Quarter	Value
Q4 21/22	3,893
Q1 22/23	3,345
Q2 22/23	2,710
Q3 22/23	2,783
Q4 22/23	3,613

Percentage of staff turnover (including teachers)

Quarter	Value
Q4 21/22	2.40%
Q1 22/23	2.40%
Q2 22/23	3.60%
Q3 22/23	2.40%
Q4 22/23	1.96%
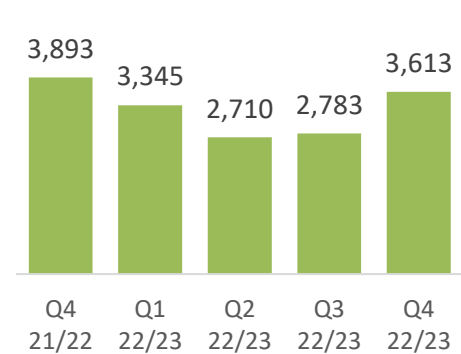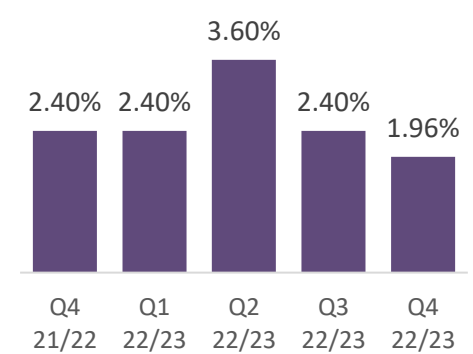
Number of Freedom of Information requests received (Council wide)

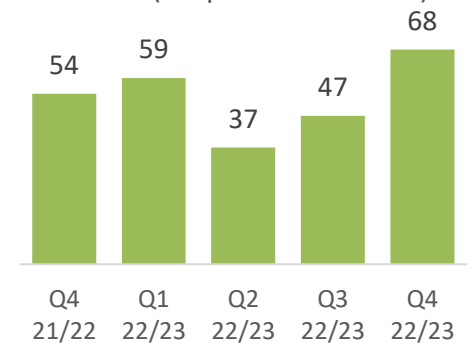| Quarter	Value
Q4 21/22	253
Q1 22/23	364
Q2 22/23	257
Q3 22/23	311
Q4 22/23	406
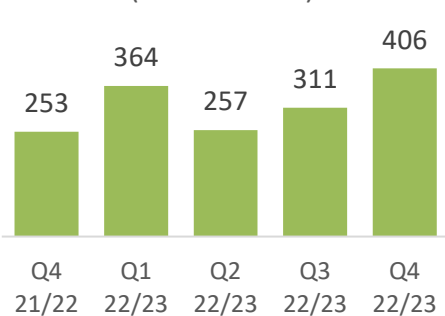
Total amount granted from Scottish Welfare Fund for crisis grants and community care grants (£) (cumulative)

Quarter	Value
Q4 21/22	808,000
Q1 22/23	208,730
Q2 22/23	423,781
Q3 22/23	662,225
Q4 22/23	815,042
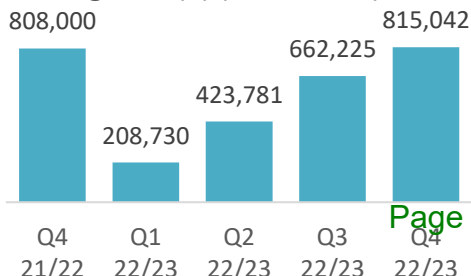
Number of Scottish Welfare Fund applications received

Quarter	Value
Q1 22/23	2,173
Q2 22/23	2,189
Q3 22/23	2,107
Q4 22/23	2,778
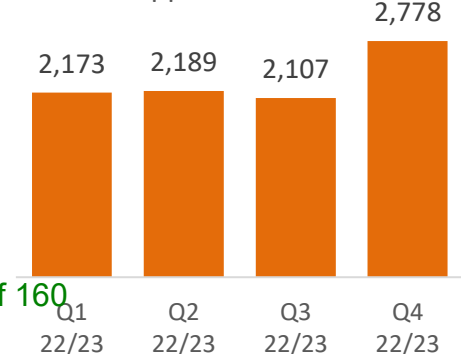
Number of complaints received (Corporate Solutions)

Quarter	Value
Q4 21/22	54
Q1 22/23	59
Q2 22/23	37
Q3 22/23	47
Q4 22/23	68

Our Customers

Our customers have choice in the way Council services are accessed and provided
Channel-shift has increased by the adoption of new digital tools and automated practices
Delivery of customer service excellence to our communities

Holistic

Modern

Hub and Spoke

One size fits one

Key highlights

Work continues on implementing the Customer Services Platform (CSP) for Midlothian Council. This year saw the launch of the FOI/EIR module which introduced a new public FOI disclosure log, in addition to the Council's Publication scheme, making more information easily accessible to members of the public. The Registrars module launched in Q3 allowing customers to request and pay for replacement birth, death and marriage certificates online, at a time that is more convenient to them; and has reduced the demand on the team through introducing this self-service functionality. The customer feedback module is complete and will be launched in Q1 2023/24. Other modules in progress are missed refuse bins, assisted collections, additional recycling containers, bulky uplifts and Subject Access Requests. These are all in either design, configuration, build or test phases prior to launch. The work programme CSP was reviewed last quarter, with a further 20 modules identified for implementation in the first half of 2023. These include civic licence applications and environmental health service requests. CSP is crucial to the way the Council transforms the customer experience through redesigning key services that will improve the end to end customer journey.

In support of the cost of living crisis, this year, the Council established four 'Warm and Well' hubs in the Lasswade, Newbattle, Danderhall and Loanhead libraries, as safe and warm spaces that all Midlothian citizens can access. The hubs provide free hot food and drinks, the opportunity to socialise with others and access free wifi to work, study, as well as enjoy books, jigsaws and games.

Library Services remain busy with the majority of activities and events, which had been suspended due to the pandemic having resumed. Various activities have taken place across the year including, Book Week Scotland 2022 saw 51 events take place across libraries with almost 2000 people attending. Gorebridge Library has been selected as one of the first in Scotland to host a 'Lend and Mend Hub'. Physical Library visits have increased significantly this year with 383,702 visits for this year compared to 156,250 for 21/22. Overall, total library visits has increased by 45% this year compared to last.
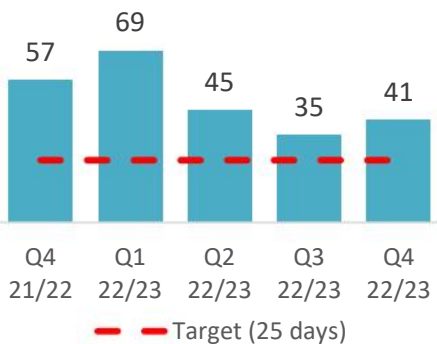
Areas of improvement

Our Contact Centre received 163,113 calls during 22/23 compared to 168,692 for 21/22. As well as webforms and social media, the contact centre have dealt with 13,000 emails in Q4, an increase from 9,000 during Q3. Call handling performance during quarter 4 has reduced to 56% of calls answered within 60 seconds compared to 64% in Q3. The decrease in call handling performance is due to seasonal impacts of severe weather and service activity such as Council Tax billing and garden waste service. As a result of high call volumes, Q4 saw an increase in call abandonment rate to 9% from 6% in Q3.
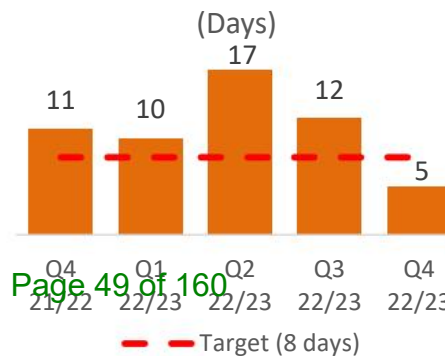
Resources continue to be prioritised to process Scottish Welfare Fund applications as soon as these are received. This has meant that processing times for change in circumstances for benefit applications etc have experienced some delays throughout this year. This year £815,042 was awarded from the Scottish Welfare Fund. 7,790 applications were assessed for crisis grants of which 4,083 met the criteria and resulted in payments.
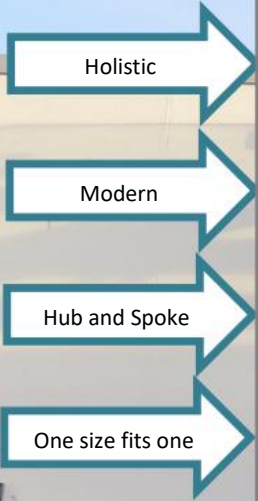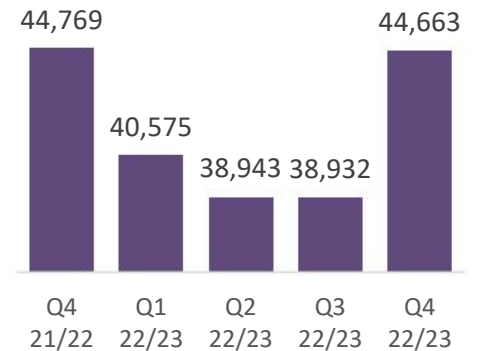
Average processing time for new benefit claims (Days)

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
57	69	45	35	41

- - - Target (25 days)

Average processing time for change of circumstances (Days)

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
11	10	17	12	5

- - - Target (8 days)

Number of Contact Centre calls

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
44,769	40,575	38,943	38,932	44,663

Digital by default

We pledge to optimise the ways in which the Council does digital, data and technology to work effectively, collaborate, make decisions, adapt and innovate

We pledge to create better relationships between the Council and its communities by providing modern digital services that communities wants to use
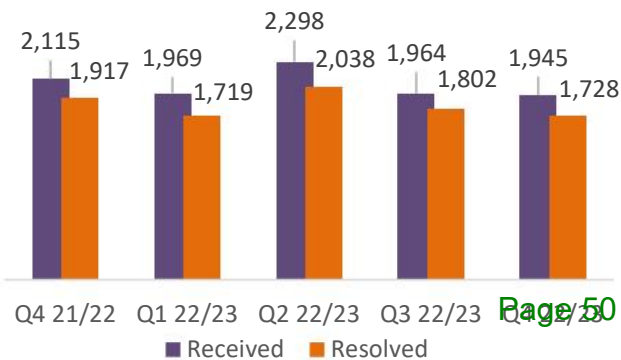
We pledge to maximize opportunities for digital, data and technology to enhance quality of life, the economy, sustainability and individual opportunity in Midlothian

Modern

Holistic

Hub and Spoke

One size fits one

Key highlights

- Continued progression of the Digital Services Strategy ensuring the Council has the capacity and skills to take forward the associated investment and delivery of plans.
- **Hybrid Working project:** Over the year, workspaces have been upgraded across Midlothian and Fairfield House. Over 1000 corporate laptops have been migrated to Global Protect and upgraded to Windows 10 version. In addition, approximately 1,000 mobile phones have been migrated to new platforms to allow better integration with Microsoft Office 365. A new desktop booking application has been launched to enable staff to easily find and book a workspace.
- **Target Operating Model:** A new structure was agreed to strengthen the core staffing of Digital Services and Phase 1 is almost complete.
- **Education strategy**: New Web Filtering software has been successfully piloted in schools. A new Wi-Fi network for Chromebooks and iPads has been introduced. A 3rd party Wi-Fi audit for schools has taken place and the actions are being implemented to improve coverage and capacity. Significant planning for phase 2 and phase 3 of the strategy has been completed.
- **Digital enabled projects**: a number of business applications have been upgraded throughout the year and those continue to improve customer and staff experience including ITRENT, ManageEngine systems, Nutanix, Mosaic, TotalMobile, OpenRevenues, Civicapay, Civica Automation and Committee Management System.
- This quarter, Business Services successfully rolled out a **Print and Post service** across our Revenues team which ensures that customer correspondence in relation to the Revenues and Benefits service are sent out timeously, whilst reducing internal resource, postage and stationary costs required to do so.
- **Cyber Security resilience:** A Cyber Incident Response partner was established to provide incident management and forensic support. A number of phishing exercises for staff have been conducted this year. The team deployed a Meta Learn to MS Teams to provide cyber security training to all staff. This was supported by Cyber Scotland Awareness week with an information publicity campaign.
- **M365**: A Project Board has been established to deliver M365 and security and compliance assessment has been completed by Insight to help manage the data protection risks of compliance.

Number of service requests

	Received	Resolved
Q4 21/22	2,115	1,917
Q1 22/23	1,969	1,719
Q2 22/23	2,298	2,038
Q3 22/23	1,964	1,802
Q4 22/23	1,945	1,728

Number of service incidents

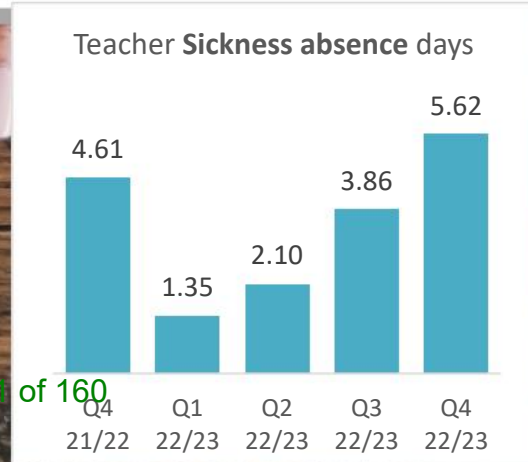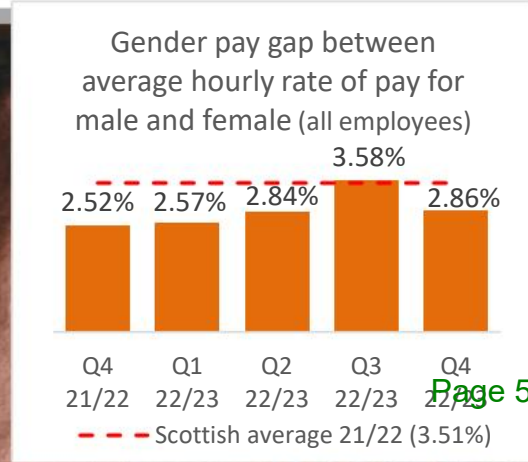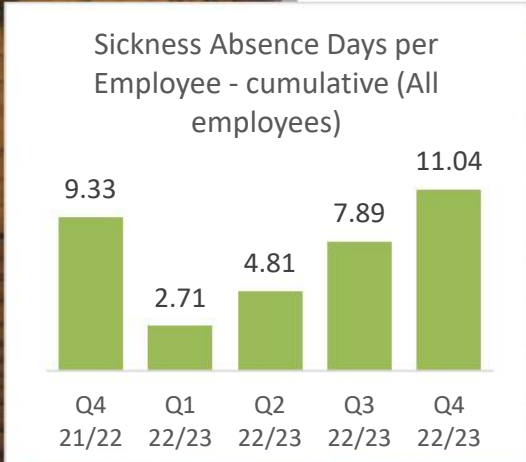|	Received	Resolved
Q4 21/22	3,538	3,325
Q1 22/23	3,141	2,982
Q2 22/23	3,311	2,975
Q3 22/23	2,963	2,789
Q4 22/23	3,127	2,851
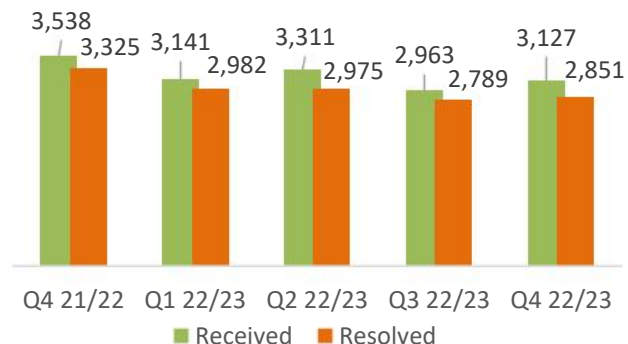
Our Workforce

Our people deliver high performing services
We build an entrepreneurial council for future
We demonstrate strong and consistent leadership
We Promote Equality, diversity and fairness

Holistic

Sustainable

Hub and Spoke

Preventative

Key highlights

- **Policy and Strategy:** A review of our People Polices is currently underway. The Council agreed to 10 days of miscarriage leave to be incorporated into our suite of family leave policies and committed to the Miscarriage Association's pledge. In addition, IVF treatment leave has also been added to our suite of family leave offerings. Revisions are underway on the Whistleblowing Policy and Overpayments Policy. A Hybrid working policy has been drafted for consultation and implementation. Work has commenced on the development of our Wellbeing Strategy which will focus on the financial, physical and psychological wellbeing of our workforce. A new Recruitment strategy is also in development which will set out our objectives in attracting, recruiting and on-boarding talent to the organisation. Alongside this the HR service has worked with the Communications Service to develop recruitment documentation for Local Government Worker job adverts, designed to promote Midlothian's offer as an employer of choice.

- This year we launched the Corporate Workforce Plan and roll out of workforce planning templates across all services. Succession planning is ongoing to further understand the organisation and its current environment, analyse the current and potential workforce, determine future workforce needs and identify gaps against future needs.

- Continuation of a rolling programme of Wellness@Midlothian initiatives to ensure we continue to support the positive health and wellbeing of our staff. A coaching programme is planned in for roll out later in 2023.

- First phase of hybrid working staff survey was conducted where 1,000 staff members took part which provided valuable insights into staff wellbeing whilst working from home/in the community or other work settings. Feedback from the survey is now being considered and actions put in place as a result of the findings. In addition, a Hybrid working news channel was launched in April as well as various staff sessions providing an overview of the projects visions, current workstreams and events.

- As part of transformational activities, the Human Resources Business Partners continue to contribute a significant amount of resource working with services supporting various service reviews. Work also continues with services on various employee relations cases across the council supporting managers and providing guidance in relation to a variety of People Polices.

- Our Employment and Reward and Business Applications teams successfully implemented the Local Government Worker pay award and associated backdated payments.

Sickness Absence Days per Employee - cumulative (All employees)

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
9.33	2.71	4.81	7.89	11.04

Gender pay gap between average hourly rate of pay for male and female (all employees)

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
2.52%	2.57%	2.84%	3.58%	2.86%

- - - Scottish average 21/22 (3.51%)

Teacher **Sickness absence** days

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
4.61	1.35	2.10	3.86	5.62

Local Government employees **Sickness absence** days

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
11.22	3.25	5.92	9.51	13.20

Finance

The grant settlement for 2022/23 means a further real terms reduction in core funding. The reliance on one off funding sources to balance the 2022/23 budget combined with the challenging outlook for local government funding adversely impacts on the Council's financial sustainability and will result in the need to cut services in 2023/24 and beyond.

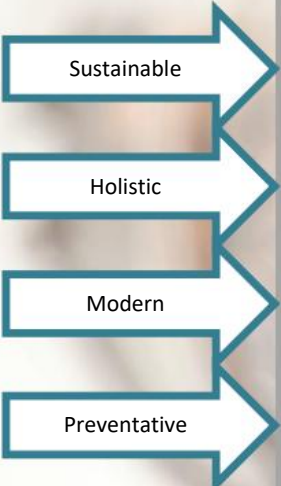The Council has robust and effective financial management arrangements

Sustainable

Holistic

Modern

Preventative

Key highlights

- Presentation to Council of a full suite of financial monitoring reports for Quarter 3 to promote sound financial governance.
- Development of a detailed Medium Term Financial Strategy with particular focus on 23/24 base budget and Local Government Finance Settlement.
- The finance team continue to provide in-depth financial input to key revenue and capital projects embedded in the Medium Term Financial Strategy.

Areas for improvement: Council approved the 2023/24 budget at its meeting on 21 February 2023. Delivery is reliant on a combination of savings and service reductions and includes the use of retrospective service concession savings and earmarked covid recovery reserves. Whilst the 2023/24 budget is agreed, the challenge remains to reach ongoing financial sustainability. Cost and income projections for future years will be embedded in the Council's Strategic Blueprint which contains a range of transformation themes to drive towards a position of financial sustainability. Close working continues with the Business Transformation Steering Group to respond to the challenge.

Inflation, as well as rising energy costs, are affecting the construction industry in Scotland. The UK is currently experiencing unprecedented adverse market conditions, leading to significant rises in tender prices for a wide range of materials. There is evidence that inflation of between 10% and 15% beyond BCIS predictions is affecting projects. The pandemic has also accelerated financial challenges, and the growth from being the fastest growing local authority in Scotland places significant pressure on Midlothian to be able to deliver services to its citizens.
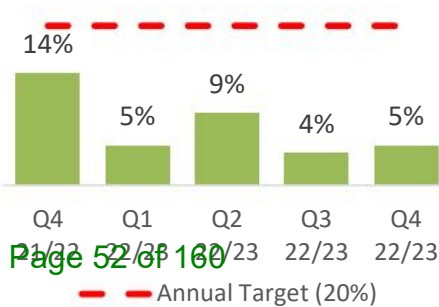
In response to all of these pressures, a range of reprioritisation activity is taking place, with a revised Capital Plan being considered by the cross party Business Transformation Steering Group, and options to review what and how services are delivered as part of the savings measures to reduce the funding gap.
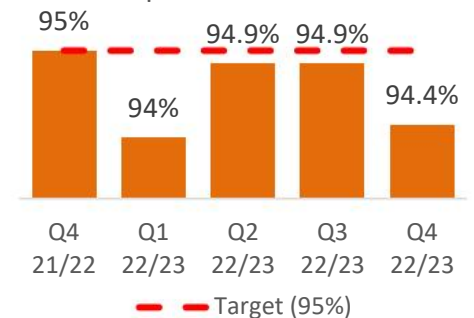
In year recovery of overpayments- % of all Housing benefit overpayments identified
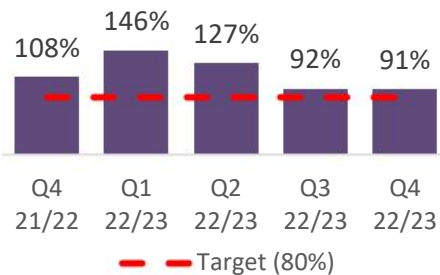
	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
%	108%	146%	127%	92%	91%

- - - Target (80%)

All recovery overpayments- as a % of all HB overpayment debt

	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
%	14%	5%	9%	4%	5%

- - - Annual Target (20%)

% of invoices sampled and paid within 30 days - Corporate Solutions

	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
%	95%	94%	94.9%	94.9%	94.4%

- - - Target (95%)

Procurement

Best Value is evidenced Council Wide in the procurement of goods and services
Effective contract and supplier management across the whole of the procurement journey

Holistic

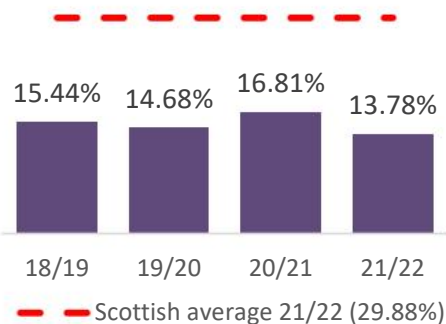Sustainable

Hub and Spoke

One size fits one

Key highlights

- Work continues on the development of the SME/Procurement strategy. The team have reviewed and streamlined the non-competitive action process, the request for procurement and developed a non-regulated procurement process and new contract database. The team are working to implement a review of the procurement arrangement across the Council including continuing to explore options for joint working with neighbouring councils, populating and maintenance of the new contract database.
- The team continues to utilise framework agreements with Scotland Excel and Procurement for Housing (amongst others) which not only provides an easier route to market but also delivers value for money.
- A range of high value/complex contracts continue to be awarded and key activities include overhaul of Contract Database and City Deal participation. A follow up review of upcoming expiring contracts within Health and Social Care began in Q2 and is in early stages. The review will look for opportunities to extend services, and consolidate opportunities for efficiency.
- Progress being made for consultation on a new procurement structure, designed to increase the capacity and capability in this area.
- The Annual Procurement Report 2021/22 was presented to Council in December 2022.
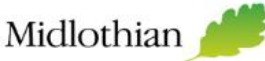
Areas of improvement

Work will continue to progress on the Procurement priorities: Review and reshape the procurement service, implement learning from the Scotland excel review and in partnership with Economic Development and stakeholders continue to ensure business community benefits in the supply chain to maximise opportunities for local people.

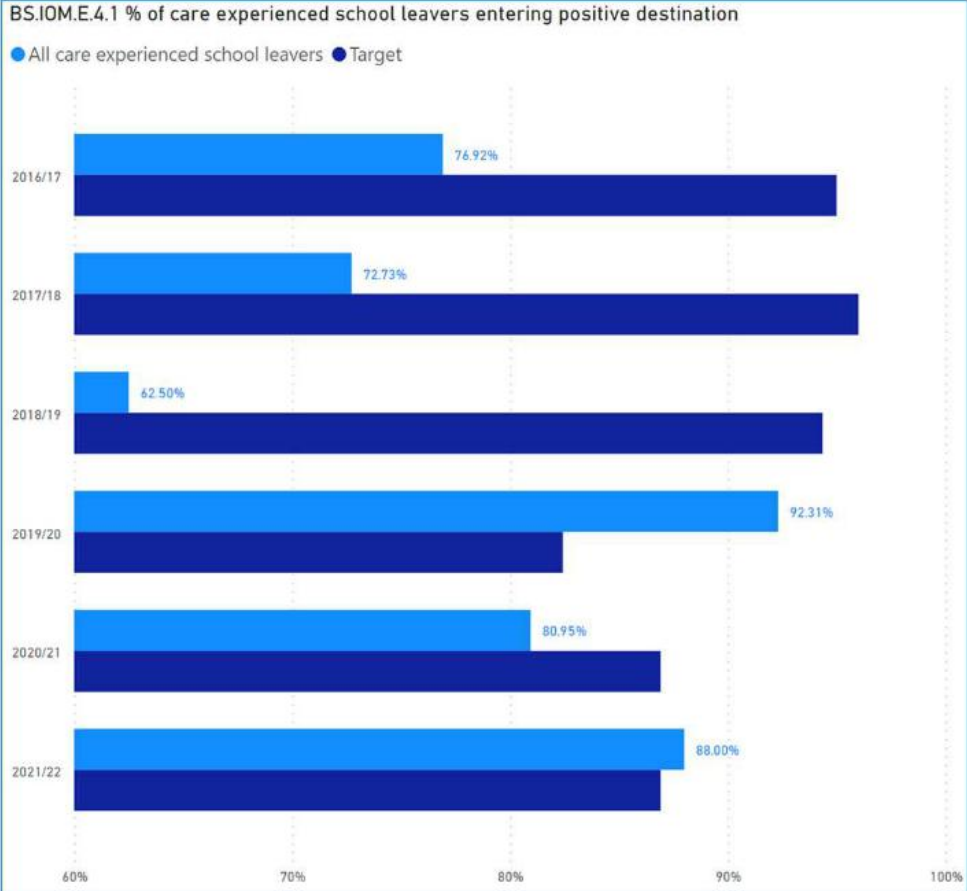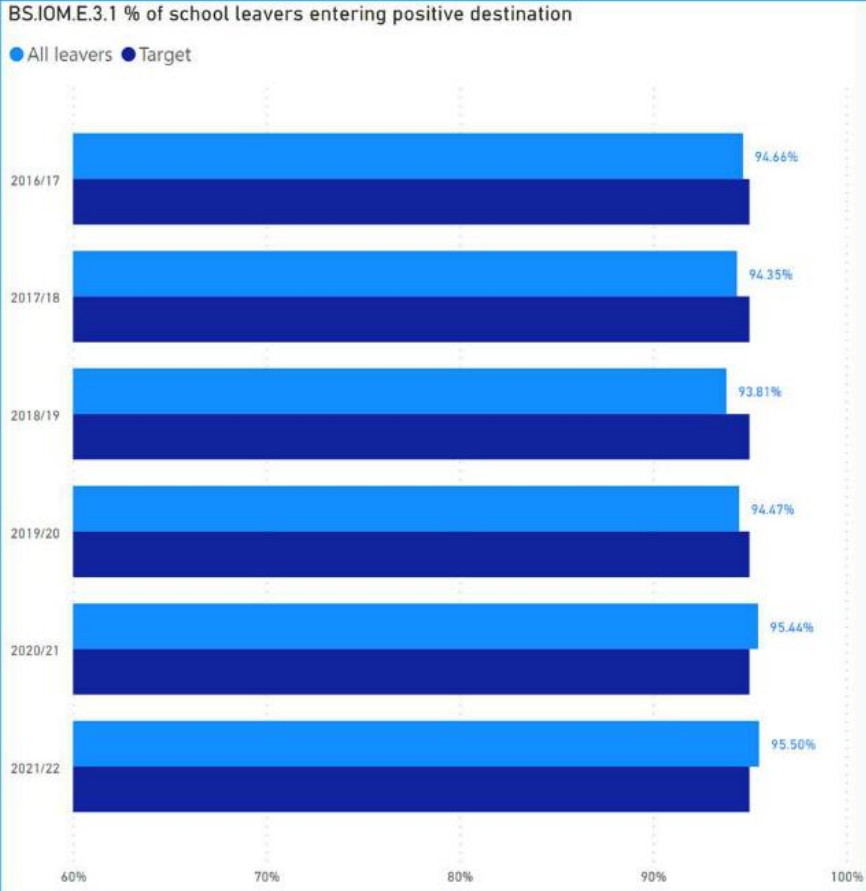### % of procurement spent on local enterprises (LGBF)

18/19	19/20	20/21	21/22
15.44%	14.68%	16.81%	13.78%

- - - Scottish average 21/22 (29.88%)

Education Performance Report 2022/23

Midlothian

| 01. Progress in delivery of strategic outcomes |

Midlothian
**Education -
Service Performance**

BS.IOM.E.3.1 % of school leavers entering positive destination

● All leavers ● Target

- 2016/17 — 94.66%
- 2017/18 — 94.35%
- 2018/19 — 93.81%
- 2019/20 — 94.47%
- 2020/21 — 95.44%
- 2021/22 — 95.50%

BS.IOM.E.4.1 % of care experienced school leavers entering positive destination

● All care experienced school leavers ● Target

- 2016/17 — 76.92%
- 2017/18 — 72.73%
- 2018/19 — 62.50%
- 2019/20 — 92.31%
- 2020/21 — 80.95%
- 2021/22 — 88.00%

Midlothian
Education - Service Performance

BS.E.P.1.1d Primary school attendance vs. target

● Primary School attendance ● Target

Data points (by quarter):
- 17/18 Q1: 94.09%
- 17/18 Q2: 95.57%
- 17/18 Q3: 94.58%
- 17/18 Q4: 94.47%
- 18/19 Q1: 94.00%
- 18/19 Q2: 95.50%
- 18/19 Q3: 94.46%
- 18/19 Q4: 94.86%
- 19/20 Q1: 94.70%
- 19/20 Q2: 95.83%
- 19/20 Q3: 94.46%
- 19/20 Q4: 94.04%
- 21/22 Q1: 94.92%
- 21/22 Q2: 93.09%
- 21/22 Q3: 91.40%
- 21/22 Q4: 92.25%
- 22/23 Q1: 92.61%
- 22/23 Q2: 94.22%
- 22/23 Q3: 92.35%
- 22/23 Q4: 93.03%

BS.E.P.1.1e Secondary school attendance vs. target

● Secondary School Attendance ● Target

Data points (by quarter):
- 17/18 Q1: 87.92%
- 17/18 Q2: 91.41%
- 17/18 Q3: 89.60%
- 17/18 Q4: 89.39%
- 18/19 Q1: 88.52%
- 18/19 Q2: 91.10%
- 18/19 Q3: 89.92%
- 18/19 Q4: 89.34%
- 19/20 Q1: 89.20%
- 19/20 Q2: 90.78%
- 19/20 Q3: 88.95%
- 19/20 Q4: 89.37%
- 21/22 Q1: 91.11%
- 21/22 Q2: 90.01%
- 21/22 Q3: 84.99%
- 21/22 Q4: 87.36%
- 22/23 Q1: 86.53%
- 22/23 Q2: 89.15%
- 22/23 Q3: 87.14%
- 22/23 Q4: 87.11%

BS.E.P.1.1f Exclusions in Primary School (Rate per 1,000)

● Exclusions per 1,000 ● Target

Quarter	Exclusions per 1,000
17/18 Q1	18.00
17/18 Q2	22.00
17/18 Q3	50.00
17/18 Q4	74.00
18/19 Q1	24.00
18/19 Q2	13.00
18/19 Q3	49.00
18/19 Q4	94.00
19/20 Q1	16.10
19/20 Q2	1.87
19/20 Q3	4.30
19/20 Q4	8.44
2016/17 Q1	17.00
21/22 Q1	4.07
21/22 Q2	0.49
21/22 Q3	0.86
21/22 Q4	3.04
22/23 Q1	0.84
22/23 Q2	0.73
22/23 Q3	1.83
22/23 Q4	3.03

BS.E.P.1.1f Exclusions in Secondary School (Rate per 1,000)

● Exclusions per 1,000 ● Target

Quarter	Exclusions per 1,000
17/18 Q1	74.0
17/18 Q2	54.0
17/18 Q3	190.0
17/18 Q4	299.0
18/19 Q1	64.0
18/19 Q2	23.0
18/19 Q3	127.0
18/19 Q4	210.0
19/20 Q1	52.9
19/20 Q2	2.8
19/20 Q3	11.8
19/20 Q4	14.8
21/22 Q1	12.0
21/22 Q2	2.3
21/22 Q3	6.2
21/22 Q4	20.2
22/23 Q1	6.7
22/23 Q2	3.5
22/23 Q3	13.5
22/23 Q4	22.6

Midlothian

Education - Corporate Performance

ED. MPI.01 Performance against revenue budget

● Revenue budget spent ● Allocated budget

£120M

£100M

£80M

| | | | | | | | | | | | | | | | | | | | | | | |
| £86.855M | £87.533M | £87.478M | £84.462M | £92.829M | £92.930M | £92.508M | £89.188M | £98.497M | £98.997M | £98.993M | £93.249M | £104.030M | £102.109M | £98.009M | £113.400M | £112.016M | £112.071M | £104.269M | £119.604M | £119.244M | £123.504M |

17/18 Q1 | 17/18 Q2 | 17/18 Q3 | 17/18 Q4 | 18/19 Q1 | 18/19 Q2 | 18/19 Q3 | 18/19 Q4 | 19/20 Q1 | 19/20 Q2 | 19/20 Q3 | 19/20 Q4 | 20/21 Q2 | 20/21 Q3 | 20/21 Q4 | 21/22 Q1 | 21/22 Q2 | 21/22 Q3 | 21/22 Q4 | 22/23 Q1 | 22/23 Q2 | 22/23 Q3

ED. MPI.02 Average working days lost due to sickness absence

● Ave. working days lost ● Target

10

5

0

Values shown: 1.90, 2.72, 4.63, 5.90, 1.63, 1.8, 3.9, 5.83, 2.60, 2.9, 4.7, 6.95, 0.71, 1.5, 3.4, 4.88, 2.02, 2.8, 5.0, 6.54, 2.04, 3.1, 5.50, 7.97

17/18 Q1, 17/18 Q2, 17/18 Q3, 17/18 Q4, 18/19 Q1, 18/19 Q2, 18/19 Q3, 18/19 Q4, 19/20 Q1, 19/20 Q2, 19/20 Q3, 19/20 Q4, 20/21 Q1, 20/21 Q2, 20/21 Q3, 20/21 Q4, 21/22 Q1, 21/22 Q2, 21/22 Q3, 21/22 Q4, 22/23 Q1, 22/23 Q2, 22/23 Q3, 22/23 Q4

ED. MPI.04 % of Invoices paid within 30 days

● % of invoices paid ● Target

100%

50%

0%

97% | 97% | 96% | 94% | 92% | 92% | 93% | 94% | 95% | 92% | 95% | 96% | 96%

16/17 Q1 | 20/21 Q1 | 20/21 Q2 | 20/21 Q3 | 20/21 Q4 | 21/22 Q1 | 21/22 Q2 | 21/22 Q3 | 21/22 Q4 | 22/23 Q1 | 22/23 Q2 | 22/23 Q3 | 22/23 Q4

Midlothian

Education -
Corporate Performance

ED. MPI.05 % of PIs on target

● % PIs ● Target

	20/21 Q2	20/21 Q4	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
% PIs	100.00%	68.75%	100.00%	93.75%	93.75%	85.00%	66.67%	94.70%	94.70%	94.70%

ED.MPI.07 % of Audit actions progressing on target or completed

● % of Audit actions ● Target

	20/21 Q2	20/21 Q4	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
% of Audit actions	100.00%	100.00%	100.00%	100.00%	75.00%	90.91%	100.00%	100.00%	100.00%	100.00%

Midlothian

Education - Corporate Performance

ED. SPSO.01 Number of Complaints Received

Data points by quarter:
- 18/19 Q1: 13
- 18/19 Q2: 27
- 18/19 Q3: 40
- 18/19 Q4: 62
- 19/20 Q1: 14
- 19/20 Q2: 22
- 19/20 Q3: 16
- 19/20 Q4: 9
- 20/21 Q1: 1
- 20/21 Q2: 15
- 20/21 Q3: 15
- 20/21 Q4: 12
- 21/22 Q1: 19
- 21/22 Q2: 8
- 21/22 Q3: 17
- 21/22 Q4: 17
- 22/23 Q1: 18
- 22/23 Q2: 14
- 22/23 Q3: 19
- 22/23 Q4: 20

ED. SPSO 4.1 Stage 1 Complaints response times

● Ave. working days response ● Target

Values (Ave. working days response):
- 18/19 Q1: 4.27
- 18/19 Q2: 10.4
- 18/19 Q3: 8.89
- 18/19 Q4: 8.09
- 19/20 Q1: 3.55
- 19/20 Q2: 6.57
- 19/20 Q3: 4.38
- 19/20 Q4: 4.33
- 20/21 Q1: 0.00
- 20/21 Q2: 2.63
- 20/21 Q3: 4.56
- 21/22 Q1: 2.22
- 21/22 Q2: 5.71
- 21/22 Q3: 4.56
- 21/22 Q4: 3.60
- 22/23 Q1: 7.06
- 22/23 Q2: 6.17
- 22/23 Q3: 4.13
- 22/23 Q4: 5.92

ED. SPSO 4.2 Stage 2 Complaints response times

● Ave. working days response ● Target

Values (Ave. working days response):
- 18/19 Q1: 11.00
- 18/19 Q2: 26.50
- 18/19 Q3: 28.67
- 18/19 Q4: 23.86
- 19/20 Q1: 32.00
- 19/20 Q2: 16.50
- 19/20 Q3: 16.25
- 19/20 Q4: 33.00
- 20/21 Q1: 0.00
- 20/21 Q2: 20.00
- 20/21 Q3: 18.00
- 21/22 Q1: 13.33
- 21/22 Q2: 17.00
- 21/22 Q3: 20.00
- 21/22 Q4: 35.80
- 22/23 Q1: 0.00
- 22/23 Q2: 0.00
- 22/23 Q3: 21.00
- 22/23 Q4: 12.75

6

01. Progress in delivery of strategic outcomes

21/22: Midlothian Single Plan Priority Reducing the gap in learning outcomes

Priority 1: Attainment and Achievement

1.1 Improve attainment within the Broad General Education (BGE) stages:

Trend Data & Target

	2017	2018	2019	2021	2022	Ave. (17-19)	Target
Pr Literacy	62.25%	74.68%	72.76%	65.75%	68.20%	68.86%	**71.5%**
Pr Numeracy	71.14%	79.63%	77.77%	72.80%	76.05%	75.34%	**72.0%**
S3 Literacy	76.73%	80.25%	86.80%		80.70%	69.90%	**88.0%**
S3 Numeracy	88.81%	87.68%	89.56%		88.50%	88.68%	**90.5%**

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
1.1.1 Develop and implement a raising attainment strategy	- Draft strategy co-created with working group of school leaders and performance officer All HT's aware of Midlothian's focus on raising attainment and schools monitoring progress towards achievement of stretch aims. Data shows increase in attainment for targeted schools. - All primary schools (and IWBS) are engaging with new numeracy frameworks and 95% of primaries (and all Secondary English PTs in 6 secondaries) engaging with writing frameworks including increased moderation activity at ASG level and 70% of primary schools represented in Authority literacy QAMSO action group. - Recovery team CLPL the most subscribed to in the Professional Learning Academy (outwith NQT specific events) with 100% positive feedback forms which include identified actions or future intended learning. - All schools now have access to the data dashboard which will enable analysis of trends in attendance and attainment across Midlothian and inform priorities and planning.	- School SIRs include evidence of approaches taken and progress made towards stretch aims. - School SIPs and PEF plans for 2023-24 reflect strategy. - Plan for professional learning established in consultation with schools and networks and informed by analysis of SQR, attainment data and PEF reporting. - Analysis of SQR reveals effective moderation taking place in all schools/ASGs and plans in place to continue to build capacity and activity in session 2022/23.
1.1.2 Develop a full range of curriculum frameworks.	- Professional Learning Offer in place to support engagement with literacy and numeracy progressions. All primary schools have had initial roll-out visit, with over 450 staff trained in refreshed progressions. All schools highly engaged in training sessions and overall feedback has been extremely positive (gathered through feedback forms and site feedback) Ongoing positive collaboration with Education Scotland with enquiries from Local Authorities across Scotland regarding accessing resource. - Refreshed assessment framework launched in January to all schools to support assessment and moderation through the phases and improve quality of teacher judgement - Pilot trial of digital consolidation sheets to support retrieval practices in Numeracy which supports learning and attainment - All settings have plans in place for full implementation of Midlothian progression pathways. -	- All schools using Literacy and Numeracy Frameworks to support planning, teaching and assessment. Visit 2 will give information on use of frameworks - Finalised suite of wider curricular frameworks launched with all schools and settings for use from 2023/24. - Moderation activity planned for session 2023/24 utilising Literacy, Numeracy and QAMSO Networks and Midlothian Frameworks.
1.1.3 Revise Midlothian's Learning, Teaching and Assessment policy.	- Professional Learning Offer for school leaders on strategic leadership of elements of LTA Policy - Themes from Visit 2 (Focus 2.3) support with LA Self evaluation of strengths and areas for improvement to inform the development of the LTA Policy.	- Final LTA Policy agreed for all school engagement during session 2023/24 - QA Processes and analysis of schools SQR reveal an increasing percentage of schools rated as good/very good for key Quality Indicators. - Consultation with school leaders and networks to inform professional learning offer for session 2023/24.

1.1.4 Develop and pilot an effective tracking and monitoring system, incorporating development of stretch aims.	- Final phase of evaluation of the new system in primary schools underway, with review and consultation with working group and schools involved. - Revisions being made to the process and tools to support school improvement. The minor changes to the approach are being reviewed with the schools and technical issues are being worked through. before full implementation in all primary schools next quarter. - Training programme on the system being planned and scheduled with all schools.	- Full implementation of final tracking system in all schools. - Training programme on the system to be planned by ASG and data coaches to take forward ownership within the school.
1.1.5 Support schools and settings to make best use of digital tools to enrich, enhance and improve learning, teaching and assessment	- Review short term targets with schools and settings against agreed measures and evaluate progress. Co-create short term targets (Jan-June) - Pilot Third and Fourth levels of Digital Literacy Framework through secondary school working group - Launch Google Workspace Skills for P7-S2 pupils to establish a benchmark standard of fluency using Workspace by end of BGE - Review Professional Learning offer and plan for next steps - Build engagement with EquatiO through Secondary Maths subject lead network	- Evaluate impact of implemented changes and use this to inform next steps - Review and evaluate impact of Digital Literacy Framework - Finalise app library offer for 23/24 and associated training offer - Survey pupils, families and staff to understand to identify changes in attitude, proficiency and use of digital tools to enrich, enhance and improve learning, teaching and assessment - Plan and host launch event for Midlothian's Apple Regional Training Centre, showcasing the work of our schools and settings and learning from others - Managed transition of all devices and reallocation of school leavers' devices

1.2 Improve attainment within the senior phase by maximising opportunities through curriculum planning, consortium arrangements and partnership delivery, including addressing the ASN Senior Phase Gap

Trend Data & Targets for School Leavers

	2018	2019	2020	2021	Ave.	Target
Lit & Num SCQF Level 4	88.93%	89.45%	90.48%	89.85%	89.93%	TBC
Lit & Num SCQF Level 5	66.33%	63.76%	65.12%	66.36%	65.08%	TBC
1+ @ Level 4	97.23%	96.67%	97.17%	95.44%	96.84%	**96.0%**
1+ @ Level 5	85.49%	86.01%	84.43%	84.72%	85.56%	**86.0%**
1+ @ Level 6	60.58%	56.08%	60.62%	59.98%	59.19%	**60.0%**
5@ Lv 5	60.58%	58.37%	63.45%	63.17%	60.86%	**65.0%**
3@ Lv 6	46.62%	42.89%	49.94%	47.66%	46.09%	**50.0%**
5@ Lv 6	32.56%	30.05%	36.94%	33.98%	32.33%	**35.0%**

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
1.2.1 Develop and implement a raising attainment strategy	- Attainment Visits and Secondary HT meetings support school engagement with strategy. All HT's aware of Midlothian's focus on raising attainment and schools monitoring progress towards achievement of stretch aims. All Secondary English PTs in 6 secondaries) engaging with writing frameworks including increased moderation activity at ASG level	- Secondary School Improvement Reports include evidence of approaches taken and progress made towards stretch aims. - School SIPs for 2023-24 reflect strategy.
1.2.2 Review the Senior Phase curriculum offer and pathways into positive sustained destinations.	- Collaborative Enquiry curriculum plan in place and shared with school leaders to inform developments for 23-27 - Outline proposal shared with Secondary HTs. Agreement sought at meetings in June to agree alignment. This alignment will allow us the framework to build improved partnership working with the FE/HE sectors and develop a FA Schools based model. All for 24/25 implementation - DEC bid with East Lothian agreed, this will support an improved engineering pathway	- School 23/24 SIPs reflect this approach - Development of Digital Senior Phase offer; new School College Partnership model agreed; development of schools based Level 6 FA model
1.2.3 Review and develop approaches that will allow secondary schools to implement reduced class contact time, in	- Confirm for each secondary school an action plan that supports the transition to the agreed approach from August 2024. - Work with Business Executive colleagues to ensure that our DSM model and allocations support the implementation of approaches from August 2024. - No progress based on above, await further necessary detail from Scottish Government	- School 23/24 SIPs reflect this approach - Actions dependent on detail from Scottish Government

line with SG policy, for teachers from August 2024		
1.2.4 Revise Midlothian's Learning, Teaching and Assessment policy	- Professional Learning Offer for school leaders on strategic leadership of elements of LTA Policy - Themes identified as part of Visit 2 activity (Focus 2.3) support ongoing LA Self evaluation of strengths and areas for improvement to inform the final Policy. - Ongoing stakeholder engagement to inform final policy.	- Final LTA Policy agreed for all school engagement during session 2023/24 - Consultation with school leaders and networks to inform professional learning offer for session 2023/24
1.2.5 Develop and pilot an effective tracking and monitoring system, incorporating development of stretch aims.	- Final phase of evaluation of the new system in primaries, with work ongain to enage with secondary schools. Review and consultation with working group and schools involved with pilot planned for secondary's in next quarter. - Any significant or minor changes to the approach have been made before full implementation in all schools next quarter. - Training programme on the system to be planned and scheduled with all schools.	- Full implementation of final tracking system in all schools. - Training programme on the system to be planned by ASG and data champions to take forward ownership within the school.
1.2.6 Support schools and settings to make best use of digital tools to enrich, enhance and improve learning, teaching and assessment	- Implement innovation project work- Supporting Music Technology in the Senior Phase - Implement innovation project work- Supporting Computing Science Qualifications in the Senior Phase - Continued work on iPad Creativity Apps in the Secondary Classroom - Continued work on Future Classroom - Further development on Data Science Across the Curriculum	- Review impact of all Senior Phase innovation project work, evaluate progress, plan next steps - Managed transition of all devices and reallocation of school leavers' devices - Further development on Data Science Across the Curriculum

1.3 Reduce the attainment gap between the most and least deprived children, including care-experienced children.

Trend Data & Targets

	2018	2019	2020	2021	2022	Ave.	Target
Pr Literacy – GAP FSM vs. No FSM	22.47%	29.35%	NC	32.24%	26.83%	28.17% [a]	**22%**
Pr Numeracy – GAP FSM vs. No FSM	20.69%	22.69%	NC	27.98%	24.29%	23.82% [a]	**20%**
S3 Literacy – GAP FSM vs. No FSM	22.57%	22.83%	NC	NC	28.88%	22.94% [b]	**17%**
S3 Numeracy – GAP FSM vs. No FSM	12.04%	21.27%	NC	NC	22.19%	16.35% [b]	**17%**
1+ @ Level 4 – GAP FSM vs. No FSM		4.9%	2.0%	3.2%	0.9%	3.4%	**2.5%**
1+ @ Level 5 – GAP FSM vs. No FSM		23.6%	25.2%	19.8%	23.1%	22.9%	**19%**
1+ @ Level 6 – GAP FSM vs. No FSM		30.7%	32.0%	35.0%	41.4%	32.6%	**30%**

[a] Ave. is calculated from 2017-2021; [b] Ave. is calculated from 2017-2019
NC – not collected

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
1.3.1 Build quality and capacity within schools to improve outcomes for all disadvantaged children and young people, in partnership with our Education Scotland Attainment Advisor.	- Schools continue to monitor the impact of interventions and universal offer on reducing the attainment gap. Visit 1 and 2, support for schools identified through Capacity/Risk Register ongoing. - Tri-annual report with data analysis focus complete - All schools now have access to the data dashboard which will enable and analysis of trends and gaps to inform priorities and planning.	- Summary report to capture the impact of interventions and universal offer on reducing the attainment gap.
1.3.2 Robust plans for PEF implemented and evaluated across all schools.	- Schools evaluation of impact of PEF plans ongoing and evaluations discussed with HTs prior to end of year school quality & improvement report (SQIP) being finalised - Survey completed to detail school use of therapeutic services. Procurement framework being developed in relation to therapeutic services offer - Revised PEF plan being developed and draft shared with school leaders. - Analysis of PEF spend and AA discussions with targeted schools.	- Schools evaluate impact of PEF plans in end of year school quality & improvement report (SQIP)
1.3.3 Improve availability, accuracy and use of complex and intersectional data to target support more effectively.	- Monitor and review the impact of the system within and throughout the schools. Any significant or minor changes to the approach to be made before full implementation in all schools next quarter. (align with 1.1.4 and 1.2.4) - Training programme on the system to be continued with all schools. - Use of Progress & Achievement module for all primary schools to ensure robust tracking of predictions, will continue to be trialled. Schools inputting information for discussion with QIMs in January.	- Full implementation of final analytical dashboard to align with tracking system in all schools. - Training programme on the system to be planned by ASG and data champions to take forward ownership within the school.

1.4 Improved outcomes for vulnerable children and young people, and for those experiencing barriers to learning

Trend Data & Targets

	2018	2019	2020	2021	Ave.	Target
Pr Literacy - LAC/ASN Pupils[a]	55.58%	53.26%	NC	43.66%	47.61%[a]	**53%**
Pr Numeracy - LAC/ASN Pupils[a]	61.48%	58.64%	NC	52.18%	55.42% [a]	**58%**
S3 Literacy - LAC/ASN Pupils[a]	68.66%	87.67%	NC	NC	78.17% [b]	**78%**
S3 Numeracy - LAC/ASN Pupils[a]	72.64%	68.32%	NC	NC	72.77% [b]	**72%**
1+ @ Level 4 - LAC/ASN Pupils[a]	91.79%	91.21%	92.95%	89.34%	91.32%	**91%**
1+ @ Level 5 - LAC/ASN Pupils[a]	63.43%	69.23%	69.80%	67.44%	67.47%	**69%**
1+ @ Level 6 - LAC/ASN Pupils[a]	32.09%	32.60%	43.96%	39.77%	37.10%	**40%**

[a] This contains pupils that are either LAC or ASN. Note that due to the small numbers in these categories the % can fluctuate quite significantly.
NC – not collected

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
1.4.1 Embed The Promise across the education service	- Care experienced data dashboard now created to track and monitor attainment and attendance. - Schools are embedding relationship/trauma based practice - Draft managing exclusion policy created ensuring no formal or informal exclusions of care experienced young people occur	- Midlothian's parent and carer survey reports that parents/carers feel involved in the decision making process when planning the educational outcomes for a CYP - Midlothian's pupil survey reports an increase in the % of learners reporting that they receive the right support at the right time - New exclusion policy to be implemented August 2023.
1.4.2 Improve availability, accuracy and use of complex and intersectional data to identify the attainment gaps for young people with additional support needs and other barriers to learning.	- School leaders use the intersectional data to produce an annual school equalities report within SQuIP and set out what action they will take in the year ahead to reduce equalities issues.	- All schools to use the tracking and monitoring system to understand and target interventions to young people

1.4.3 Pilot resource guidance: 'Identifying, Assessing and Providing for Additional Support Needs'.	- Inclusion Framework, inclusion policy and updated paperwork and guidance has been drafted.	- Consultation process for the policies and framework. - Pilot phase with the paperwork to gain feedback, ensuring new processes are ready for launch in August 2023.
1.4.4 Establish an Education Resource Group to ensure a timely multi-agency response to assessing and providing for young people's additional support needs.	- N-P1 request for support transition panel and all children placed within local areas where possible and appropriate. - ERG process has highlighted high levels of unmet needs relating to social, emotional and behavioural needs. Scoping activity underway to learn from national best practice. - QI visits have focused on the assessment of need and response to providing support	- Staff survey to measure the effectiveness of the new procedure and measure impact on the CYP
1.4.5 Review Support for Learning practice to ensure capacity of workforce, consistency and quality.	- QI visits have focused on the SfL practice and meeting learners needs.	- Scoping exercise to identify support for learning training to upskill workforce.

Midlothian Single Plan Priority Reducing the gap in health outcomes

Priority 2: Included, Involved and Engaged: Wellbeing & Equity
2.1 Improve Equity and Inclusion

Trend Data & Targets

	2018/19	2019/20	2020/21	2021/22	Ave.	Target
Pr Attendance Rate	94.43%	94.70%	94.04%	95.06%	94.56%	**95%**
Sec Attendance Rate	89.18%	89.20%	89.37%	90.99%	89.69%	**91.5%**

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
2.1.1 Extend professional learning offer to promote nurturing, trauma-informed practice across schools and settings.	- Nurture leads and practitioners from across the directorate have worked on development of framework for Relational Practice to define Midlothian approach, tools and resources. . - Initial scoping activities underway into the supervision and support needs of those staff working with children presenting with significant emotional distress.	- Launch the Framework for Relational Practice and professional learning resources and reflection tool for teams. - Participation event to be set up with children and young people to explore what is important to them in relation to relationships and wellbeing. - Shadowing opportunities to follow on from the Reflective Practice Framework completion. Review of learning and identifying needs to inform planning for 2023-24.
2.1.2 Revise Attendance Strategy in partnership with Children's Services	- Revised attendance procedures being shared with relevant stakeholders for feedback. - All schools now have access to a data dashboard that enables analysis of attendance trends and gaps to inform priorities and target support more effectively. - Engagement activity with Head teachers and partners to inform practice, pathways and partnerships to promote attendance and re-engagement.	- Procedures to be finalised along with guidance for Children Missing Education, Flexi-schooling and Build up Timetables. - Participation event to be set up with children and young people to explore what is important to them in relation to attendance and what kinds of support are effective. - Pathways to be drafted for children and young people across the spectrum of non-attendance in partnership with stakeholders.
2.1.3 Develop a comprehensive Family Learning Strategy	- Strategy agreed and final version will be disseminated. - Development of a central source of information about Family Learning offer in Midlothian.	- Undertake consultation with stakeholders about availability and gaps across Midlothian. Revisions made to improve awareness of family learning and engagement in opportunities.

2.1.4 Develop ASD Strategy	- Set up ASN network to identify issues and priorities and build on inclusive pedagogy and practice. - Inclusive classroom training completed with most PTs and Class teachers of all provisions and enhanced classes.	- Data set to be developed to inform needs across the spectrum of neurodiversity. - Neurodiversity strategy group to be set up with a focus on developing understanding of need across Midlothian to inform improvement planning including authority wide ASD strategy.
2.1.5 Mental Health strategy established	- In process of developing data set to inform priorities in relation to mental health. - Mapping of services and capacity has been undertaken as well as procurement of therapy by schools. - Allocation of CMHF monies for new year and oversight of counselling service.	- Ongoing development of MH strategy with GIRFEC subgroup. - Seek children and young people's views about what's working and not working in the support for wellbeing and mental health. Identify children and young people reference group to support strategy development.

2.2 Children have a greater understanding of their rights (UNCRC) and these rights are being met across our establishments

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
2.2.1 Carry out a Children's Rights Review with CYP and staff across Midlothian, set against the 7 principles of a rights-based approach	- Identify and facilitate focus groups of children & young people, families, and stakeholders. - Identify schools in each ASG to review in terms of highlighting good practice and assets to build on within Midlothian. - Hold Parent Conferences and gain views around the long-term aims/vision of taking a rights-based approach in Midlothian, to feed into Children's Rights Review. - Collate, analyse & evaluate data from reviews. - Create feedback summary from reviews per ASG (including next steps/recommended actions)	- Attend ASG meetings to share feedback summaries with HTs.
2.1.2 Develop and implement the Midlothian Children's Rights strategy across the Directorate, in partnership with Children's Services & CLLE.	- Meet with Steering Group consultation teams to revisit the long term aims and vision as thinking progresses. - Start to hone into where Midlothian would like to be in 5 years' time.	- Create Happy, Safe & Thriving (HST) ASG working groups. - Create terms of reference for HST ASG working groups. - HST ASG working groups to analyse feedback summary and create action plan/next steps for their ASG in terms of professional learning. - Follow-up focus groups about Mental Health & Wellbeing Survey with S4-S6 about exam stress, and S1 transitions, to feed into ASG working groups connected with implementing the Midlothian Children's Rights Strategy. - HST working groups to implement actions created.

Priority 3: Self-improving Systems

3.1 Leaders at all levels work together within an empowered system to improve outcomes for children, young people and families

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
3.1.1 Comprehensive professional learning opportunities to improve quality of leadership at all levels, including leadership of learning.	- Phased introduction of Professional learning Academy offers. - Delivery and evaluation of SEIC leadership offer.	- Proportionate support for schools to complete their self-evaluation and preparation of the 2023-24 school standard and quality report. - Planning for 2023-24 leadership (HT, DHTs and emergent leader programmes) - Arranging induction and mentoring for new HTs - Surveying school leaders and their teams to identify their professional learning needs for 2023-24 school year. Preparing these professional learning programmes. - (Re) establishing self-sustaining professional networks with support from the Professional Learning Academy. - Filming professional learning resources for the "Anytime Learning" section of the Professional Learning Academy Google site. - Planning in-service day professional learning for teachers, support staff and early years staff groups
3.1.2 Deliver a minimum data set and support data literacy to improve self-evaluation through leadership professional learning and data champions.	- Final refinement of data champions network to be established in-line with the full implementation of plan for next session - Data lead for Midlothian attends the SEIC Data & Analysis Network 3-monthly meetings where good practice and support is shared.	- End of year evaluation and co-create 2023-24 activities. - Develop programme of training with professional learning academy for 2023-24.

3.2 Children and families participate in, influence and inform how we deliver our services

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
3.2.1 Refresh the Midlothian Parental Involvement and Engagement Strategy. Co-create this with Midlothian parents using the National Community Engagement guide.	- Parent focus groups on National discussion, 10 in total both face to face and virtual. - Guidance created to ensure consistent support for PC chairs to carry out their business and meetings/format and consistent approach to parental engagement in recruitment. - Involvement in EYs and Education reform consultation through focus groups. - Parent Conference planned for June. - Parental Engagement Strategy co-created with PC reps group and consultation being carried out with wider stakeholder group. - Parental Involvement and Engagement report co-created with PC reps group and consultation being carried out with wider stakeholder group.	- Parental Engagement Strategy and Parental Involvement report shared across locality groups - Creation of PIE steering group and co-creation of action plan. - Use PC Equalities Audit to adjust PC guidance, recruitment & promotional materials.
3.2.2 Learner Engagement Strategy	- Learners views and opinions were included in various consultations throughout this session linked to service improvement priorities and National Conversation on Education for Scottish Government. - Learners involved in the recruitment of senior staff leading their school community. - Learners were involved in creating letter of intent in relation to the Period Act and can access free products. - Learner conference planned for June	- Learner Engagement Strategy co-created with learner group

3.3 Quality Assurance activities lead to improvements in the quality of education provision across settings and schools

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
3.3.1 Quality Improvement framework in place	- Schools and ELC settings implement the QA Framework. - Feedback via EEG on visit 2 activity.	- Evaluate the QA Framework with head teachers and centre managers at the end of year.
3.3.2 Programme of quality assurance activities	- QA visit 3 provides schools, ELC settings and LA with a clear picture of progress in raising attainment as well as improvement over time.	- Final QA programme agreed and in place for future sessions, able to support with provision of clear information regarding capacity for improvement for our schools and ELC settings related to key QIs.

Midlothian Single Plan Priority Reducing the gap in economic circumstances

Priority 4: Life-Long Learning and Career-Ready Employability

4.1 Children and young people are well prepared for the world of work

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
4.1.1 Analyse opportunity data to inform which careers offer the best opportunities for Midlothian's CYP over the next 10 years.	- Collaborative enquiry complete and the report has been written, with work ongoing to finalise the action Plan. Work to progress on School College Partnership, Foundation Apprenticeships, links through City Deal (University link) and collaboration via digital across schools. - 16+ Data Hub practice paper developed and training for schools being rolled out.	- School 23/24 SIPs reflect this approach

4.1.2 Embed My World of Work (MWoW) into the curriculum of every school	- Collaborative Improvement plan in place with associated Action Plan. - Shared with all senior leaders at HT meeting	- Reflected in the Curriculum Framework document and rolled out in relation to agreed timeline
4.1.3 Further develop bespoke Skills Development Scotland tutor and mentoring support for senior phase secondary students	- Support remaining schools to provide tutor and mentor support. - Meet with SDS to target support where it is needed.	

Priority 5: Finance & Resources

5.1 Deliver Best Value through:

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
5.1.1 Learning Estate	- Elected members seminar covering the LEIP (Learning Estate investment Plan) projects of Beeslack HS and Penicuik HS. Paper to go to June 2023 Council - Statutory consultation underway for the new Easthouses PS. - Public open help to present the vision for the new Mayfield Campus. - Council agreed to procure modular units for Kings Park, Rosewell, Roslin, Woodburn primary schools' and Lasswade ASN.	- Continue to plan and deliver the agreed Learning Estate priorities. - Provide milestone updates to relevant governance groups.
5.1.2 DSM Review	- Complete the DSM consultation.	- Continue comms and roll-out of DSM

5.2 Equipped for learning:

Key Actions	Q4 – Completed activity	Q1 23/24 – Planned activity
Transformation **Devise and deliver Phase Two of the Equipped for Learning project to ensure positive, sustained impact for children and young people**	-Delivery of workstream actions as detailed in EfL Phase Two project plan	- Delivery of workstream actions as detailed in EfL Phase Two project plan - Review of Phase Two and scoping for Phase Three

Asset Management **Confirm asset management strategy including investigating provision of a device when a pupil leaves school and develop agreed deployment plans then Implement.**	-Monitor refresh schedule to be developed and implemented.	AV refresh schedule to be developed and implemented
Storage and Back Up **Review/update record management policy, confirm document management approach, tidy data in line with RMP, migrate data to central servers and then decommission old servers; explore back-up solutions for email and drive/workspace, confirm solution and implement.**	-Centralise storage on centrally managed servers. -Assess volume of storage required on the basis of the outputs of the data cleanse process -Assess options - servers held in high schools on behalf of primaries vs servers held centrally on behalf of all schools -Procure and implement new hardware -Migrate data from existing servers to new servers	
Security **Identify a solution/tools MDM, DLP and Other to prevent data from being copied into a personal app. Investigate & implement CASB, 2FA & Data Classification within Workspace**	-Identify Security work packages that need third party support / procurement -Identify MDM / DLP tools and solutions to prevent data being copied out of the workspace onto personal apps -Investigate alternative inbuilt controls to overcome MDM risks in non-Windows/Chrome user environments	
Network and Wifi **Develop Network Wi-Fi requirements, develop Network/Wi-Fi forecast model with scenario planning capability to proactively plan capacity.** **Wholesale update of Wi-Fi Network**		
Audio Visual **Define how teachers could/should use Chromebooks and AV for each type of learning setting. Define requirement for AV service offering.**	-Conduct change management in all schools -Procure all hardware through Scotland ESL Framework -Agree installation plan with chosen supplier -Review support arrangements for software updates	- Carry out installation
Identity **Build a case for change, develop options assessment and business case. Implement simpler corporate wide identity solution to education**	-Review interim arrangement for managing issues related to accounts and identities -Implement identity solution	
Support **Review support processes, where best placed to sit. Update Service Now to allow Digital Learning access. Confirm Governance process on managing and tracking of assets.**	- Assess the viability of using Service Now to deliver Digital Learning support functions - Carry out trial run of Service Now for delivery of support functions - Carry out change management for migration to Service Now	Potentially migrate Digital Learning support functions to Service Now

02. Challenges and Risks

22/23:
- Outcome of the Education Reform Consultation and National Care Service Consultation
- Uncertainty about how SQA qualifications will be assessed going forward in the future.
- The continuing impact of the pandemic on attendance and on post-school destinations
- Midlothian Council has a relatively high proportion of funded ELC places delivered by partners in the private and voluntary sectors. As such, any increases in the rate that is paid to funded providers would create additional upward pressure on the early year's budget for 2022/23.
- Rate of demographic growth on the learning estate
- A full refresh of school roll projections and capacities has been undertaken to assess current and future demand. This work will inform and shape the Learning Estate Strategy over the next 5 years.
- A number of schools funded through the Scottish Governments Learning Estate Investment Programme are at the briefing and design stages. There are council and developer funded projects being undertaken also. An elected member's seminar was held to present an update of the Beeslack CHS and Penicuik HS projects.
- The Roll Projection data will be checked and refreshed on a 6 month basis to ensure we have provided sufficient capacity in each catchment. There are a number of schools with imminent capacity breaches.
- A programme of Suitability Surveys will be conducted in 2023 to ensure our Core Facts data is reflective of the current situation.
- The Place Directorate are planning on conducting Condition Surveys in all schools assets.
- Increase in the number of children and young people with additional support requiring more specialist provision will require robust monitoring to ensure staffing and specialist facilities meets level of needs
- There are a number of Scottish Government consultations, on issues such as school uniform and physical restraint, that are ongoing which may result in change in education policies for this coming session and beyond.
- There is a financial challenge to deliver statutory services given the current budget gap.
- Due to the current financial climate there may be an impact on services as a result of the cost of living and increase in poverty.

13	5	8	1	19	2
Indicators that are On Target	Quarterly Education Service Indicators Off Target	Education service Indicators Data only	Indicators that have No Data Available	Quarterly Education Service All Risks	Quarterly Education Service High Risks

Education INDICATORS Off Target

...	Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
🔴	**ED.SPSO.04.1** Average time in working days to respond to complaints at stage 1		5.92	5	01 Jul 2023	2022/23	
🔴	**ED.SPSO.05.1** Percentage of complaints at stage 1 complete within 5 working days		76.92%	95%	01 Jul 2023	Q4 2022/23	
🔴	**BS.E.P.1.1e** Improve Secondary School Attendance		87.11%	91.5%	01 Jul 2023	Q4 2022/23	
🔴	**ED.MPI.02** Average number of working days lost due to sickness absence (cumulative)		7.974	7.5	01 Jul 2023	Q4 2022/23	
🔴	**BS.E.P.1.1d** Improve Primary School attendance		93.03%	95%	01 Jul 2023	Q4 2022/23	

← 1 of 1 →

Quarterly Education Service High Risks

...	Code & Title	Current Assessment	Date Assessed	Score	Impact/Target	Likelihood/Target
⚠️	**ED.RR.01-03** School Capacities/Catchment Areas/Demand for Pupil Places	⚠️ High High	02 Feb 2023	16		
⚠️	**MC40-03** Failure to deliver savings	⚠️ High High	10 May 2022	16		

← 1 of 1 →

Place Performance Report 2022-23

Midlothian

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.

Key Achievements 2022-23

In response to the 2021/22 Planning Performance Framework submission the Scottish Government RAG rating feedback report (December 2022) on the 15 performance markers which form the basis of the assessment of the Council's Planning Service, for the first time rated all 15 markers 'green' giving no cause for concern. None were rated as 'amber' which are areas of identified improvement or 'red', this being used to indicate where some specific attention is required. This was reported to Planning Committee at its meeting of February 2023.

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

The Council has adopted a Planning Enforcement Charter which sets out the Council's policy and approach on enforcing planning control and addressing breaches of planning legislation.

Throughout 2022/23 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:

- The erection of 24 business (Class 4) units, spread across 5 blocks with a total floor space of 4257 sqm; a drive-through coffee shop; with associated car parking, access roads and drainage infrastructure; and an application for planning permission in principle for a further three Class 4 plots all situated on land to the south of Sheriffhall roundabout;
- The erection of a retail food store of 1878sqm floor space (Class 1), formation of access roads, car parking, and associated works on land at the junction of the A701 and Pentland Road, Old Pentland, Loanhead;
- The erection of a food retail store and associated works off Edinburgh Road, Penicuik;
- The erection of 100 dwellinghouses and associated works on the 'Doctor's Field', Rosewell;
- The erection of 430 dwellinghouses at land at Cauldcoats, Danderhall;
- The erection of 96 dwellinghouses at land at Newbyres, River Gore Road, Gorebridge;

- Planning permission in principle for up to 926 dwellinghouses and associated works on land south of Mayfield and east of Newtongrange; and
- The erection of a new Easthouses Primary School.

The Council has adopted Conservation Area Character Appraisals and Management Plans for the Eskbank and Ironmills Conservation Area and the Newtongrange Conservation Area and Supplementary Guidance for Low Density Rural Housing.

With regard the Council's Economic Development and Business Gateway Service, the primary achievements have been:

- Grant funds to support local businesses to the value of £2,980,428 were processed and issued between March 2020 and September 2022 from the Scottish Government Covid recovery funds;
- Administering and continuing to process the Community Wealth Building and Green Transition funds (approximately £304,922);
- Over 50 businesses have signed up to The Midlothian Carbon Pledge.
- Launched the refreshed Inward Investment Prospectus highlighting Midlothian for business investment;
- Launch of the first Economic Development quarterly newsletter setting out the opportunities for businesses and social enterprises; and
- Supported 14 social enterprise projects with four of them already started trading, including the Energy Training Academy Community Interest Company;
- Shared Prosperity Fund Investment Plan approved and programmes commenced.

Environmental

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. The annual progress report on Climate Change was presented to Cabinet at its meeting of 18 October 2022.

Economic Development continues to promote the Midlothian Business Green Pledge. This year 50 businesses committed to the Pledge, which is now a prerequisite for any businesses looking to secure grant support from the Local Authority Covid Economic Recovery (LACER) Green fund. Economic Development worked with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers are starting to share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding.

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; and
- prioritise areas for delivery, against national and local priorities.

In conjunction with consultants, Midlothian are now at Stage 4 of the methodology and are currently reviewing the findings and in discussion with key stakeholders regarding the confirmation of data, and identification, review and potential priorities.

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

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

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

This year we ran a consultation on our Electric Vehicle charging network to gather feedback on providing accessibility, reliability and affordability of a charging network across the

Midlothian area. The consultation will shape our Electric Vehicle Infrastructure strategy and expansion plan in 2023. A business case has been developed and considers the expected future increase in EVs and associated need for additional chargers throughout Midlothian. It also sets out possible funding options and what the future EV charging network could look like.

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

The Garden waste service re-started on the 13th of March with 13,463 customer already signed up to the service (14,707 customers at same time point in 2022).

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

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

Overall grounds maintenance standards have been good this year. Working towards Midlothian's aim to be Carbon Neutral by 2030, Land Services 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 CO_2 emissions and also provided an equivalent saving of £223.00 in fuel costs.

Public Health and Environmental Protection implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. To date only a handful of applications have been received but plans are in place to proactively contact known

short-term let hosts early this year to remind them of the deadline for their license application and publicise the scheme further on our social media platforms. This quarter, software was implemented which is now integrated with the Council's website allowing hosts to apply and administer their application by 1st of October 2023.

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

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

Economy & Regeneration

Midlothian Council's Economic Renewal Strategy sets out our ambitious approach to managing the transition from 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. A report on EU-Exit impacts and the economy was presented to Council in October and work is ongoing with Ekosgen which will inform the refresh of the Economic Strategy to be presented for approval to Council in Q1 2023/24.

The Business Gateway team continue to promote localised procurement with clients, encouraging registration with the Supplier Development Programme and Public Contract Scotland (PCS). We 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.

Working with our Procurement Team, we identify upcoming procurement opportunities, promoting local procurement opportunities via our digital channels and for those that we know suit a specific business we contact the client directly. Support via the teams Procurement Mentor is available to clients via the Business Gateway Adviser. We also proactively identify regional and national opportunities that suit our client base on PCS.

Events, mainly those by the Supplier Development Programme, are also shared with local businesses and across our social media channels to support local businesses to become "tender ready".

A Meet the Buyer event was held at Newtongrange Mining Museum on 29th March regarding Midlothian Council's upcoming building/roofing framework and was attended by Economic Development, Business Gateway, Procurement and the Building Maintenance Service. The event was attended by 24 people from businesses in the local area. Without requesting feedback we received very positive responses from attendees, more meet the buyer events are planned in support of the Local Procurement Strategy and the transition to a wellbeing economy.

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 continue to support the projects from Social Enterprise Conversation sessions as they develop. The "Newtongrange Development Trust and a Social Entrepreneur" session was held last quarter and two Social Enterprise Conversations were held in Bonnyrigg and Roslin (and surrounding areas) this quarter. Projects being supported from these sessions include:

- A start up social entrepreneur now accessing business support to take forward their idea.
- Existing business owner starting a new venture and considering social enterprise.
- Existing charity exploring income generation.
- One participant signed up to join Wellbeing Business Association.

Each of these projects will become income generating social enterprises and are presently working with the Business Gateway team on legal structure, identification of revenue streams, local and national referrals/introductions with connections made to existing social enterprises where a collaborative opportunity is identified.

In addition, two Expert Help Programmes (HR Support & Financial Management) launched on 28th February 2023. The Expert Help programme provides consultancy support in specialised areas to businesses in Midlothian. 6 clients have been referred to each programme.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 37 property enquires received via the site during Q4. All enquirers were contacted by Business Gateway advisors to offer wider support. In total the team have received 138 enquires this year. The Locate in Midlothian website received 10,095 visits from 1st of April to 10th of November 22. (It should be noted that website visits for the remainder of the year cannot be reported on at present due to a switch in software, reporting issues are being progressed with the developer). Each social media channel is targeting different audiences and each is performing well in terms of audience growth and interaction with 1,880 'Business Gateway Midlothian' followers and 1,676 'Locate in Midlothian' followers across Facebook, Twitter and Linkedin.

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

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

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

The Local Authority Covid Economic Recovery Fund (known as LACER) provides grants to support businesses, social enterprises and tourism in Midlothian. Funding allocation has been spilt across the following areas:

- Social Enterprise Start and Grow fund with £8,000 awarded
- Tourism, Culture & Heritage Officer £43,859 – recruitment has commenced
- Tourism Support £10,000 – now allocated
- Green Transition Fund with £113,983 awarded
- Business Associations £15,000 – funding not yet drawn however emerging business associations in Penicuik and Gorebridge with theme of Green Trades, Wellbeing and Food/Drink.

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. The £10,000 grant to the Midlothian Tourism Forum as set out above has allowed the forum to design and build a website to increase membership and interest. This is due to go live in May. The new Economic Strategy planned for 2023 approval will include Tourism, Culture and Heritage.

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

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

Housing and homelessness

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. 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 initiatives with an emphasis on the prevention of homelessness, tenancy sustainability and early intervention.

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 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. Homelessness is not inevitable and can often be prevented. Our vision is for everyone to have a safe, warm and affordable home that meets their needs. Working with our partners to prevent homelessness from happening in the first place.

With the change in The Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2020, we have transformed temporary accommodation in Midlothian, so no children will be in a B&B, hotel or hostel accommodation for more than 7 days.

On 29 November 2022, the Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022 came into force. This gives people in housing crisis the freedom to settle where they choose with access to the support they need, and aims to help them integrate more fully into the local community and to reduce repeat homelessness. With both of these significant changes to homelessness legislation adding challenges to the service, we have not breached these orders.

The number of applicants requiring temporary accommodation has increased this quarter to 162 new cases, reaching a total number of households in temporary accommodation at quarter end of 322. The number of cases provided with advice and assistance, and prevented from homeless was 978 and 333 clients. We continue to promote this service to ensure early successful intervention when possible.

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

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

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

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

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

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

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

As part of Midlothian Council's Tenant Participation and Customer Engagement Strategy, Midlothian undertakes annual surveys to determine the level of tenant satisfaction within Housing services provided by the Council. Survey feedback was received this quarter with 81.5% of council tenants satisfied with services overall during 2022. The next steps will include the delivery of focus groups to gather further feedback on two key themes:

- How tenants can work with the Council to assist in the improvement of the repair services, to improve overall customer satisfaction levels.
- Further steps can be explored to improve customer satisfaction levels to ensure tenants feel more informed about their services and also have the opportunity to participate in the future development and delivery of these services.

This quarter Council approved the repairs and maintenance service standards, this sets out the framework in which our Building Maintenance service will deliver to ensure our Council houses are maintained to a good standard expected by and agreed with our tenants, in line with the Council's Tenancy Agreement. A common repairs policy was also approved, which aims to ensure a clear and consistent approach to recharging home owners for common repairs. A minimum let standard was introduced on a trial basis in December 2022, using the let standard has reduced turnaround times for void properties. In addition, this quarter the Council approved a Dampness & Condensation Policy, the policy will introduce a uniform and consistent approach to reports of condensation and dampness for our tenants, as well as optimising investment, identifying and tacking issues to improve maintenance.

Capital 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 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 COVID-19. 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. The total number of new homes from phase 2, 3 and 4 is currently estimated at 1201, comprising of 489 from phase 2 budget and 712 from phase 3 and 4 budgets. Progress continues with 661 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. This includes the largest Passivhaus programme in Scotland, with 189 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents.

Growing Council

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

Midlothian is projected to have the highest percentage change in population size of all mainland council areas in Scotland. From 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to a projected increase of 1.8% for Scotland as a whole, with a 40.9% increase in older people over 75. In addition, Midlothian has 10 zones which fall into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland.

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:

- Date 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.

Challenges

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. This has resulted in transformation of how the Council works. 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.

This year was challenging for Place services as it continues to support post-pandemic recovery, operate a business as usual approach to service delivery and progress a range of transformation projects.

Inflation as well as rising energy costs are affecting the construction industry in Scotland and the UK is currently experiencing unprecedented adverse market conditions, leading to significant rises in tender prices for a wide range of materials. There is evidence that inflation of between 10% and 15% beyond BCIS predictions is affecting projects. Whilst measures such as value engineering are partially mitigating cost increase there is a risk that the capital budgets will need to be increased with a resultant impact on the funding strategy. The situation continues to be monitored however it has been necessary to review and prioritise the existing capital plans and also review the 2022/23 service budgets to implement savings measures in the year.

17 Quarterly Reporting Place PIs - On Target	**14** Quarterly Reporting Place PIs - Off Target	**49** Quarterly Reporting Place PIs - Data only	**4** Quarterly Reporting Place PIs - No data available	**3** Quarterly Place High Service Risks	**110** Quarterly Place All Service Risks

Quarterly Reporting Place PIs - Off Target

...	Code & Title	Gauge	Value	Target	History
●	**HSN3** Corporate Indicator - Percentage of the Council's housing stock meeting the S...		32.28%	100%	
●	**PLACE.MPI.04** % of invoices paid within 30 days of invoice receipt (cumulative)		78%	90%	
●	**PLACE.MPI.05** % of Service PIs that are on target/ have reached their target. (does ...		74.42%	90%	
●	**PLACE.P.4.2b** Re-let time temporary accommodation properties (calendar days)		42	28	
●	**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 ...		32.28%	100%	
●	**PLACE.P.13.1a** Number of volunteer hours in countryside sites		5,604	6,000	
●	**PLACE.SPSO.05.2** Percentage of complaints at stage 2 complete within 20 working ...		50%	95%	
●	**PLACE.SPSO.05.3** Percentage of complaints escalated and complete within 20 wor...		75%	95%	

← 1 of 1 →

Quarterly Place High Service Risks

...	Code & Title	Current Assessment	Date Assessed	Score	Impact/Target	Likelihood/Target
🔸	**PL.HHS.02** Staff Wellbeing	🔸 **High** High	09 Feb 2022	16		
🔸	**PL.HHS.06** Homelessness and Temporary Accommodation - Duties as a Statutory s...	🔸 **High** High	09 Feb 2022	20		
🔸	**PL.HHS.07** Housing Services Staffing resource - To enforce the provisions of the Ho...	🔸 **High** High	09 Feb 2022	16		

← 1 of 1 →

Midlothian Profile

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

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

Economy

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

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

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

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

Earnings

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

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

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

Health and wellbeing

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

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

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

Households

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

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

Inequality

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

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

Climate emergency:

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

Building Services

Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.
Continue to deliver the additional programmes of work identified by the house condition surveys to maintain Scottish Housing Quality Standard for the Councils housing stock.
Deliver the Energy Efficiency Standard for Social Housing (EESSH) 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. In December, 2022 the Building Standards service was awarded its full re-appointment period by the Scottish Government. This re-appointment period is from 1 May 2023 until 30 April 2029.

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

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

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

Areas of improvement: Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses have been identified as failing the Energy Efficiency Standard for Social Housing (EESSH). We have reduced these failures to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS from the 31st March 2022 we have found that 4733 fail assessment and have 32.28% meeting standard. It should be noted that 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for EESSH failure.
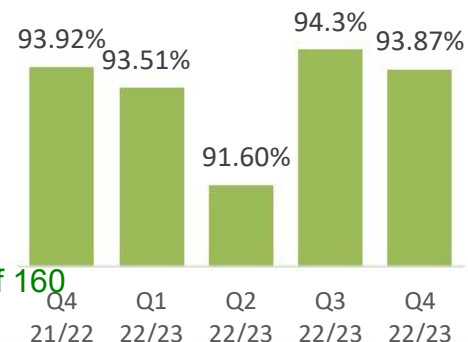
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service
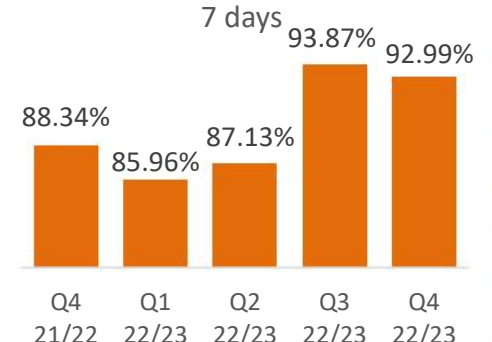
Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
96%	94%	96.2%	96.4%	96.4%

— Target (90%)

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

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
98.9%	98.9%	98.9%	98.9%	98.9%

— Target (100%)
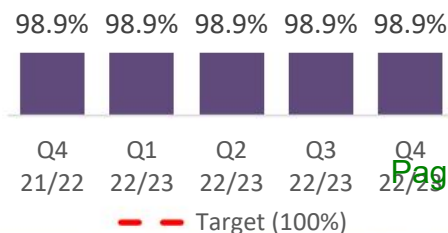
% of completed first priority repairs within target of 24hrs

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
93.92%	93.51%	91.60%	94.3%	93.87%

% of completed second priority repairs within target of 7 days

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
88.34%	85.96%	87.13%	93.87%	92.99%

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 throughput the commercial sector of catering services.
Continue to provide a catering and facilities service that reacts to, and meets the requirements of the Early Years expansion programme.
Continue to improve the facilities and cleaning services by introducing new cleaning practices and methodologies.

Asset based

Modern

Hub and Spoke

Preventative

Key highlights

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

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

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

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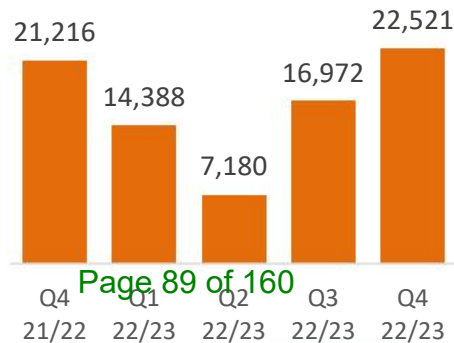
Areas for improvement:

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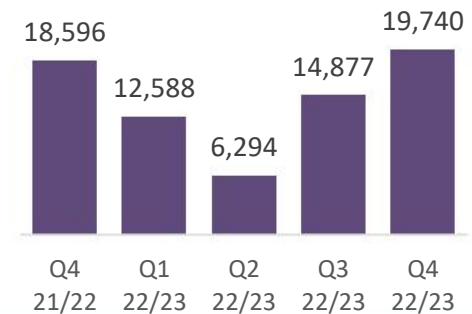
Total hours used for cleaning in **primary schools**

	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
	36,725	24,860	12,430	29,380	48,731
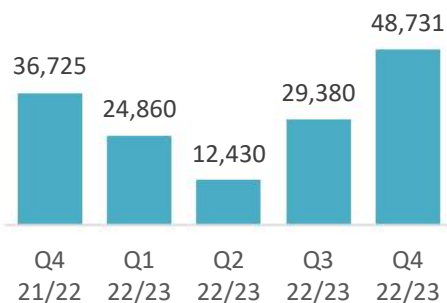
Total hours used for cleaning in **secondary schools**

	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
	21,216	14,388	7,180	16,972	22,521

Total hours used for **Janitorial services in schools**

	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
	18,596	12,588	6,294	14,877	19,740

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.

Holistic

Modern

Hub and Spoke

One size fits one

Key highlights

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

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

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

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

The Scottish Housing Regulator met with Housing Services to review and discuss our engagement plan surrounding homelessness and health and safety within our tenancies. In addition, the Scottish Housing Network concluded a benchmarking exercise against similar sized Local Authority Housing teams. Both meetings praised our material improvements around housing and homelessness and supported the continuation of engagement going forward.
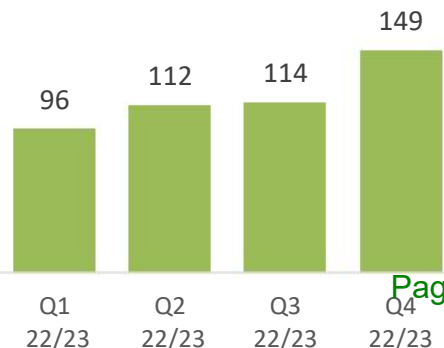
Work continues as part of the resettlement schemes to support and provide routes for people who may be fleeing conflict from a range of different countries.
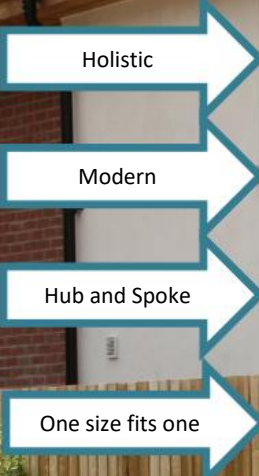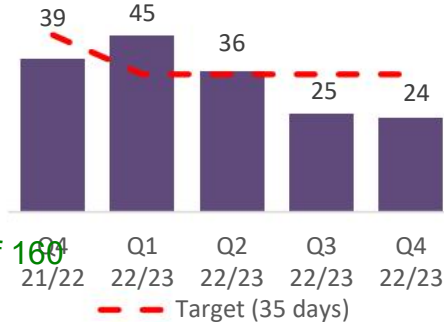
### Number of clients accessing homelessness advice and assistance

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
232	211	226	309
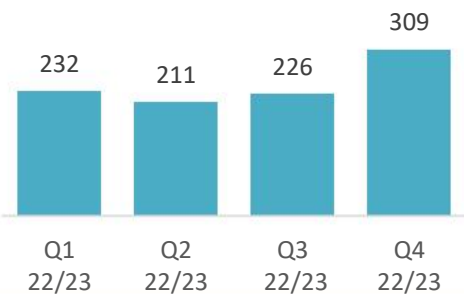
Total number of housing lets

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
96	112	114	149

Re-let time permanent accommodation properties (calendar days)

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
39	45	36	25	24

– – Target (35 days)

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

Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
85	106	121	76	70

– – Target (85 weeks)
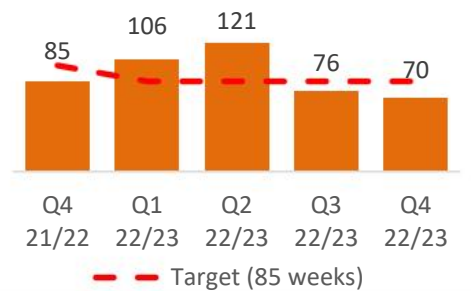
Neighbourhood Services

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.

Holistic

Sustainable

Preventative

One size fits one

Key highlights

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

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

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

As part of Scottish Government capital spend on play improvements, 20 play areas have been upgraded mainly consisting of replacing old and worn equipment. Play areas at Danderhall and Kings Park Nursery were completed this year with new play equipment and planting. Waterfall park refurbishment is now complete and North Middleton Pump Track Pump track completed and is being well used by community. Other works in progression include Burnbrae Primary, Penicuik Park, Millerhill Park.
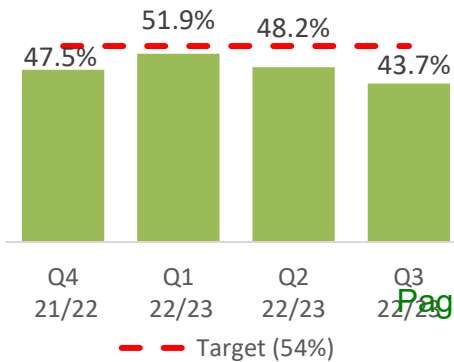
The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives such as the Midlothian Outdoor Festival, attracting 1,072 visitors taking part in walks, talks and activities throughout the county. Tree survey work was completed on Penicuik to Dalkeith walkway, Springfield Mill and Straiton pond. In addition, the ranger service secured partnership funding with Scottish Water for a ranger post at Gladhouse reservoir and delivery of equipment as part of the Scottish Government Nature Restoration Fund for biodiversity which will be utilised for maintenance of grassland and wild flower meadows. Extensive biodiversity works were completed to restore 2 ponds at Vogrie and Straiton ponds. A new pond was created on the Penicuik to Dalkeith walkway. Green flags were awarded to Vogrie Country Park and Loanhead Memorial Park. This year 5,604 volunteer hours were spent in countryside sites ensuring an attractive, safe and welcoming environment for all to enjoy.

Number of lighting columns replaced (cumulative)

702	0	0	5	136
Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23

- - - Annual Target (131)
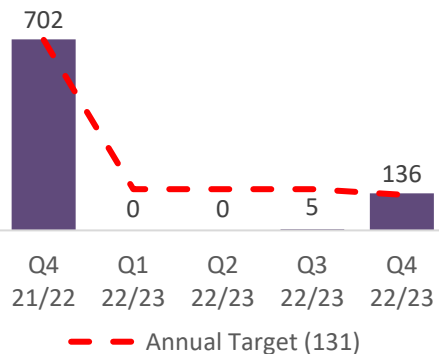
% of total household waste that is recycled (Tonnes)

47.5%	51.9%	48.2%	43.7%
Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23

- - - Target (54%)

% of the road network resurfaced (cumulative)

2.05%	0.34%	1.38%	2.20%	2.89%
Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23

- - - Revised Annual Target (2.2%)
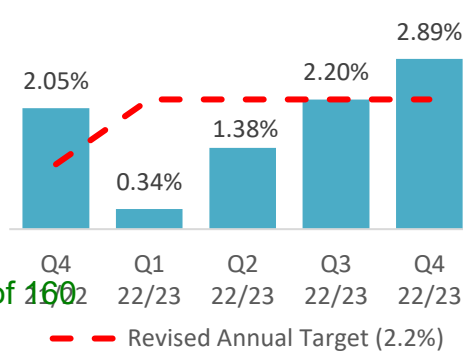
% of the footpath network resurfaced

0.54%	0.12%	0.27%	0.43%	1.02%
Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23

- - - Annual Target (0.60%)
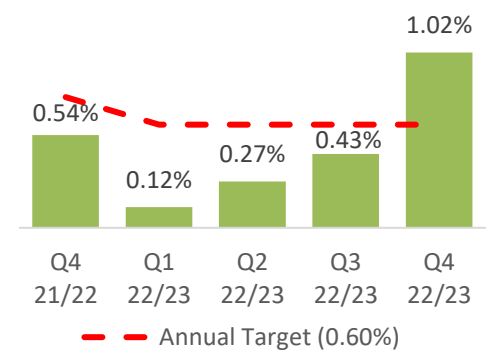
Planning and Economy

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 Gateway services in Midlothian and continue to develop locate in Midlothian

Sustainable

Preventative

Holistic

Hub and Spoke

Key highlights

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

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

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

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

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

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

Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application)

Quarter	Value
Q4 21/22	80%
Q1 22/23	66%
Q2 22/23	80%
Q3 22/23	85%
Q4 22/23	85%

- - - Target (80%)

Number of new Business start ups (LGBF)

Quarter	Value
Q4 21/22	38
Q1 22/23	23
Q2 22/23	6
Q3 22/23	26
Q4 22/23	63

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

1,880 'Business Gateway Midlothian' followers and **1,676** 'Locate in Midlothian' followers across Facebook, Twitter and Linkedin.

Protective Services

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

Holistic

Preventative

Hub and Spoke

One size fits one

Key highlights

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

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

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

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

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

Licensing

Workplace Health and Safety

Number of liquor licences

	applied for	granted
Q3 22/23	64	64
Q4 22/23	74	74
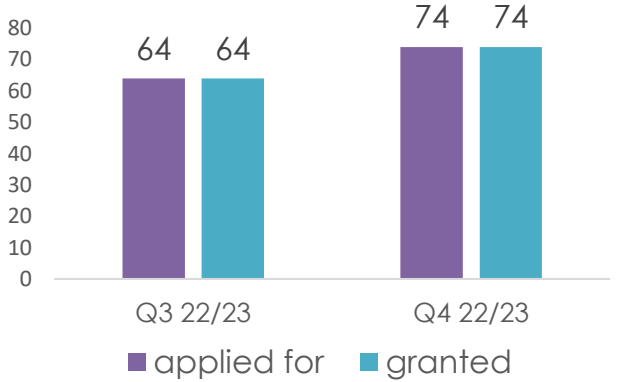
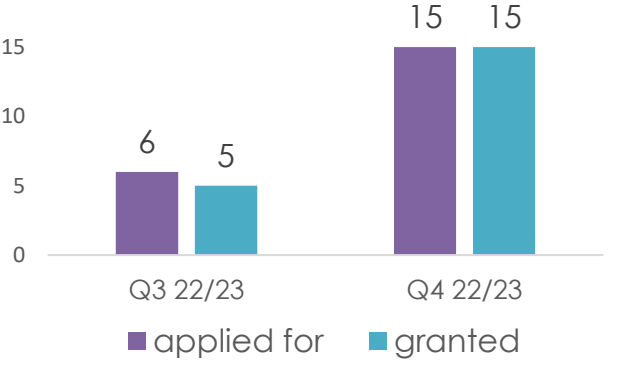### Other civic licences applied for during Q4:

2 Market Operator's Licence

2 Tattoo Licences

2 Window Cleaning Licences

7 Street Trader Licences

0 Public Indoor Sport Licence

2 Second Hand Licences

2 Second Hand Car Dealer Licences
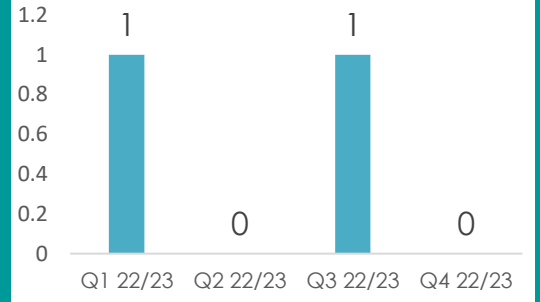
Number of public entertainment licences

	applied for	granted
Q3 22/23	6	5
Q4 22/23	15	15

Number of Business Workplace Health and Safety proactive inspections

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
5	6	4	2
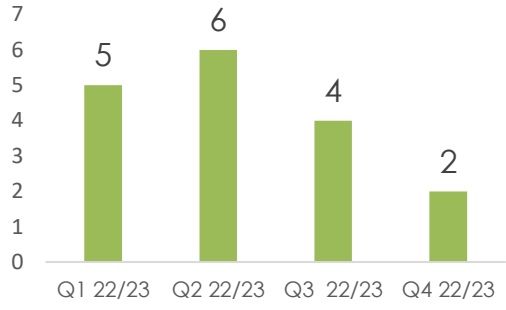
Number of Business Workplace Health and Safety Improvement notices served

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
1	0	1	0

Number of Business Workplace Health and Safety accident investigations

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
1	6	7	3
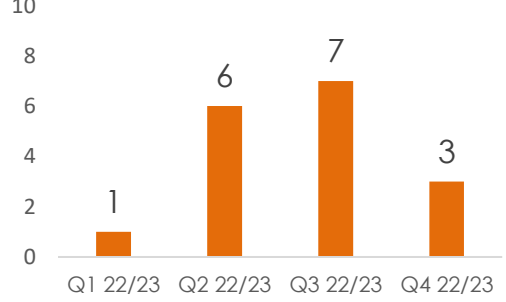
Number of Business Workplace Health and Safety Prohibition notices served

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
2	1	0	1
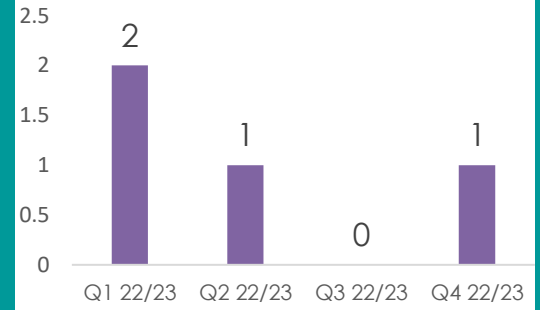
Public Health

Number of Abandoned Vehicles which have been removed for destruction

Q3 22/23: 2
Q4 22/23: 1

Number of Abandoned Vehicles

	Q3 22/23	Q4 22/23
reported	30	73
notices served	4	10
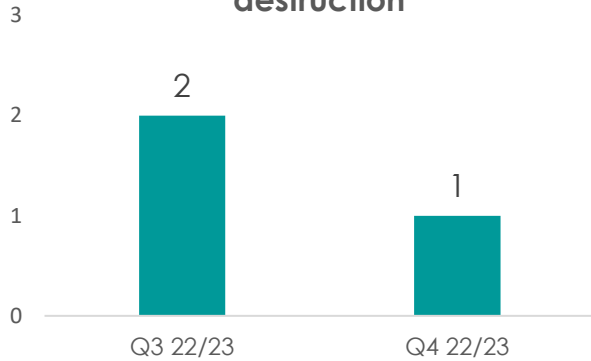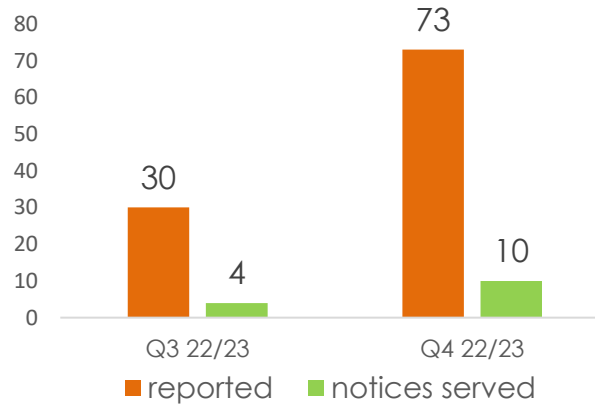
58 Licensing visits took place

Number of Public Health complaints

	Q3 22/23	Q4 22/23
received	273	300
responded to	243	280
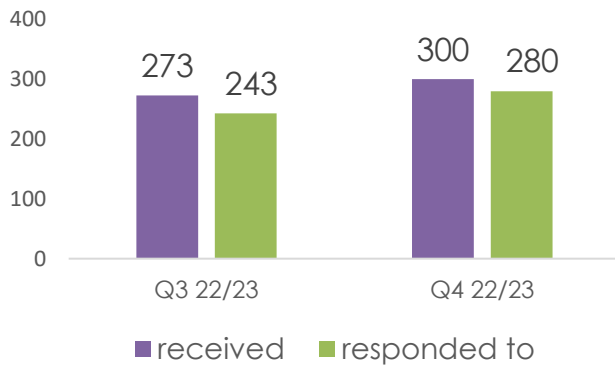
Number of Planning Application consultations received

Q3 22/23: 35
Q4 22/23: 23

5 private water supply samples were obtained in Q4
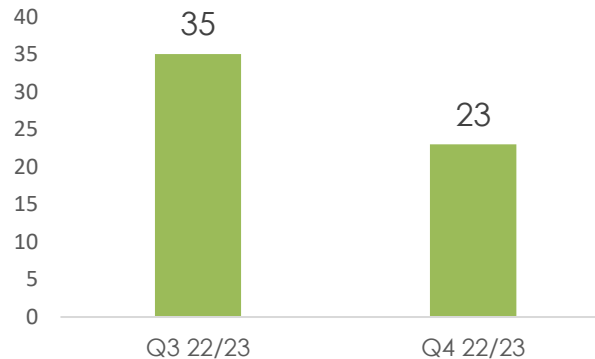
1 Environmental Protection Abatement notice was served

1 private water supply inspection took place this quarter

Civil Contingencies and events

Plans and Procedures:

Plans updated and issued:
- Emergency Contacts Directory

Plans updated and awaiting approval:
- Major Accident Hazard Pipelines
- Torness Off-site Emergency plan – summary document for Midlothian Council

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

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

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

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

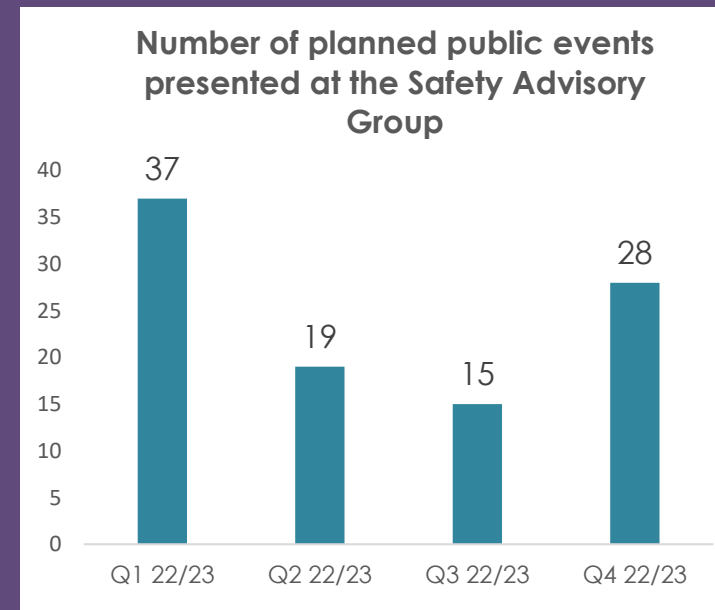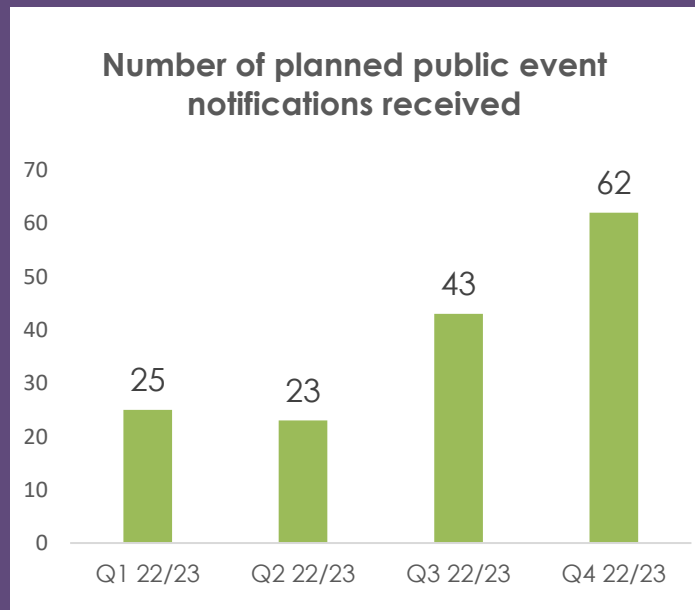## Returns to Scottish Government/Eos RRP/Lothian and Borders LRP (and others), including:
- Assistance with information for COVID-19 Inquiries

Ongoing, routine representation at/participation in:

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

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

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

Public events

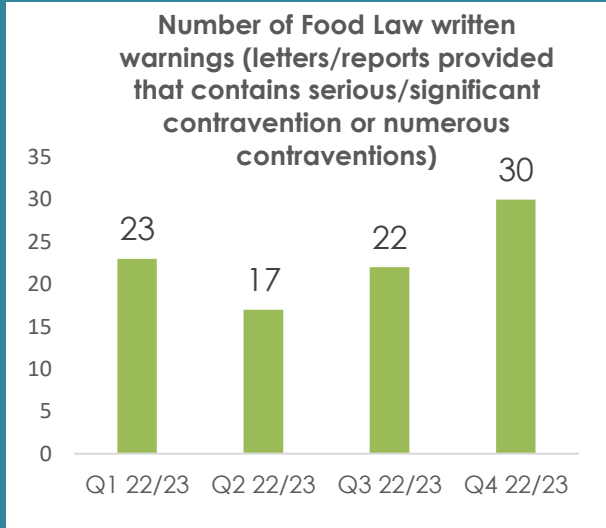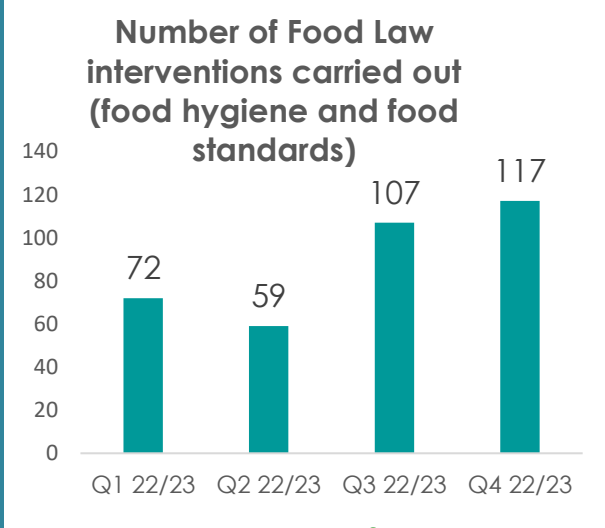### Number of planned public event notifications received

Quarter	Value
Q1 22/23	25
Q2 22/23	23
Q3 22/23	43
Q4 22/23	62

Number of planned public events presented at the Safety Advisory Group

Quarter	Value
Q1 22/23	37
Q2 22/23	19
Q3 22/23	15
Q4 22/23	28

Food Hygiene and Standards

Number of Food Hygiene Improvement notices served

Q1 22/23: 3
Q2 22/23: 1
Q3 22/23: 4
Q4 22/23: 0

Number of Food Law Remedial Action notices served

Q1 22/23: 4
Q2 22/23: 1
Q3 22/23: 2
Q4 22/23: 1

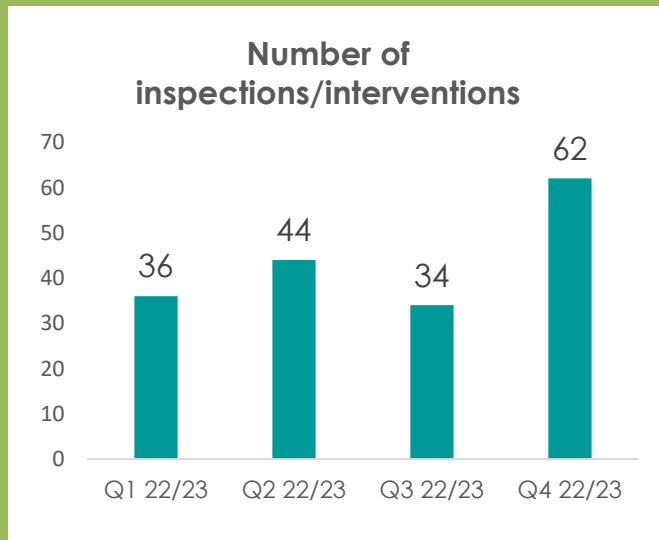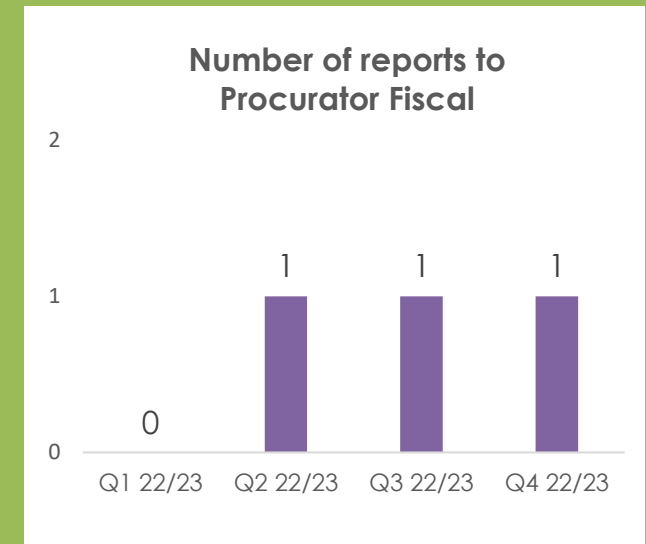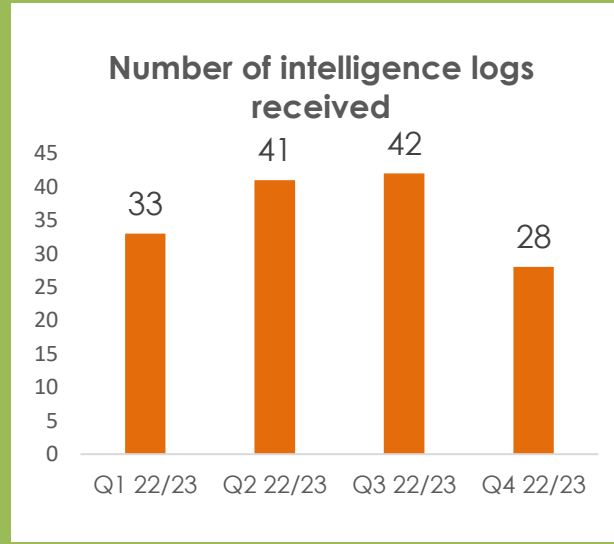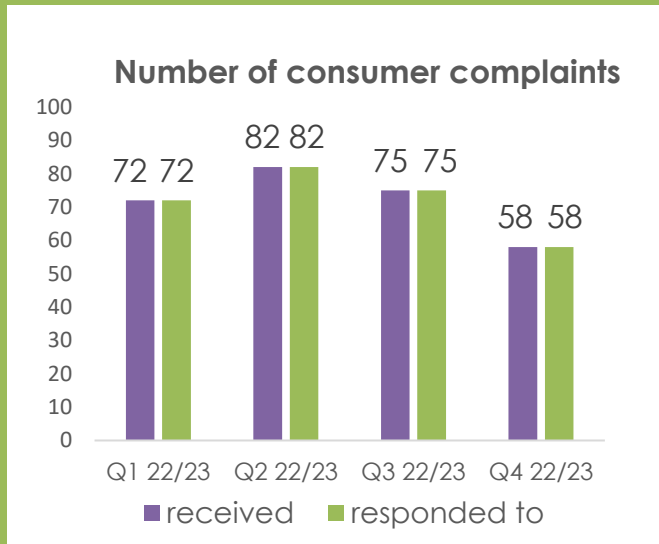## Any other Food Hygiene and standard notices served:

No Notices served in Quarter 4

13 Food/non-food Samples were taken in Q4

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

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

	received	responded to
Q1 22/23	146	142
Q2 22/23	116	110
Q3 22/23	88	88
Q4 22/23	95	94

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

Q1 22/23: 72
Q2 22/23: 59
Q3 22/23: 107
Q4 22/23: 117

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

Q1 22/23: 23
Q2 22/23: 17
Q3 22/23: 22
Q4 22/23: 30

Trading Standards

Number of consumer complaints

- received
- responded to

	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
received	72	82	75	58
responded to	72	82	75	58

Number of intelligence logs received

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
33	41	42	28

Number of reports to Procurator Fiscal

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
0	1	1	1

Number of inspections/interventions

Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
36	44	34	62

Trading Standards Campaigns/Joint working/Initiative details:

1. 135 disposable vapes said to have 3,500 puffs each were seized from two shops. They all vastly exceeded the 2ml nicotine content permitted in the UK. All small shops in Midlothian received a letter from Trading Standards advising of this problem which also identified 10 brand codes of Elf bars which had to be removed from sale.

2. As part of a Scotland-wide project, Trading Standards signed up, and provided certificates to, 5 self-storage businesses who will comply with a Code of Practice to prevent the storage of counterfeit goods.

3. Continued to contact residents, 17 this quarter, who have responded to scams according to historic information supplied by the National Scams Team.

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

Midlothian Council Report
2022/23

Progress Against Strategic Outcomes

Individuals and communities in Midlothian will be able to lead healthier, safer, greener and successful lives by 2030. No child or household need live in poverty. Midlothian will be a Great Green Place to Grow by achieving our net zero carbon ambitions.

We are focussing on our new Single Midlothian Plan to reduce the impact of poverty on our most vulnerable.

Midlothian's Child Poverty report 2020 set out Midlothian's commitment to eradicating child poverty by 2030.

The three drivers for achieving this are:

- reduce the cost of living
- increase income from employment
- and increase income from social security and benefits in kind

We are also committed to improving health outcomes by working with partners to develop and maintain services close to home that support the needs of local people

The Climate Emergency Group's values are to get to net zero equitably, taking into account different people and communities' capacities and abilities to get there. Scotland's national target is to be Net Zero by 2045. Following the motion to Council in 2019, in January 2020 the Community Planning Partnership (CPP) agreed to make meeting the Climate Emergency target of 'Reducing Midlothian Carbon emissions to net zero by 2030' a priority in its shared partnership work.

Whilst a full update for the performance for each of the Council's Service areas is published separately, this report reflects an overview of the key service updates, against the thematic areas of the Single Midlothian Plan.

From 1st July 2022,the Community Planning Partnership identified our outcomes which are:
• Individuals and communities have improved health and learning outcomes

• No child or household living in poverty

• Significant progress is made towards net zero carbon emissions by 2030

Single Midlothian Plan Themes in 2022/23

Adult, Health and Care - Achievements
Responding to growing demand for adult social care and health services

Our Vision: People in Midlothian are enabled to lead longer and healthier lives.
Our Values: Right support, right time, right place.

Midlothian Integration Joint Board plan and direct the services that are delivered by Midlothian Health and Social Care Partnership (HSCP). The HSCP is a partnership between NHS Lothian and Midlothian Council and is responsible for services that help Midlothian residents to live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some hospital based services such as Accident and Emergency.

In order to meet the legal requirements of the Public Bodies (Joint Working) (Scotland) Act 2014, the HSCP was required to develop, consult on, and publish a new 3 year Strategic Plan in 2022. The new Strategic Plan for 2022-25 was published in April 2022

HSCP COVID-19 Response: The Health and Social Care Partnership, its partners and the communities it services continued to be impacted by the ongoing effects of the COVID19 pandemic. A recent spike in infections over the winter months coupled with Influenza cases has caused significant pressure on our workforce due to absences. The Health and Social Care Partnership has maintained delivery of services and continues to work with its partners to

ensure resources are being managed and deployed to cover staff absences where needed. The partnership continue to deliver the vaccination programme across sites in Midlothian. Midlothian Community Hospital have seen a return in face-to-face outpatient clinics. More recently, guidance around PPE has been further relaxed and there has been an indication from the World Health Organisation (WHO) that, "with great hope", the pandemic is at an end.

Mental Health: We have successfully made a significant impact on our waiting list from 60 individual's waiting for MHO report to current waiting list being 18. We continue to monitor the demand and waiting list monthly and are hopeful that we will be able to maintain a minimal waiting list

Community Safety – Achievements
Ensuring Midlothian is a safe place to live, work and grow up in

Justice: The Justice Team have continued to deliver a range of interventions that fulfil our statutory requirements, despite managing a number of vacancies throughout the year. This has included making progress to implement the national outcomes outlined in the Scottish Government's Vision for Justice in Scotland. To ensure that we are able to provide early interventions at the Court stage we continue to liaise with colleagues locally and nationally to enable us to offer and provide a range of bail services to those resident in Midlothian.

Substance Misuse
Key services based in Number 11 in Dalkeith continued to provide services including outreach treatment, injecting equipment provision (IEP), Naloxone, and information/advice. Currently, there are challenges with recruitment. However, the Midlothian Substance Use Service continues to support and treat those individuals who are most at risk. This includes the provision of Buvidal (an injectable form of Buprenorphine).

Getting it Right for Every Midlothian Child - Achievements
Improving outcomes for children, young people and their families

All children, young people, adults and communities in Midlothian are supported to be the best they can be. This will be achieved through a nurturing, respectful and collaborative approach that promotes wellbeing, equity, inclusion and lifelong learning.

The Getting It Right for Every Child Board (GIRFEC) is one of the main drivers for the effective delivery of services to children. The GIRFEC Plan also known as the Integrated Children's Service Plan 2020-2023, is a statutory 3 year plan devised by the local authority and health. The plan develops key outcomes and priority actions which are designed to improve the lives of children, young people and families. The GIRFEC outcomes for the final year of the 3 year plan for 2022-23 are:

1. More children and young people are safe, healthy and resilient
2. More children and young people receive timely and effective mental health support when they need it
3. Inequalities in learning are reduced

4 key areas for improvement have been identified.
Priority 1 - Attainment and Achievement
Priority 2 - Included, Engaged and Involved: Wellbeing and Equity
Priority 3 - Self-Improving Systems
Priority 4 - Lifelong Learning and Employability

These key areas will continue to be analysed and improvements will be evidenced throughout the next year.

Improving Opportunities Midlothian - Achievements
Creating opportunities for all and reducing inequalities

Customer Services Strategy The Customer Service Strategy defines the key drivers that will enable Midlothian Council to deliver a high level of service to our communities. It outlines the commitment to provide choice to the customer in the way services are accessed and provided. This includes innovation, partnership working and optimising the use of technology within resource constraints. The strategy will help us to change the way we deliver services utilising the latest technologies and linking to national frameworks.

As one of the fastest growing areas in Scotland, the Council cannot support more customers using the current resources, systems and processes. This means that the adoption of digital and automated processes will be key to

continuing to provide a seamless customer journey, satisfying enquiries at the first point of contact and meeting increased demand.

Customer self-service and new automated processes can help deliver some key services without customers dealing directly with a member of staff and could truly transform the way the Council deliver services. Increasing the pace of digital transformation, particularly in front-facing customer services, will be a corporate priority.

Sustainable Growth - Achievements
Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment

"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."

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. This has resulted in a complete transformation of how the Council works. 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

Hub and Spoke, one of Midlothian's key drivers for change, will see a Locality approach to service delivery adopted, developed in conjunction with community planning partners. The opportunity to review and redesign services that the pandemic has provided will result in a more efficient and effective operation of sites within local communities. This will improve service delivery, and ensure better outcomes for local communities. The continued rollout of enhanced ICT capabilities will strengthen cross service working, produce resource efficiencies and support the localisation of services.

Environmental 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.

Economic and Regeneration Midlothian Council's Economic Renewal Strategy sets out our ambitious approach to managing the transition from 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. A report on EU-Exit impacts and the economy was presented to Council in October and work is ongoing with Ekosgen which will inform the refresh of the Economic Strategy to be presented for approval to Council in June 2023.

Procurement - The procurement function has a central role in supporting the Council to achieve its strategic priorities within a constrained financial envelope. Procurement allows the Council to repurpose its spending power to drive our key strategic priorities and to secure the best possible value and outcomes for Midlothian. Effective procurement can maximise the value of every pound spent in terms of jobs, skills and supply chain opportunities in the local community. We will aim to address economic, social and environmental considerations at all stages of the procurement cycle within the rules of open, fair and transparent competition.

Capital 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 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 COVID-19. 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, now complete, provided 864 additional houses within Midlothian. The total number of new homes from phase 2, 3 and 4 is currently estimated at 1201, comprising of 489 from phase 2 budget and 712 from phase 3 and 4 budgets. Progress continues with 661 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. This includes the largest Passivhaus programme in Scotland, with 189 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents.

Digital Strategy and Digital Learning Strategy Supported by the appointment of SOCITIM Advisory (Society for innovation, technology and modernisation) as a strategic partner and led by the Digital First Board, work progressed to deliver an ambitious new digital strategy, ***Digital Midlothian 2021-2023**, "Empowering People, Enabling Growth".* Aimed at improving the way services are delivered to Midlothian citizens, the strategy sets out how local outcomes will be improved by delivering digital services to digitally

Housing and homelessness 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. 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 initiatives with an emphasis on the prevention of homelessness, tenancy sustainability and early intervention.

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 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. Homelessness is not inevitable and can often be prevented. Our vision is for everyone to have a safe, warm and affordable home that meets their needs. Working with our partners to prevent homelessness from happening in the first place.
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With the change in The Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2020, we have transformed temporary accommodation in Midlothian, so no children will be in a B&B, hotel or hostel accommodation for more than 7 days.

The Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022 came into force in the last year. This gives people in housing crisis the freedom to settle where they choose with access to the support they need, and aims to help them integrate more fully into the local community and to reduce repeat homelessness. With both of these significant changes to homelessness legislation adding challenges to the service, we have not breached these orders.

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

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

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

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

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

Challenges and Risks

Financial position: Council approved the 2023/24 budget at its meeting on 21 February 2023. Delivery is reliant on a combination of savings and service reductions and includes the use of retrospective service concession savings and earmarked Covid recovery reserves. Whilst the 2023/24 budget is agreed, the challenge remains to reach ongoing financial sustainability. Cost and income projections for future years will be embedded in the Council's Strategic Blueprint which contains a range of transformation themes to drive towards a position of financial sustainability. Close working continues with the Business Transformation Steering Group to respond to the challenge.

Economic pressures: Inflation, as well as rising energy costs, are affecting the construction industry in Scotland. The UK is currently experiencing unprecedented adverse market conditions, leading to significant rises in tender prices for a wide range of materials. There is evidence that inflation of between 10% and 15% beyond BCIS predictions is affecting projects. The pandemic has also accelerated financial challenges, and the growth from being the fastest growing local authority in Scotland places significant pressure on Midlothian to be able to deliver services to its citizens.

In response to all of these pressures, a range of reprioritisation activity is taking place, with a revised Capital Plan being considered by the cross- party Business Transformation Steering Group, and options to review what and how services are delivered as part of the savings measures to reduce the funding gap.

National Care Service: The estimated funding gap for the next three financial years does not include the associated costs of the Scottish Government's National Care Services (Scotland) Bill. If enacted, the bill would have fundamental implications for the community and for Local Government itself. The wide reaching changes in the bill aim to deliver a National Care Service by the end of the parliamentary term, which will impact on all aspects of the work of the Corporate Solutions team, including financial implications, in both revenue and capital, our asset base, our workforce, governance and legal arrangements and our digital infrastructure and platforms. It will require an immediate focus for the foreseeable future and this will inevitably have implications for other priority work at a time of continued resource constraint.

Cost of Living Crisis: Midlothian's citizens are facing significant financial challenges. The impact on households is already being noted across the UK with 93% of adults reporting an increase in their cost of living in March 2023

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([Office for National Statistics; Francis-Devine et al, 2022](#)). The UK is currently facing an unprecedented wave of increasing prices, bills and tax challenges. The 41 year high inflation rate of 10.4% is the main driver of the cost of living crisis which has outstripped wage and benefit increases. The price rises will impact low-income households hardest as a larger proportion of their costs are on energy and food.

The Resolution Foundation estimates that absolute poverty is set to rise in the short-run, from 17.2% in 2021-22 to 18.3% in 2023/24 (or an additional 800,000 people in poverty).

As our citizens feel the impact of the Cost of Living Crisis, they will seek additional support from public services; in particular local authorities. To respond to this emerging crisis, the Council established a Cost of Living Task Force last year, which is chaired by the Council Leader and meets regularly to coordinate mitigating activities.

The Council established four 'Warm and Well' hubs in the Lasswade, Newbattle, Danderhall and Loanhead libraries, as safe and warm spaces that all Midlothian citizens can access. The hubs provide free hot food and drinks, the opportunity to socialise with others and access free wifi to work, study, as well as enjoy books, jigsaws and games.

Midlothian Council - How we are Performing▾

3	4	2	10
Midlothian Council On Target	Midlothian Council Off Target	Midlothian Council No Data	Midlothian Council Data Only

PI Off Target

...	Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
🔴	**CORP8** Corporate Indicator - Percentage of invoices sampled and paid within 30 day…		90.0%	95.0%	01 Jul 2023	Q4 2022/23	
🔴	**BS.MC.SPSO.05.1** Percentage of complaints at stage 1 complete within 5 working d…		90.67%	95%	01 Jul 2023	2022/23	
🔴	**BS.MC.SPSO.05.2** Percentage of complaints at stage 2 complete within 20 working …		91.67%	95%	01 Jul 2023	Q4 2022/23	
🔴	**BS.MC.SPSO.05.3** Percentage of complaints escalated and complete within 20 work…		66.67%	95%	01 Jul 2023	2022/23	

7

Balanced Scorecard Indicators 2022-2023

Midlothian

This section of the Council report is presented using the Balanced Scorecard approach. The four Balanced Scorecard perspectives and key areas of focus are shown in the following table and the associated key indicators that follow are drawn from across the Councils services.

Customer/Stakeholder	Financial Health
- Improving outcomes for children, young people and their families - Ensuring Midlothian is a safe place to live, work and grow up in - Creating opportunities for all and reducing inequalities - Growing the local economy and supporting businesses - Responding to growing demand for Housing and Adult Social Care services	- Maintaining financial sustainability and maximising funding sources - Making optimal use of available resources - Reducing costs and eliminating waste
Internal Processes	Learning and Growth
Improving and aligning processes, services and infrastructure	- Developing employee knowledge, skills and abilities - Improving engagement and collaboration - Developing a high performing workforce

Each of the perspectives shown above are supported by a number of key measures and indicators which ensure that the Balanced Scorecard informs ongoing performance reporting and helps to identify areas for further improvement. The strategy map below provides an at a glance summary of the key performance indicators identified for the Single Midlothian Plan and under each of the perspective headings of the Balanced Scorecard. Detailed performance data is available in the quarterly service performance reports.

1

Single Midlothian Plan - Key Indicators

Midlothian

SMP Key Priority Indicators▾

12 On Target	4 Off Target	2 Data Only	3 No Data Available
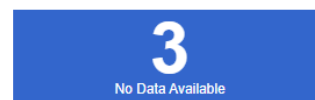
SMP Key Priority Indicators Off Target

...	Code & Title	Gauge	Value	Target	Last Update	History
●	P.IOM.4.1d CLD Strategic Plan Actions are on target which will contribute to Digital a...		No	Yes	H2 2022/23	
●	P.IOM.4.1e CLD Strategic Plan Actions are on target which will contribute to Midlothi...		No	Yes	H2 2022/23	
●	P.SG.CLIM.5.4a Climate Emergency group partners help take forward the Midlothian...		No	Yes	H2 2022/23	
●	P.AHSC.5.1a The number of people who participated in Level 1 trauma training		359	400	2022/23	

← 1 of 1 →

Individuals and communities have improved health and learning outcomes

PI Description	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
Return to working operational capacity provision for Ageing Well, volunteering and participation by April 2023.	739	21,446	21,427	3,895	18,394	24,056	20,000	✅
No of referrals to VOCAL						526	400	✅
The number of people who participated in Level 1 trauma training				269	90	359	400	🛑
The number of people who participated in Level 2 trauma training						107	40	✅
Annual number of CAMHS referrals	591	774	643	520	747		No data yet	❓
Sustain Participation Measure at 1% above national average				1.3%		1%	1%	✅
Track number of qualifications for adults through NOMIS						74%	Data only	📈
CLD Strategic Plan Actions are on target which will contribute to Covid-19 recovery and engagement						Yes	Yes	✅
CLD Strategic Plan Actions are on target which will contribute to Improving social interaction, health, wellbeing and poverty						Yes	Yes	✅
CLD Strategic Plan Actions are on target which will contribute to Pathways to learning, personal development and employment						Yes	Yes	✅

PI Description	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
CLD Strategic Plan Actions are on target which will contribute to Digital and resilient communities of the future						No	Yes	🔴
CLD Strategic Plan Actions are on target which will contribute to Midlothian being carbon neutral by 2030						No	Yes	🔴
CLD Strategic Plan Actions are on target which will contribute to Enhancing our workforce and volunteer skills						Yes	Yes	✅
Review draft IOM plan of action for whole system approach to Type 2 Diabetes and agree priorities					N/A	Yes	Yes	✅

No child or household living in poverty

PI Description	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter	£3,704,161	£3,352,380	£4,401,850	£3,055,703	£5,703,704		No data yet	❓
Number securing employment through participation in employability programmes (Target: NOLB - ; PES - ; YPG - ; LTU – 20 places; IFS - 6)						367	Data only	📈
Reduce the number of adults aged 16 to 64 economically inactive in Midlothian - Tracking Only					19.4%	19.4%	22.9%	✅
Relative to Scotland, Midlothian can demonstrate a 1% reduction in child poverty. Currently the Scottish Average is 22% and Midlothian is 22.5%	22.5%	22.5%	25%		23.9%		No data yet	❓

Significant progress is made towards net zero carbon emissions by 2030

PI Description	2022/23		
	Value	Target	Status
Review of the range of extant carbon calculation methodologies and tools in use in government, academia and the private sector undertaken (to note this indicator forms part of a three year plan)	Yes	Yes	✅
Climate Emergency group partners liaise with Midlothian Council Education service and other relevant bodies (to note this indicator forms part of a three year plan)	Yes	Yes	✅
Climate Emergency group partners help take forward the Midlothian allotment and food growing strategy (to note this indicator forms part of a three year plan)	No	Yes	🔴

Customer Perspective - Adult, Health and Care

Midlothian

1	3	4	0
Balanced Scorecard ASC - OFF Target	Customer Perspective ASC - On Target	Customer Perspective ASC - Data only	Customer Perspective ASC - No Data yet

1. Adult Health and Care

Performance Indicator	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	Target	Status
Number of individuals referred through the Safe and Together approach.			7	4	4	5	4	✅
Reduce the number of emergency admissions for people aged 75+ (RIE & WGH)	2,393	2,266	2,693	2,409	2,489	N/A	Data only	📈
Total number of completed Adult Carer Support plans (cumulative)			665	1,623	2,010	808	Data only	📈
Number of individuals accessing the Midlothian Access Point	949	1,092	911	605	1,446	1,361	600	✅
Number of Health & Social Care staff who have participated in face to face or on-line training	1,741	1,595	979	1,171	1,021	1,082	Data only	📈
Decrease the percentage of falls which result in a hospital admission for clients aged 65+	3.8%	7%	4.4%	3.77%	2.32%	2.05%	6%	✅
Maintain at zero the number of patients delayed in hospital for more than 2 weeks at census date	16	20	1	4	10	6	0	🛑
Percentage of people aged 65 and over with long-term care needs receiving personal care at home (LGBF)	68.04%	50.4%	52.54%	53.6%	58.93%	N/A	Data only	📈

Customer Perspective - Community Safety

Midlothian

1	1	0	0
Customer Perspective Community Safety - Off Target	Customer Perspective Community Safety - On Target	Customer Perspective Community Safety - Data Only	Customer Perspective Community Safety - No data yet

2. Community Safety

Performance Indicator	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
% of satisfactory complete Community Payback Orders	67%	68%	61.8%	78%	73.4%	70%	80%	🛑
Percentage of all street light repairs completed within 7 days (cumulative)	90.6%	100%	80.5%	94%	100%	98.74%	90%	✅

Customer Perspective - GIRFEC

Midlothian

4	3	19	0
Customer Perspective GIRFEC - Off Target	Customer Perspective GIRFEC - On Target	Customer Perspective GIRFEC - Data only	Customer Perspective GIRFEC - Data not available

Customer Perspective GIRFEC - Off Target

...	Code & Title	Gauge	Value	Target	Last Update	History
●	BS.CSPC.LPI.04 Child Protection: % of Core Group meetings held within a 8 week p...		99%	100%	Q4 2022/23	
●	BS.CSPC.LPI.05 Child Protection: % of Core Group meetings held within 15 days fo...		89%	100%	Q4 2022/23	
●	BS.E.P.1.1d Improve Primary School attendance		93.03%	95%	Q4 2022/23	
●	BS.E.P.1.1e Improve Secondary School Attendance		87.11%	91.5%	Q4 2022/23	

← 1 of 1 →

3. Getting it Right for Every Midlothian Child

Performance Indicator	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	Target	Status
Number of outcome focused assessments undertaken (cumulative)	1,006	1,241	1,478	1,045	1,339	1,329	Data only	
Number of referrals to the duty service (cumulative)	4,893	5,519	5,930	6,043	8,287	9,016	Data only	
Number of foster carers going through prep groups on a quarterly basis (cumulative)	53	23	28	27	24	14	Data only	
Number of new foster carers approved (cumulative)	5	5	1	2	3	1	Data only	
Number of foster carers de-registered quarterly (cumulative)	3	4	2	5	5	4	Data only	
Number of permanence LAAC Reviews happening quarterly (cumulative)	16	37	29	23	10	27	Data only	
Number of children matched in quarter – (average months from perm LAAC to matching panel) (cumulative)	12	6	7	2	8	4	Data only	
Number of places taken at residential houses - capacity 12	10	7	12	12	12	10	Data only	
The number of children living in kinship care	66	53	70	61	61	59	Data only	
The number of children living in foster care	86	63	68	65	65	61	Data only	
Number of Midlothian children on the Child Protection Register	36	51	53	36	38	43	Data only	

Performance Indicator	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	Target	Status
Rate per 1,000 population of Midlothian children on the Child Protection Register in relation to the Scottish average	2.2	3	3	2	2.1	2.4	Data only	
% of Child Protection plans which have integrated chronology	94%	96%	99%	93%	79%	94%	Data only	
Rate per 1,000 of Midlothian Looked After Children AT HOME in comparison with the Scottish average	3.7	4.2	3.1	1.6	1.5	1.3	Data only	
Rate per 1,000 of Midlothian Looked After and Accommodated Children in comparison with the Scottish average	9.4	7	7.9	7.3	7	6.7	Data only	
The number of looked after children and young people not in residential placed outwith Midlothian	24	16	13	9	11	8	Data only	
The number of looked after children and young people placed in Residential School outwith Midlothian	8	6	4	3	2	2	Data only	
The number of young people who are allocated/engage with Through Care and After Care service	90	65	56	51	64	64	Data only	
Child Protection: % of Core Group meetings held within a 8 week period.	100%	99%	98%	100%	98%	99%	100%	🛑
Child Protection: % of Core Group meetings held within 15 days for Initial	93%	87%	79%	89%	86%	89%	100%	🛑
Improve Primary School attendance	94.5%	94.86%	94.04%	95.06%	92.25%	93.03%	95%	🛑
Improve Secondary School Attendance	89.4%	89.34%	89.34%	90.97%	87.36%	87.11%	91.5%	🛑
Reduce exclusions in Primary schools (Rate per 1,000)	74	94	8.44	6.16	3.04	3.03	15	✅
Reduce exclusions in Secondary schools (Rate per 1,000)	299	210	14.8	13.7	20.2	22.6	15	✅
Number of Children looked after away from home	181			150	140	140	Data only	
Percentage of Midlothian Care Experienced school leavers progressing to positive destinations	72.73%	62.5%	92.31%	80.95%	88%	90%	85.96%	✅

Customer Perspective - Improving Opportunities for Midlothian

Midlothian

0	5	2	0
Customer Perspective IOM - Off Target	Customer Perspective IOM - On Target	Customer Perspective IOM - Data only	Customer Perspective IOM - No Data available

4. Improving Opportunities for Midlothian

Performance Indicator	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
Amount of household income gained by the Welfare Rights Team (accumulative)	£3,408,151	£4,407,373	£4,411,105	£4,226,848	£4,320,090	£3,912,837	£2,250,000	✅
Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter	£3,704,161	£3,352,380	£4,401,850	£3,055,703	£5,703,704	£5,119,209	£2,500,000	✅
% of those leaving school secure a positive destination	94.35%	93.81%	94.47%	95.44%		95.5%	95%	✅
Number of Midlothian Active Choices (MAC) attendees during quarter (quarterly)	9,263	11,433	1,997		1,287	1,255	Data only	📈
Number of activities offered by Ageing Well to 50+ age groups (quarterly)	23	15	15	19	45	54	15	✅
Tone zone retention rate (quarterly)	49.25%	53.5%	55%	52%	74%	68%	55%	✅
Percentage of Unemployed People Assisted into work from Council (LGBF)	6.71%	25.47%	14.25%	12.94%	16.17%	LGBF data not available yet	Data only	📈

Customer Perspective - Sustainable Growth and Housing

Midlothian

2	4	1	3
Customer Perspective Sustainable Growth - Off Target	Customer Perspective Sustainable Growth - On Target	Customer Perspective Sustainable Growth - Data only	Customer Perspective Sustainable Growth - No Data available

5. Sustainable Growth

Performance Indicator	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
Number of environmental awards e.g. Green flags	5	2	2	1	1	2	2	✅
Percentage of Council fleet which is 'Green' (cumulative)	5.41%	5.34%	8.2%	8.4%	8.2%	8.2%	8%	✅
Percentage of waste going to landfill per calendar year (quarterly)	40.9%	24.6%	11.5%	11.5%	12.3%	Data not available yet	15.0%	❓
Re-let time permanent accommodation properties (calendar days)	50 days	49 days	54 days	46 days	46 days	33 days	35 days	✅
Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	98.4%	98.4%	98.4%	98.4%	100%	🛑
Number of New Business Start Ups (LGBF)	202	153	149	74	124	118	Data only	📈
Street Cleanliness Score (LGBF)	95.98%	91.3%	93.91%	85.45%	89.1%	LGBF data not available yet		❓
Percentage of total household waste that is recycled (LGBF)	51.6%	58.2%	50.8%	47.3%	47.5%	LGBF data not available yet	54.0%	❓
Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	96.05%	96.13%	94.3%	98.12%	77.55%	32.28%	100%	🛑
% of total road network resurfaced (cumulative)	1.3%	1.67%	0.85%	0.54%	2.05%	2.89%	2.2%	✅

9

Financial Health Perspective

Midlothian

1	0	16	1
Financial Health Perspective - Off Target	Financial Health Perspective - On Target	Financial Health Perspective - Annual Data Only	Financial Health Perspective - Annual Indicator

Short Name	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
Performance against revenue budget	£202.932 m	£203.596 m	£206.362 m	£226.262 m	£240.921 m		£270.274 m	❓
Corporate Indicator - Primary Education - Cost per pupil (LGBF)	£5,627.87	£5,885.83	£5,779.01	£6,002.64	£6,299.70	Data only LGBF Annual Data – LGBF Data is circulated annually by the Improvement Service. 22/23 data will be available in Q4 23/24.		
Corporate Indicator - Secondary Education - Cost per pupil (LGBF)	£7,629.56	£7,491.30	£7,049.99	£7,204.35	£7,703.62			
Corporate Indicator - Pre- Primary Education - Cost per pupil (LGBF)	£4,721.57	£5,144.00	£7,551.36	£10,243.85	£9,891.00			
Corporate Indicator - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week (LGBF)	£4,105.31	£3,877.29	£4,268.22	£6,890.53				
Corporate Indicator - The Gross Cost of "Children Looked After" in a Community Setting per Child per Week (LGBF)	£373.37	£354.16	£362.23	£498.43				
Corporate Indicator - Central Support services as a % of Total Gross expenditure (LGBF)	4.45%	4.27%	4.09%	3.8%	3.79%			
Corporate Indicator - Cost of collecting council tax per dwelling (LGBF)	£10.17	£7.79	£6.43	£6.29	£8.54			
Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF)	93.1%	91.1%	89.6%	92.3%	93.1%	90.0%	95.0%	🛑
Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF)	£81.71	£73.57	£53.55	£71.16	£60.45	Data only LGBF Annual Data – LGBF Data is circulated annually by the Improvement Service. 22/23 data will be available in Q4 23/24.		
Corporate Indicator - Net cost of waste disposal per premise (annual) (LGBF)	£93.44	£93.16	£57.16	£34.91	£53.53			
Corporate Indicator - Net cost of street cleaning per 1,000 population (LGBF)	£12,975.91	£12,984.45	£11,356.26	£14,020.40	£11,744.82			
Corporate Indicator - Cost of maintenance per kilometre of roads (LGBF)	£9,029.00	£12,594.00	£8,879.00	£7,559.00	£8,815.00			
Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	£5,405.71	£5,193.00	£4,925.00	£6,357.00	£5,691.00			
Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)	£12,432.01	£9,135.00	£8,779.00	£8,979.00	£15,682.00			
Corporate Indicator - Older Persons Home Care Costs per Hour (Over 65) (LGBF)	£40.53	£37.62	£20.57	£26.12	£27.88			
Corporate Indicator - Self Directed Support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+ (LGBF)	4.75%	4.49%	5.06%	4.32%	4.41%			
Corporate Indicator - The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)	£621.35	£611.36	£593.65	£603.71	£654.56			

Learning and Growth Perspective

Midlothian

0	1	9	0
Learning and Growth Perspective - Off Target	Learning and Growth Perspective - On Target	Learning and Growth Perspective - Data Only	Internal Processes Perspective - Data not available

Short Name	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
Percentage of employees who are performing as 'Outstanding' in their individual performance framework	6.7%	6.31%	7.01%	9.67%	9.2%	7.27%	Data only	
Percentage of employees who are performing as 'High' in their individual performance framework	25.55%	26.79%	20.27%	24.18%	22.81%	20.57%	Data only	
Percentage of employees who are performing as 'Good Overall' in their individual performance framework	39.9%	47.68%	50.06%	54.18%	46.86%	52.17%	Data only	
Percentage of employees who are performing as 'Below Standard' in their individual performance framework with appropriate improvement plans in place	0.59%	0.85%	0.25%	0.77%	0.56%	0.54%	Data only	
Percentage of staff turnover (including teachers)	10.3%	10.38%	9.22%	5.9%	9.5%	10.36%	Data only	
Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)	49.0%	49.2%	51.0%	55.1%	55.0%	56.9%	50.0%	✅
Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees (LGBF)	2.32%	3.94%	3.06%	2.7%	2.52%	2.86%	Data only LGBF	
Corporate Indicator - Sickness Absence Days per Employee (All employees)	7.5	8.55	9.7	7.26	9.33	11.04	Data only LGBF	
Corporate Indicator - Teachers Sickness Absence Days (LGBF)	4.59 days	5.15 days	5.80 days	3.47 days	4.61 days	5.62 days	Data only LGBF	
Corporate Indicator - Local Government Employees (except teachers) sickness absence days (LGBF)	8.59 days	9.86 days	11.19 days	8.76 days	11.22 days	13.20 days	Data only LGBF	

Internal Processes Perspective

Midlothian

2 Internal Processes Perspective - Off Target	**2** Internal Processes Perspective - On Target	**7** Internal Processes Perspective - Data Only	**0** Internal Processes Perspective - Data not available

Short Name	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23		
	Value	Value	Value	Value	Value	Value	Target	Status
% of internal/external audit actions progressing on target.				95.4%	91.67%	100%	85%	✅
% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%	100%`	100%	✅
Corporate Indicator - Percentage of adults satisfied with libraries (LGBF)	66%	69.07%	62.4%	64.07%		Data only LGBF		
Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF)	78.67%	84.67%	81.33%		83%	Annual Data – LGBF Data is circulated annually by the		
Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	74.33%	70.87%	63.2%	60.2%		Improvement Service.		
Corporate Indicator - Percentage of Adults satisfied with local schools (LGBF)	78.67%	74.63%	69.3%	64.63%		22/23 data will be available in Q4 23/24.		
Corporate Indicator - Percentage of Adults satisfied with refuse collection (LGBF)	89.67%	87.1%	83.1%	80.1%	N/A			
Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF)	71.33%	67.97%	62.3%	58.63%	N/A			
Total number of complaints received (quarterly)				7,337	6,450	6,459	Data only	📈
Percentage of complaints at stage 1 complete within 5 working days				91.32%	87.7%	90.67%	95%	🛑
Percentage of complaints at stage 2 complete within 20 working days				78.57%	70.21%	77.55%	95%	🛑

Title   Inspection of Cherry Road Resource Centre

Report by: Nick Clater, Head of Adult Services, Health and Social Care

Report for Decision

1   Recommendations

Performance Review and Scrutiny is requested to

1. To note the outcome of the inspection of Cherry Road Resource Centre by the Care Inspectorate.

2   Purpose of Report/Executive Summary

This report advises of

1. The outcome of the inspection of Cherry Road Resource Centre
2. The actions that are being progressed as a result of the centre

Date: 10/5/23
Report Contact: Nick Clater

3   Background

3.1   Inspection

Cherry Road Resource Centre is a Day Service, operated by Midlothian Council that provides support for adults with Learning Disabilities. It caters for individuals with complex learning disabilities and physical disabilities in addition to their Learning Disability.

In March 2023 the Care Inspectorate conducted and announced a short notice inspection of Cherry Road Resource Centre. A copy of the report is contained in Appendix B of this report.

3.2   Grades

Following the inspection the Care Inspectorate awarded the following grades.

- How well do we support people's wellbeing? 4 – Good
- How good is our leadership?   4 – Good
- How good is our setting?   3 – Adequate
- How well is our care and support planned?   5 – Very Good

The Inspection report noted strengths in the following areas:

- Positive outcomes were being experienced by people using the service.
- There was a high level of staff consistency, resulting in meaningful working relationships being established.
- People's care plans were of a very good quality and person centred to their individual needs.

The table below lists previous grades for Cherry Road Resource Centre. It should be noted that these grades are assessed against a different evaluation framework.

Date	Care and Support	Environment	Staffing	Management and Leadership
01 Aug 2018	6 - Excellent (I)	Not Assessed	Not Assessed	5 - Very Good (I)
16 Jul 2015	4 - Good (I)	4 - Good (I)	5 - Very Good (I)	5 - Very Good (I)
22 Aug 2012	4 - Good (I)	5 - Very Good (I)	4 - Good (I)	4 - Good (I)
03 Aug 2011	3 - Adequate (I)	4 - Good (I)	Not Assessed	Not Assessed
03 Sep 2010	4 - Good (I)	3 - Adequate (I)	Not Assessed	Not Assessed
12 Oct 2009	3 - Adequate (I)	3 - Adequate (I)	4 - Good (I)	4 - Good (I)

Date	Care and Support	Environment	Staffing	Management and Leadership
04 Dec 2008	4 - Good (I)	3 - Adequate (I)	3 - Adequate (I)	4 - Good (I)

3.2   Areas for Improvement

The report identifies 2 areas for improvement and makes one requirement in relation to the Environment.

The first area for improvement was in relation to inconsistent use of Personal Protective Equipment PPE in relation to infection control including COVID-19.

The second area for improvement was in relation to the concerns the Care Inspectorate hade in relation to mealtime experience. It was however recognised that this observation was made on an occasions where typical mealtime dynamics where not observed due to the programme of activities on the day of the inspection.

A requirement was made in relation to the environment of the centre with a requirement to develop an improvement plan for the centre including improvements in the following areas:

- the flooring of bathrooms and communal areas;
- door frames to support cleaning and provide a pleasant environment of people;
- ensuring surfaces, (including kitchen worktops), are easy to wipe clean using appropriate cleaning
- products;
- the redecoration of areas to improve the appearance and provide high quality facilities; and
- ongoing upkeep of the premises.

3.3   Actions Being Progressed

The following actions are being progressed to address the areas for improvement identified in the inspection report:

- Subsequent to the inspection staff training has been completed in relation to use of PPE. In addition since the report was published further guidance has been released in relation to the use of PPE which will negate its use in all except a small number of specific circumstances

- Arrangements for mealtimes have been reviewed in consultation with service users and their families. Adjustments have been made in relation to individuals where these changes were compatible to their support needs.

In relation to the requirements to improve the environment the following actions have been progressed:

- Action plan for the care Inspector has been completed highlighting the list full list of repairs and upgrades required as requested. The priority areas identified and an update on action taken and any works currently completed.
- E forms action plan completed for discussion with the inspector
- Liaising with maintenance managers regarding organising the priority floor repairs in the toilet/changing spaces areas

4   Report Implications (Resource, Digital and Risk)

4.1   Resource

There will be some resource implications in relation the environment improvements.

4.2   Digital

There are no digital implications related to this paper.

4.3   Risk

There is a reputational risk to Midlothian Health and Social Care Partnership in relation the standard of care and support it is providing being affected by the quality of the environment although it should be stressed that the quality of care was rated Very Good.

4.4   Ensuring Equalities (if required a separate IIA must be completed)

The provision of day services by Cherry Road Resource Centre addresses inequalities experienced by people with Learning Disabilities.

4.4   Additional Report Implications

There are no additional report implications at present.

Appendices

Appendix A – Additional Report Implications
Appendix B – Cherry Road Inspection Report

APPENDIX A – Report Implications

A.1   Key Priorities within the Single Midlothian Plan
Health and Social Care - Increase number of people who report feeling connected to others.

A.2   Key Drivers for Change

Key drivers addressed in this report:

☐ Holistic Working
☐ Hub and Spoke
☐ Modern
☒ Sustainable
☐ Transformational
☐ Preventative
☐ Asset-based
☒ Continuous Improvement
☐ One size fits one
☐ None of the above

A.3   Key Delivery Streams

Key delivery streams addressed in this report:

☐ One Council Working with you, for you
☐ Preventative and Sustainable
☐ Efficient and Modern
☐ Innovative and Ambitious
☒ None of the above

A.4   Delivering Best Value

The report does not directly impact on Delivering Best Value

A.5   Involving Communities and Other Stakeholders

Subsequent to the inspection there has been consultation with users of the service and their families in relation to the arrangements for mealtimes.

A.6   Impact on Performance and Outcomes

This report highlight a number of actions that will improve performance and the outcomes of people using the service.

A.7   Adopting a Preventative Approach

Not applicable

A.8   Supporting Sustainable Development

Not applicable

Cherry Road Resource Centre
Support Service

8 Cherry Road
Bonnyrigg
EH19 3ED

Telephone: 01315 615 402

Type of inspection:
Announced (short notice)

Completed on:
14 March 2023

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Service no:
CS2003017838

About the service

Cherry Road Resource Centre is run by Midlothian Council and is a purpose built centre which is accessible for people with physical disabilities.

Cherry Road is a resource centre for adults with learning disabilities to access service and facilities, whether within or outwith the centre. It is situated within a housing estate in Bonnyrigg, close to all local amenities and public transport links.

During the height of the Covid-19 pandemic, the provider submitted a variation to their registration with the Care Inspectorate to provide an element of care at home / outreach in the community, in addition to the use of the day centre premises. Support to people is provided on a one-to-one basis.

About the inspection

This was a short notice announced inspection between 6 and 7 March 2023. We spent time engaging with supported people and staff at the resource centre, followed by a visit to one of the outreach elements of the service. We also received comments from relatives and health professionals, either in person or via email. The Inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection.

Key messages

- Positive outcomes were being experienced by people using the service.

- There was a high level of staff consistency, resulting in meaningful working relationships being established.

- People's care plans were of a very good quality and person centred to their individual needs.

- Greater attention needed to be made by the landlord (Midlothian Council) over the maintenance of the property, to support effective cleaning and provide high quality facilities for people.

- The care provider should ensure staff have knowledge of the Infection Prevention and Control manual and the application of the guidance when supporting people.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 – Good
How good is our leadership?	4 – Good
How good is our setting?	3 – Adequate
How well is our care and support planned?	5 – Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?   4 – Good

We evaluated this Key Question as good. There were a number of important strengths which, taken together, clearly outweighed areas for improvement. However, improvements were needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Staff demonstrated the principles of the Health and Social Care Standards including dignity, respect and compassion when communicating with people verbally.

Staff were knowledgeable about people's support needs and displayed a strong sense of their duty of care towards people. Relatives spoke positively about the care their family members received.

People were actively involved in a variety of activities both at the resource centre and within the local community. "X is his main carer is fantastic with him the consistency in staff really put's our minds at ease." Staff were motivated to supporting people to achieve their aspirations and wishes. "The staff put 100% into creating new experiences for X, I really can't thank them enough. I am involved fully in any reviews and have confidence in the fact that they will go above and beyond for me as well as X." Support to people was delivered on a one to one basis and this was resulting in good outcomes being achieved.

The staff liaised well with health professionals to offer a range of opportunities and regular healthcare assessments and treatment from competent trained practitioners that promoted people's health and wellbeing needs.

There were strong links with the local community that encouraged the growth of informal support networks. People benefited from this in a variety of ways, including meeting new people, links that support individual interests, and introducing different ideas and experience.

There was sufficient supply of Personal Protective Equipment (PPE) and staff had completed appropriate training to reduce cross infection of any viruses including Covid-19. However, the staff knowledge and application of the guidance as to when to use PPE (as detailed within the Infection Prevention and Control Manual) was inconsistent and improvements were needed. Please see area for Improvement one.

Although cleaning schedules were in place and staff worked hard to keep the resource centre clean, we had concerns as to how well this could be achieved in practice. The décor of the premises was in a relatively unkept condition. Therefore, cleaning the premises to support effective infection prevention and control measures would be a challenge. We have reported on this further under Key Question 4 – How good is our environment.

We observed mealtime practices and noted that people were eating at individual tables. We were concerned this did not create a relaxed and enjoyable experience and reflected social distancing practices were a legacy of the guidance at the height of the Covid-19 pandemic.

We were advised this is not reflective of typical mealtimes as the individuals who interact socially at mealtimes were eating out in the community on the day we visited. We were also advised that in planning eating arrangements consideration was given to peoples assessed needs in relation to nutrition, health, and behavioural support needs, with social needs being met at other times during the day. Whilst we recognised that some people have complex health needs and understand these matters have been discussed with

people, their relatives and staff, the manager should revisit this with people, their relatives and staff to explore if or how a balance could be agreed which is reflective of the Keys to Life Strategy. People who have a learning disability have the same aspirations and expectations as everyone else. Please see area for improvement two.

Areas for improvement

1. To ensure people are kept safe and limit the spread of infectious diseases, (including but not limited to Covid-19), the care provider should ensure that staff are trained to have the knowledge and application of guidance from the Infection Prevention and Control Manual.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

2. To ensure people get the most out of life and experience positive mealtime experiences the provider should engage with people, their relatives and staff to explore if or how a balance could be agreed which is reflective of the Keys to Life Strategy.

This is in order to comply with the Health and Social Care Standards which state: "I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential" (HSCS 1.6).

How good is our leadership?   4 - Good

We evaluated this key question as good. There were a number of important strengths which, taken together, clearly outweighed areas for improvement. However, improvements were needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

The manager had a variety of quality assurance systems and processes in place to monitor the effectiveness of the service in meeting people's care needs. This included an oversight of people's medication and equipment, including wheelchairs.

We discussed with the manager other quality assurance approaches which could be explored to further benefit the care needs of people. These included a self-evaluation tool based on the quality framework used by the Care Inspectorate.

The manager had a service wide improvement and development plan, however, this was prior to the Covid-19 pandemic and needed to be updated. There was a lack of strategic direction from the provider and this was hindering the pathway forward.

How good is our setting?   3 - Adequate

We assessed the performance of the provider in this area as adequate. There were some strengths, but these just outweigh weaknesses.

This key question was assessed as we identified concerns about areas of the resource centre and the potential impact this could have on people with their health, and to support affective infection prevention and control measures.

Some areas of the centre have been redecorated, creating warm and inviting spaces for people to use. However, improvements were needed to the oversight of the environment, to ensure any areas for attention and repair were quickly identified and resolved in a timely manner. This included flooring in a bathroom and the general upkeep of the building to provide high quality facilities to people. This is to ensure people have confidence that their living environment was maintained well, and supported effective infection prevention and control measures. (Please see Requirement 1)

Requirements

1. By 30 June 2023, the provider must ensure people experience high quality facilities that are well maintained, furnished, and decorated to a good standard.

To do this, the provider must, at a minimum:

a) develop an improvement plan which has involved those using and working at the
   resource centre and share this with the Care Inspectorate by 30 April 2023;
b) where areas can be addressed quickly these should be prioritised; and
c) set realistic timescales for the areas of work required.

This should include but not be limited to:

- the flooring of bathrooms and communal areas;
- door frames to support cleaning and provide a pleasant environment of people;
- ensuring surfaces, (including kitchen worktops), are easy to wipe clean using appropriate cleaning products;
- the redecoration of areas to improve the appearance and provide high quality facilities; and
- ongoing upkeep of the premises.

Any essential repairs and redecoration are logged and carried out within timescales ensuring there is no compromise to people's safety.

This to comply with Regulation 10 (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

How well is our care and support planned?   5 - Very Good

We evaluated this key question as very good, as the provider was operating at a performance that demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement.

People benefited from dynamic and aspirational care and support planning which consistently informed all

aspects of the care and support they experienced. People, and where relevant, their families or those important to them, were fully involved in developing their personal plans. Strong leadership, staff competence, meaningful involvement, and embedded quality assurance and improvement processes support this happening.

Monthly summaries of people's achievements and outcomes with using the service were captured well and were person centred. These summaries provided a timeline of key events and achievements to their overall six monthly review meetings with relatives and health professionals.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People are getting the right service for them	4 - Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Follow up Inspection of Burnbrae Primary School

Report by Michelle Strong, Chief Education Operating Officer, Children, Young People and Partnerships

1   Purpose of Report

The report outlines the outcome of the above inspection as carried out by Education Scotland in January 2023.

2   Background

2.1   In March 2020, HM Inspectors published a letter on Burnbrae Primary School and Nursery Class. The letter set out a number of areas for improvement which were agreed with the school and Midlothian Council. HM Inspectors returned to the school to look at how it had continued to improve its work, and published another letter in February 2022. In January 2023 HM Inspectors visited the school again**.** The report is now published on the Education Scotland website and is available from this **link.**

2.2   Education Scotland is responsible for inspecting education settings throughout Scotland. As this was a follow up inspection the focus was on areas for development from the original inspection.

- **Improve strategic leadership of quality improvement across the school. Ensure systems for tracking and monitoring children's progress lead to a shared understanding of standards and ultimately raised attainment.**
- **Improve consistency in the quality of learning and teaching. Develop a framework for assessment and use assessment information to inform planning for learning to ensure children's progress.**

2.3   The inspection team found the following strengths in the school's work.

The headteacher has had a relentless focus on improvement. Supported well by the depute headteachers and principal teachers, she is developing a culture of learning across the whole school. Together, senior leaders now provide much clearer strategic leadership and direction to support school improvement. In doing so, the senior leadership team have established clear expectations for all staff.

The headteacher is working with local authority representatives to develop and pilot a system to track and monitor children's progress in learning.

In most classes across the nursery and school, children experience positive relationships with staff and peers. Staff should continue to embed nurturing approaches across all areas of the school. Senior leaders and staff have developed a relationships policy that outlines their expectations for children across the school.

Teachers have taken positive steps to develop the Burnbrae learning, teaching and assessment policy. This sets out clear, shared expectations about the key features of quality learning and teaching.

Senior leaders have worked well to ensure that a whole-school assessment strategy is now in place. Staff gather assessment information which helps to identify children who may require additional support or challenge in their learning.

Across both the social and complex needs (SCN) provision and the complex needs (CN) provision, staff work well together to meet the needs of most children. Effective leadership supports staff to provide appropriate learning activities that are largely based around developing children's skills for life.

Children in the SCN and CN provisions learn in an appropriate range of environments, both inside and out, including visits to local amenities to enrich their experiences.

Staff in the nursery continue to make considerable progress since the original inspection. Across the nursery, almost all children are engaged and interested in learning. They enjoy positive and respectful relationships with other children and adults. Overall, practitioners use skilful questioning to enrich and extend children's learning. There is a strong sense of teamwork across the whole nursery setting.

Practitioners in the nursery have improved how they plan and assess children's learning. Planning approaches take good account of children's needs and particular interests. Practitioners make good use of digital tools to record children's achievements.

Over the last session, staff at P1 have collaborated well with colleagues from the nursery to improve interactions, experiences and spaces in the P1 classes. Helpfully, members of the nursery staff team work closely with P1 classes to provide ongoing support for children and reciprocal learning opportunities.

2.4   The following areas for improvement were identified and the local authority will provide a report on progress within one year of this inspection.

Senior leaders now need to work with staff to ensure all teachers carry out their responsibilities in line with expected national standards. It is now important for all staff to work together, taking a more active role in delivering school improvement priorities. This will help to achieve long term, sustainable change and improved outcomes for children.

The headteacher and senior leaders should continue to work closely with the whole school community to secure continuous improvement. In doing so, senior leaders will communicate effectively the work of the school, engaging all stakeholders in a variety of ways. They will ensure successes are celebrated more widely.

Senior leaders should continue to monitor children's progress closely to ensure that new approaches to planning and assessment have a positive impact on children's attainment. Senior leaders need to ensure that all teachers maximise opportunities to plan together, with a focus on improving further the experiences and outcomes of all children. Teachers need to continue to develop their use of assessment information to plan learning experiences which provide an appropriate level of challenge for all children and support them to make the best possible progress.

Staff in the social and complex needs (SCN) provision and the complex needs (CN) provision need to develop children's literacy and numeracy skills in real life contexts.

In the nursery there is scope for the team to develop further ways in which practitioners share practice with each other to secure greater consistency in high quality learning across the setting. As planned, staff now need to work with colleagues at P2 and beyond to ensure children build on their very positive experiences at the early level.

2.5 Conclusion

The school has made progress since the original inspection, especially to practice in the provision classes, across early years and in P1. The local authority will now provide a report on progress within one year of this inspection. This report will inform any decision made by Education Scotland regarding further engagement.

3 Report Implications

3.1 Resource

There are no financial and human resource implications associated with this report.

3.2 Risk

Education Scotland's team of Inspectors visit a sample of education settings every year to find out how they are performing. A report is published which informs parents about the key strengths of the setting and its capacity for further improvement.

Following the publication of the report further visits may be made to the setting, by the Education Authority to assist improvement and monitor progress.

Monitoring, review and evaluation of progress by central officers in the Education Team is the control measure in place to reduce the risk of failure of settings to demonstrate their capacity to improve.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

☐ Community safety
☐ Adult health, care and housing
☒ Getting it right for every Midlothian child
☒ Improving opportunities in Midlothian
☐ Sustainable growth
☐ Business transformation and Best Value
☐ None of the above

3.4 Impact on Performance and Outcomes

The setting will continue to improve its work in line with the school improvement plan and central officers in the Education Team will continue to challenge and support the setting in relation to developing and implementing a range of quality improvement strategies.

3.5 Adopting a Preventative Approach

The Education (Scotland) Bill aims to take preventative action in order to close the attainment versus deprivation gap by implementing key policies and programmes which are designed to target support to children and young people from disadvantaged communities. Midlothian is highly committed to closing the poverty related attainment gap.

3.6 Involving Communities and Other Stakeholders

A link to the published report has been made available to Elected Members, parents of children currently attending Danderhall Primary School and other interested parties.

3.7 **Ensuring Equalities**

The School Improvement Plan will be screened for equalities implications.

3.8 **Supporting Sustainable Development**

The School Improvement Plan allows for sustainable development and improvement.

3.9 **IT Issues**

There are no IT implications.

4   Recommendations

Performance Review and Scrutiny is asked to:

(i)   Note the content of the inspection follow through report.
(ii)   Congratulate the pupils, parents and staff connected with Burnbrae Primary School on the key strengths highlighted in the report.

15 May 2023
Report Contact: Julie Fox, Quality Improvement Manager
E-mail: julie.fox@midlothian.gov.uk

Background Papers:

Inspection Report (attached).

28 March 2023

Dear Parent/Carer

In March 2020, HM Inspectors published a letter on Burnbrae Primary School and Nursery Class. The letter set out a number of areas for improvement which we agreed with the school and Midlothian Council. We subsequently returned to the school to look at how it had continued to improve its work, and published another letter in February 2022. Recently, as you may know, we visited the school again. During our visit, we talked to children and worked closely with the headteacher and staff. We heard from the headteacher and other staff about the steps the school has taken to improve. We looked at particular areas that had been identified in the original inspection. As a result, we were able to find out about the progress the school has made and how well this is supporting children's learning and achievements. This letter sets out what we found.

Improve strategic leadership of quality improvement across the school. Ensure systems for tracking and monitoring children's progress lead to a shared understanding of standards and ultimately raised attainment.

The headteacher has had a relentless focus on improvement. Supported well by the depute headteachers and principal teachers, she is developing a culture of learning across the whole school. Together, senior leaders now provide much clearer strategic leadership and direction to support school improvement. In doing so, the senior leadership team have established clear expectations for all staff. They now need to work with staff to ensure all teachers carry out their responsibilities in line with expected national standards. Staff across the school are taking opportunities to lead and contribute to school improvement. For example, teachers and practitioners are leading developments in literacy, numeracy, health and wellbeing, digital technologies and learning through play at P1. It is now important for all staff to work together, taking a more active role in delivering school improvement priorities. This will help to achieve long term, sustainable change and improved outcomes for children. The headteacher and senior leaders should continue to work closely with the whole school community to secure continuous improvement. In doing so, senior leaders will communicate effectively the work of the school, engaging all stakeholders in a variety of ways. They will ensure successes are celebrated more widely.

Across both the social and complex needs (SCN) provision and the complex needs (CN) provision, staff work well together to meet the needs of most children. Effective leadership supports staff to provide appropriate learning activities, that are largely based around developing children's skills for life. Teachers monitor closely and review regularly each child's progress in literacy, numeracy and health and wellbeing. Staff use national guidance appropriately to track and measure the progress of individual children.

Staff in the nursery continue to make considerable progress since the original inspection. Across the nursery, almost all children are engaged and interested in learning. They enjoy positive and respectful relationships with other children and adults. Overall, practitioners use skilful questioning to enrich and extend children's learning. There is a strong sense of teamwork across the whole nursery setting. Practitioners are reflective and regularly share practice with each other to help drive forward important improvements. They benefit from the

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well measured support and guidance they receive from the principal teacher and senior leaders. Staff continue to develop their approaches to self-evaluation. They make good use of local and national guidance to help inform and shape improvements. There is scope for the team to develop further ways in which practitioners share practice with each other to secure greater consistency in high quality learning across the setting.

The headteacher is working with local authority representatives to develop and pilot a system to track and monitor children's progress in learning. Senior leaders meet with teachers three times a year to discuss the information they have gathered on children's progress. This helps them identify children who may require additional support or challenge in their learning. All teachers have regular opportunities to plan together with stage partners to improve the consistency of children's learning experiences. This is helping the majority of teachers to develop a shared understanding of expected national standards. As a result of these improvements, these teachers are in a better position to recognise and address gaps in children's learning. This supports children in their classes to make better progress. Now all teachers need to develop their practice together, to support all children to make better progress and raise attainment across the curriculum. It will be important for senior leaders to monitor children's progress closely to ensure that new approaches to planning and assessment have a positive impact on children's attainment.

Improve consistency in the quality of learning and teaching. Develop a framework for assessment and use assessment information to inform planning for learning to ensure children's progress.

In most classes across the nursery and school, children experience positive relationships with staff and peers. Staff should continue to embed nurturing approaches across all areas of the school. Senior leaders and staff have developed a relationships policy that outlines their expectations for children across the school. Staff should support children to understand how key elements of this policy link to the school values, children's rights and learning about diversity. This will help to develop further an inclusive and respectful environment within all classes and across the whole school community.

Teachers have taken positive steps to develop the Burnbrae learning, teaching and assessment policy. This sets out clear, shared expectations about the key features of quality learning and teaching. Most teachers welcome the clarity and direction that this policy provides. There are early indications that new approaches by teachers are leading to improvements in children's enjoyment and engagement in lessons. Most teachers plan collaboratively across levels to improve the consistency and quality of children's learning experiences. This is beginning to support staff to have a better understanding of how well children progress in learning across the school. Senior leaders need to ensure that all teachers maximise these opportunities to plan together, with a focus on improving further the experiences and outcomes of all children.

In most classes, teachers use digital technology well to support and enhance children's learning. Most children enjoy opportunities to learn in shared spaces indoors and outdoors and welcome opportunities to work collaboratively on group tasks and projects. Staff working with P2 upwards could develop further their use of shared indoor spaces to maximise children's learning experiences. In most lessons, teachers provide children with regular feedback on their learning. In a few lessons, teachers' feedback identifies what children have

done well and provides clear next steps for individual learners. Senior leaders have correctly identified the need for staff to continue to improve the quality and consistency of feedback. This should help all learners understand what they need to do to make progress in their learning.

Senior leaders have worked well to ensure that a whole-school assessment strategy is now in place. Staff gather assessment information which helps to identify children who may require additional support or challenge in their learning. However, this does not always provide learning at an appropriate level for all children. In the majority of lessons, learning is targeted to different groups of learners. Teachers need to continue to develop their use of assessment information to plan learning experiences which provide an appropriate level of challenge for all children and support them to make the best possible progress.

Children in the SCN and CN provisions learn in an appropriate range of environments, both inside and out, including visits to local amenities to enrich their experiences. Children are encouraged to recognise their 'zones of regulation' and are supported well to make decisions based on their feelings. There is scope for staff to develop children's literacy and numeracy skills in real life contexts. Staff teach core skills of reading, writing and listening through an approach that involves many transitions for children in a short period of time. Staff should now review the impact of this approach to ensure that these many changes do not have an unintended impact children's learning.

Practitioners in the nursery have improved how they plan and assess children's learning. Planning approaches take good account of children's needs and particular interests. Practitioners make good use of digital tools to record children's achievements. In addition, they have maintained paper-based profiles as they recognise that many children prefer this method to revisit prior learning. Children's learning journals demonstrate a helpful picture of their progress across the curriculum. The team identify individual learning priorities for children in their pre-school year. They should now extend this practice to include the younger children.

Over the last session, staff at P1 have collaborated well with colleagues from the nursery to improve interactions, experiences and spaces in the P1 classes. Helpfully, members of the nursery staff team work closely with P1 classes to provide ongoing support for children and reciprocal learning opportunities. Staff at P1 appreciate and benefit greatly from their nursery colleagues' expertise. Together, they have created physical spaces both indoors and outside which enable children to learn in rich and exciting play contexts. As a result, all children are fully engaged in learning through play. Staff have established an effective balance between child-led and adult-led learning experiences. This is enabling children to make good progress in their learning. Staff are developing effective approaches to assess and gather key information about children's progress. As planned, staff now need to work with colleagues at P2 and beyond to ensure children build on their very positive experiences at the early level.

What happens next?

The school has made progress since the original inspection, especially to practice in the provision classes, across early years and in P1. We will ask for a report from the local authority on progress within one year of this inspection. This report will inform any decision made by Education Scotland regarding further engagement. When such a decision is made, we will write to you again detailing the improvements the school has made and outlining any further action, agreed with Midlothian Council that we intend to take.

Susie Smith
HM Inspector

Inspection of Danderhall Primary School

Report by Michelle Strong, Chief Education Operating Officer, Children, Young People and Partnerships

1   Purpose of Report

The report outlines the outcome of the above inspection as carried out by Education Scotland which was communicated in their report of April 2023.

2   Background

2.1   In February 2023, a team of inspectors from Education Scotland visited Danderhall Primary School. The report was published on 24 April 2023, is now published on the Education Scotland website and is available from this link.

2.2   Education Scotland is responsible for inspecting education settings throughout Scotland. They do so using core quality indicators;

QI	1.3	**Leadership of Change**
QI	2.3	**Learning, teaching and assessment**
QI	3.1	**Ensuring wellbeing, equality and inclusion**
QI	3.2	**Raising attainment and achievement**

2.3   The inspection team found the following strengths in the school's work.

Confident and articulate children across the school and provision who are enthusiastic about their learning. They are keen and able to have a greater role in leadership across the school. The impact of the new senior leadership team. They have improved staff confidence and are implementing approaches that are beginning to improve children's attainment.

Staff work together effectively and support each other well. They recognise the positive impact of recent changes and are keen to continue to improve the school.

2.4   The following areas for improvement were identified and discussed with the acting headteacher and a representative from Midlothian Council.

The senior leadership team and staff should continue to develop approaches to evaluate the quality of the school's work to identify what needs to improve. As they do so, they should involve parents, children and other partners to ensure changes lead to improvements. Staff should improve learning, teaching and assessment to ensure the needs of all children are being met. Teaching staff should provide experiences for children that are creative, motivating and enjoyable.

The senior leadership team and staff should continue to raise attainment in literacy and numeracy. They should support children to develop skills and achieve success in a range of learning contexts.

All staff should work together to develop a curriculum to support children to have a better understanding of their own wellbeing and social and emotional needs.

2.5 **Conclusion**

Education Scotland are confident that the school has the capacity to continue to improve and so we will make no more visits in connection with this inspection. Midlothian Council will inform parents/carers about the school's progress as part of its arrangements for reporting on the quality of its schools.

3 **Report Implications**

3.1 **Resource**
There are no financial and human resource implications associated with this report.

3.2 **Risk**
Education Scotland's team of Inspectors visit a sample of education settings every year to find out how they are performing. A report is published which informs parents about the key strengths of the setting and its capacity for further improvement.

Following the publication of the report further visits may be made to the setting, by the Education Authority to assist improvement and monitor progress.

Monitoring, review and evaluation of progress by central officers in the Education Team is the control measure in place to reduce the risk of failure of settings to demonstrate their capacity to improve.

3.3 **Single Midlothian Plan and Business Transformation**
Themes addressed in this report:

☐ Community safety
☐ Adult health, care and housing
☒ Getting it right for every Midlothian child
☒ Improving opportunities in Midlothian
☐ Sustainable growth
☐ Business transformation and Best Value
☐ None of the above

3.4 **Impact on Performance and Outcomes**
The setting will continue to improve its work in line with the school improvement plan and central officers in the Education Team will continue to challenge and support the setting in relation to developing and implementing a range of quality improvement strategies.

3.5 **Adopting a Preventative Approach**
The Education (Scotland) Bill aims to take preventative action in order to close the attainment versus deprivation gap by implementing key policies and programmes which are designed to target support to children and young people from disadvantaged communities. Midlothian is highly committed to closing the poverty related attainment gap.

3.6 **Involving Communities and Other Stakeholders**
A link to the published report has been made available to Elected Members, parents of children currently attending Danderhall Primary School and other interested parties.

3.7 **Ensuring Equalities**
The School Improvement Plan will be screened for equalities implications.

3.8 **Supporting Sustainable Development**
The School Improvement Plan allows for sustainable development and improvement.

3.9   IT Issues
There are no IT implications.

4   Recommendations

Performance Review and Scrutiny is asked to:

(i)   Note the content of the inspection report.
(ii)   Congratulate the pupils, parents and staff connected with Danderhall Primary School on the key strengths highlighted in the report.

9 May 2023
Report Contact: Julie Fox, Quality Improvement Manager
E-mail: julie.fox@midlothian.gov.uk

Background Papers:

Inspection Report (attached).

25 April 2023

Dear Parent/Carer

In February 2023, a team of inspectors from Education Scotland visited Danderhall Primary School. During our visit, we talked to parents/carers and children and worked closely with the acting headteacher and staff.

The inspection team found the following strengths in the school's work.

- Confident and articulate children across the school and provision who are enthusiastic about their learning. They are keen and able to have a greater role in leadership across the school.

- The impact of the new senior leadership team. They have improved staff confidence and are implementing approaches that are beginning to improve children's attainment.

- Staff work together effectively and support each other well. They recognise the positive impact of recent changes and are keen to continue to improve the school.

The following areas for improvement were identified and discussed with the acting headteacher and a representative from Midlothian Council.

- The senior leadership team and staff should continue to develop approaches to evaluate the quality of the school's work to identify what needs to improve. As they do so, they should involve parents, children and other partners to ensure changes lead to improvements.

- Staff should improve learning, teaching and assessment to ensure the needs of all children are being met. Teaching staff should provide experiences for children that are creative, motivating and enjoyable.

- The senior leadership team and staff should continue to raise attainment in literacy and numeracy. They should support children to develop skills and achieve success in a range of learning contexts.

- All staff should work together to develop a curriculum to support children to have a better understanding of their own wellbeing and social and emotional needs.

We gathered evidence to enable us to evaluate the school's work using four quality indicators from How good is our school? (4th edition). Quality indicators help schools, local authorities and inspectors to judge what is working well and what needs to be improved. Following the inspection of each school, the Scottish Government gathers details of our evaluations to keep track of how well Scottish schools are doing.

Here are Education Scotland's evaluations for Danderhall Primary School

Quality indicators	Evaluation
Leadership of change	**satisfactory**
Learning, teaching and assessment	**satisfactory**
Ensuring wellbeing, equality and inclusion	**satisfactory**
Raising attainment and achievement	**satisfactory**
Descriptions of the evaluations are available from: How good is our school? (4th edition), Appendix 3: The six-point scale	

A more detailed document called Summarised Inspection Findings (SIF) will be available on the Education Scotland website at: Reports page | Inspection reports | Education Scotland

What happens next?

We are confident that the school has the capacity to continue to improve and so we will make no more visits in connection with this inspection. Midlothian Council will inform parents/carers about the school's progress as part of its arrangements for reporting on the quality of its schools.

Monica Reilly
HM Inspector

Inspection of Sacred Heart Primary School

Report by Michelle Strong, Chief Education Operating Officer, Children, Young People and Partnerships.

1   Purpose of Report

The report outlines the outcome of the above inspection as carried out by Education Scotland which was communicated in their letter of May 2023.

2   Background

2.1   In February 2023, a team of inspectors from Education Scotland visited Sacred Heart Primary School. The report was published on 9 May 2023, and is available on the Education Scotland website at **https://education.gov.scot/education-scotland/inspection-reports/reports-page//?id=4266**

2.2   Education Scotland is responsible for inspecting education settings throughout Scotland. They do so using core quality indicators;
QI	1.3	**Leadership of Change**
QI	2.3	**Learning, teaching and assessment**
QI	3.1	**Ensuring wellbeing, equality and inclusion**
QI	3.2	**Raising attainment and achievement**

2.3   The inspection team found the following strengths in the school's work.

Confident and articulate children across the school and provision who are enthusiastic.
Steps taken by the acting headteacher to refocus the work of the school on raising attainment and improving learning and teaching.
Children who behave well and are pleasant, articulate and keen to learn. They respond well to the Sacred Heart awards at assembly.
The nurturing approach of practitioners in the nursery. The nursery team support children to feel secure, confident and increasingly independent in their learning.

2.4   The following areas for improvement were identified and discussed with the acting headteacher and a representative from Midlothian Council.

Staff should work together to ensure all children experience high quality learning and teaching. In doing so, staff should improve the planning of learning, teaching and assessment and ensure all children receive their entitlement to a broad curriculum.

Teachers should continue to work together to raise attainment. They should increase their understanding of national expectations about what children can achieve across all areas of the curriculum.

Staff should improve approaches to how they monitor children's progress in learning. They should use information on children's progress more effectively to raise attainment and improve how children's needs are met across the school and nursery.

Staff should improve the quality of learning through play across the early level.

2.5   **Conclusion**

As a result of the inspection findings Education Scotland thinks that the school needs additional support and more time to make necessary improvements. They will liaise with Midlothian Council regarding the school's capacity to improve and will return to carry out a further inspection of the school within one year of the publication of the inspection letter.

3   Report Implications

3.1   Resource
There are no financial and human resource implications associated with this report.

3.2   Risk
Education Scotland's team of Inspectors visit a sample of education settings every year to find out how they are performing. A report is published which informs parents about the key strengths of the setting and its capacity for further improvement.

Following the publication of the report further visits may be made to the setting, by the Education Authority to assist improvement and monitor progress.

Monitoring, review and evaluation of progress by central officers in the Education Team is the control measure in place to reduce the risk of failure of settings to demonstrate their capacity to improve.

3.3   Single Midlothian Plan and Business Transformation
Themes addressed in this report:

☐ Community safety
☐ Adult health, care and housing
☒ Getting it right for every Midlothian child
☒ Improving opportunities in Midlothian
☐ Sustainable growth
☐ Business transformation and Best Value
☐ None of the above

3.4   Impact on Performance and Outcomes
The setting will continue to improve its work in line with the school improvement plan and central officers in the Education Team will continue to challenge and support the setting in relation to developing and implementing a range of quality improvement strategies.

3.5   Adopting a Preventative Approach
The Education (Scotland) Bill aims to take preventative action in order to close the attainment versus deprivation gap by implementing key policies and programmes which are designed to target support to children and young people from disadvantaged communities. Midlothian is highly committed to closing the poverty related attainment gap.

3.6   Involving Communities and Other Stakeholders
A link to the published report has been made available to Elected Members, parents of children currently attending Danderhall Primary School and other interested parties.

3.7   Ensuring Equalities
The School Improvement Plan will be screened for equalities implications.

3.8   Supporting Sustainable Development
The School Improvement Plan allows for sustainable development and improvement.

3.9   IT Issues
There are no IT implications.

4   Recommendations

Performance Review and Scrutiny is asked to:

(i)   Note the content of the inspection report.

9 May 2023
Report Contact: Julie Fox, Quality Improvement Manager
E-mail: julie.fox@midlothian.gov.uk

Background Papers:

Inspection Report (attached).

9 May 2023

Dear Parent/Carer

In February 2023, a team of inspectors from Education Scotland visited Sacred Heart Primary School and Nursery Class. During our visit, we talked to parents/carers and children and worked closely with the headteacher and staff.

The inspection team found the following strengths in the school's work.

- Steps taken by the acting headteacher to refocus the work of the school on raising attainment and improving learning and teaching.

- Children who behave well and are pleasant, articulate and keen to learn. They respond well to the Sacred Heart awards at assembly.

- The nurturing approach of practitioners in the nursery. The nursery team support children to feel secure, confident and increasingly independent in their learning.

The following areas for improvement were identified and discussed with the headteacher and a representative from Midlothian Council.

- Staff should work together to ensure all children experience high quality learning and teaching. In doing so, staff should improve the planning of learning, teaching and assessment and ensure all children receive their entitlement to a broad curriculum.

- Teachers should continue to work together to raise attainment. They should increase their understanding of national expectations about what children can achieve across all areas of the curriculum.

- Staff should improve approaches to how they monitor children's progress in learning. They should use information on children's progress more effectively to raise attainment and improve how children's needs are met across the school and nursery.

- Staff should improve the quality of learning through play across the early level.

We gathered evidence to enable us to evaluate the school's work using four quality indicators from [How good is our school? (4th edition)](#) and [How good is our early learning and childcare?](#). Quality indicators help schools, local authorities and inspectors to judge what is working well and what needs to be improved. Following the inspection of each school, the Scottish Government gathers details of our evaluations to keep track of how well Scottish schools are doing.

Here are Education Scotland's evaluations for Sacred Heart Primary School and Nursery Class

Quality indicators for the primary stages	Evaluation
Leadership of change	**weak**
Learning, teaching and assessment	**weak**
Ensuring wellbeing, equality and inclusion	**weak**
Raising attainment and achievement	**weak**
Descriptions of the evaluations are available from: [How good is our school? (4th edition), Appendix 3: The six-point scale](#)	

Quality indicators for the nursery class	Evaluation
Leadership of change	**satisfactory**
Learning, teaching and assessment	**satisfactory**
Ensuring wellbeing, equality and inclusion	**satisfactory**
Securing children's progress	**satisfactory**
Descriptions of the evaluations are available from: [How good is our early learning and childcare? Appendix 1: The six-point scale](#)	

A more detailed document called Summarised Inspection Findings (SIF) will be available on the Education Scotland website at: [Reports page | Inspection reports | Education Scotland](#)

What happens next?

As a result of our inspection findings we think that the school needs additional support and more time to make necessary improvements. We will liaise with Midlothian Council regarding the school's capacity to improve. We will return to carry out a further inspection of the school within one year of the publication of this letter. We will discuss with Midlothian Council the details of this inspection. When we return to inspect the school we will write to you as parents/carers informing you of the progress the school has made.

Sadie Cushley
HM Inspector