

Notice of Meeting and Agenda



Performance, Review and Scrutiny Committee

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

Date: Tuesday, 14 March 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.

Privacy notice: Please note that this meeting may be recorded. The recording may be publicly available following the meeting. If you would like to know how Midlothian Council collects, uses and shares your personal information, please visit our website: www.midlothian.gov.uk

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

- | | | |
|------------|---|--------|
| 4.1 | Minute of the Performance Review and Scutiny Committee meeting on 12 December 2022 submitted for Approval | 3 - 8 |
| 4.2 | Action Log | 9 - 10 |

5 Public Reports

- | | | |
|------------|--|----------|
| 5.1 | Inspection of Midlothian Council's Young People's Care Home Report by CSWO & Chief Officer Children's Services, Partnerships and Communities | 11 - 22 |
| 5.2 | Adult Health and Social Care Performance Report Quarter Three 2022/23 | 23 - 30 |
| 5.3 | Children's Services, Partnership and Communities Performance Report Quarter Three 2022/23 | 31 - 38 |
| 5.4 | Corporate Solutions Performance Report Quarter Three 2022/23 | 39 - 56 |
| 5.5 | Education Performance Report Quarter Three 2022/23 | 57 - 74 |
| 5.6 | Place Performance Report Quarter Three 2022/23 | 75 - 98 |
| 5.7 | Midlothian Council Report Quarter Three 2022/23 | 99 - 106 |

6 Private Reports

No items for discussion

7 Date of Next Meeting

The next meeting will be held on Tuesday 2 May 2023 at 11am

Minute of Meeting

Performance Review and Scrutiny Committee
Tuesday 14 March 2023
Item No: 4.1



Performance Review and Scrutiny

Date	Time	Venue
Tuesday 12 December 2022	11.00 am	Council Chambers, Midlothian House

Present:

Councillor Milligan (Chair)	Councillor Drummond
Councillor McCall	Councillor McEwan
Councillor McManus	Councillor Pottinger
Councillor Russell	Councillor Winchester

In attendance:

Kevin Anderson	Executive Director Place
Fiona Robertson	Executive Director Children, Young People and Partnerships
Derek Oliver	Chief Officer Place
Saty Kaur	Chief Officer Corporate Solutions (Acting)
Nick Clater	Head of Adult and Social Care Services
Janet Ritchie	Democratic Services Officer
Andrew Henderson	Democratic Services Officer

1 Welcome, Introductions and Apologies

Apologies for absence were received on behalf of Councillor Curran, Councillor Smaill, Councillor Virgo and the Chief Executive.

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 20 September was submitted and approved as correct record.
- 4.2 The Action Log of the meeting of Performance Review and Scrutiny Committee held on the 20 September was submitted and noted.

5. Reports

Agenda No.	Report Title	Presented by:
5.1	Inspection of Newbyres Village Care Home	Head of Adult and Social Services
Outline of report and summary of discussion		
<p>A Report dated 9 November 2022 was submitted to provide an overview of the recent unannounced Care Inspectorate visit for Newbyres Village Care Home.</p> <p>The Head of Adult and Social Services highlighted the main sections contained within the report in particular with regards to the inspection graded areas and the key messages from the report. He further advised that this was the 6th inspection in the last two years and following a recent visit the Care Inspectorate advised that they were pleased with the progress made and indicated they would be returning either before or after the New Year.</p> <p>Thereafter in response to questions and comments raised by Elected Members the Adult Health and Social Care provided clarity on the expected ratings and that they would expect sustained improvements with each report but highlighted some of the challenges that may have an impact on that. Reference was also made to agency staff and changes in management and the Head of Adult Health and Social Care advised they now had a sustainable management team with a new Service Manager in place but he also confirmed that they do rely on agency staff and that older people services overall struggle to retain permanent staff. In responding to another question he provided clarity on the system for dispensing of medication and the reasons how errors occur, which can be due to the quality of recording, different medication given at different times of the day and medication which is very</p>		

similar in name. All these errors are taken very seriously and training and procedures are put in place to ensure this does not continue to occur.

The Chair highlighted that in the past Inspection reports had a history of previous inspections and this was useful for Elected Members to see any progress made and asked that for future reports include this.

Decision

The Performance Review and Scrutiny Committee noted the report and agreed that future Inspection Reports would include a history of any previous inspections.

Action

Joint Director Health and Social Care Partnership

Agenda No.	Report Title	Presented by:
5.2	Adult Health and Social Care Q2 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 Q2 Performance Report 2022/23 highlighting the progress 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.

The Head of Adult Health and Social Care confirmed that CAMHS is not delegated to Health and Social Care therefore he could not provide accurate figures on the waiting list but did comment that the waiting times remain relatively high. With regards to the number of people who have access to Buvidal, he advised that the figures were small but he would confirm the numbers for Midlothian. He then provided clarity regarding Mental Health beds and the systems in place to manage this but with the pause in the primary care funding this was a concern, he also highlighted some of the additional pressures on this service which is very challenging. He further provided some clarity on the OT targets which are set internally and confirmed that the targets are moving in the right direction. With regards to a question regarding Naloxone training he advised on the number of staff to be trained on this and that this would continue to be rolled out throughout 2023. He also advised on the publicity and the different trends and he would provide further details on this.

Decision

- a) The Head of Adult Health and Social Care Services to provide an update on the number of people who have access to Buvidal in Midlothian.
- b) The Head of Adult Health and Social Care Services to include further details on the publicity and the different trends in relation to drugs.
- c) To otherwise note the contents of the report.

Action

The Head of Adult Health and Social Care Services

Agenda No.	Report Title	Presented by:
5.3	Children Services, Partnerships and Communities Q2 Performance Report 2022/23	Executive Director Children, Young People and Partnerships
Outline of report and summary of discussion		
<p>The Executive Director Children, Young People and Partnerships provided an overview of the Q2 Performance Report 2022/23 highlighting the progress 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.</p> <p>The Executive Director confirmed that the funding for the Mental Health Service for Children and Young People was not postponed.</p>		
Decision		
To note the contents of the report.		

Agenda No.	Report Title	Presented by:
5.4	Corporate Solutions Q2 Performance Report 2022/23	Chief Officer Corporate Solutions (Acting)
Outline of report and summary of discussion		
<p>The Chief Officer Corporate Solutions (Acting) provided an overview of the Q2 Performance Report 2022/23 highlighting the progress 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.</p> <p>The Acting Chief Officer provided clarity on the phone staff in the Contact centre and how the online services will assist in improving this service. The Executive Director Place in responding to a question regarding Scottish Welfare Fund and Self Isolation Grants and the number of successful applicants provided an update regarding the management of applications and confirmed that an analysis had been carried out and details would be provided. In responding to a question from Councillor Russell with regards to the success of the NHS 'Near Me' video, the Acting Chief Officer advised that further information on the success and roll out of this will be provided.</p>		
Decision		
<ul style="list-style-type: none"> a) The Executive Director Place to provide further details on the analysis regarding Scottish Welfare Fund and Self Isolation Grants. b) The Acting Chief Officer Corporate Solutions to provide further information regarding the success and roll out of the NHS 'Near Me' video in Libraries. c) To otherwise note the contents of the report. 		
Action		
Acting Chief Officer Corporate Solutions/Executive Director Place		

Agenda No.	Report Title	Presented by:
5.5	Education Q2 Performance Report 2022/23	Executive Director Children, Young People and Partnerships
Outline of report and summary of discussion		
<p>The Executive Director Children, Young People and Partnerships advised that not all Education performance measures were updated from Q1 to Q2 but the report outlined the significant number of improvement actions that are being taken forward in partnership with the schools and provided an overview of some of the key priorities, progress and challenges for Q2.</p> <p>Thereafter in responding to a question raised with regards to Teachers negotiations and contingency plans, the Executive Director advised that they are guided by National decisions but on a local level they will continue to work closely with Secondary Head Teachers to ensure young people have access to additional support when required. She further advised that the digital devices provided allowed young people to access learning and highlighted that the Digital services team had provided learning activities for children and young people to undertake on the days of the strike action.</p> <p>The Chair highlighted that the layout of this report was exceptionally difficult to read and if possible could this be reviewed for future reports.</p>		
Decision		
<p>a) The Executive Director Children, Young People and Partnerships to review the layout of the report for future reports.</p> <p>b) To otherwise note the contents of the report.</p>		
Action		
The Executive Director Children, Young People and Partnerships		

Agenda No.	Report Title	Presented by:
5.6	Place Q2 Performance Report 2022/23	Chief Officer Place
Outline of report and summary of discussion		
<p>The Chief Officer Place provided an overview of the Q2 Performance Report 2022/23 highlighting the progress 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.</p> <p>With regards to the turnaround time on voids the Chief Officer advised that there had been a month on month improvement and that a voids policy was in progress and this would be reported to Council. With regards to Volunteers, the Chief Officer highlighted the importance of Volunteers and the work with the communities and highlighted some of the advantages of working with volunteers and provided a brief overview of how this is monitored and statistics obtained.</p> <p>A comment was also noted on the difficulty to read some of the pages of the report</p>		

Decision

- a) The Chief Officer Place to review the layout of the report for future reports.
- b) To otherwise note the contents of the report.

Action

Chief Officer Place

Agenda No.	Report Title	Presented by:
5.7 & 5.8	Midlothian Council Q2 Performance Report 2022/23 and Half Year Balanced Score Card	Executive Director Place
Outline of report and summary of discussion		
The Midlothian Q2 Performance Report and the half year Balanced Score Card was submitted. The Executive Direct Place in presenting this report highlighted that each of these reports provide a summary of actions in line with the Single Midlothian Plan and complement each of the reports from the individual services also presented today.		
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 14 March 2023 at 11.00 am

The meeting terminated at 12.05 pm

Action Log

Date of Meeting	Item No	Item	Action	Action Owner	Expected completion date	Comments
20 Sept 2022	5.3	Corporate Solutions Performance Report Q1 22/23	Executive Director Place to follow up on Cost of Living crisis grant cheques to ascertain what measures are being taken to identify recipients.	Kevin Anderson	01/11/2022	LACER update report presented to Cost of Living Task Force in December 2022 Recommend for closure as progress and update on allocation is reported regularly through Cost of Living Task Force
12 Dec 2022	5.1	Inspection Reports	History of previous inspections to be included in future Inspection Reports.	All	Ongoing	TO BE NOTED
12 Dec 2022	5.2	Adult Health and Social Care Q2 Performance Report 2022/23	Update to be provided to Elected Members on the number of people who have access to Buidal in Midlothian	Nick Clater		Current people with access to Buidal in Midlothian at present is 40 Recommend for closure
12 Dec 2022	5.2	Adult Health and Social Care Q2 Performance Report 2022/23	Further details to be provided to Elected Members on the publicity and the different trends in relation to Drugs	Nick Clater		The MELDAP website (http://www.meldap-recovery.co.uk/) provides a range of publicity materials and awareness raising.

Date of Meeting	Item No	Item	Action	Action Owner	Expected completion date	Comments
12 Dec 2022	5.4	Corporate Solutions Q2 Performance Report 2022/23	Further details to be provided to Elected Members on the analysis regarding Scottish Welfare Fund and Self Isolation Grants	Kevin Anderson		Further information provided in the Q3 performance report and will continue to provide via quarterly reporting Recommend for closure
12 Dec 2022	5.4	Corporate Solutions Q2 Performance Report 2022/23	Further information to be provided to Councillor Russell on the success and roll out of the NHS 'Near Me' video in Libraries	Saty Kaur		Issued to Councillor Russell January 2023 Recommend for closure
12 Dec 2022	5.5	Education Q2 Performance Report 2022/23	Review layout of future reports.	Fiona Robertson		Discussion held with cross party group members regarding the format of the report and report layout will be reviewed subject to further discussion and feedback from each political group. Recommend for Closure
12 Dec 2022	5.6	Place Q2 Performance Report	Review layout of future reports	Derek Oliver		

Inspection of Midlothian Council's Young People's Care Home**Report by Joan Tranent, CSWO & Chief Officer Children's Services, Partnerships and Communities****Report for Information****1 Recommendations**

Performance, Review and Scrutiny Committee are asked to note the findings of the latest unannounced Care Inspectorate report which took place between 21 and 23 November 2022.

2 Purpose of Report/Executive Summary

The purpose of this report is 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.

24 January 2023**Report Contact:**

Jo Foley Tel No 0131 271 3792

jo.foley@midlothian.gov.uk

3 Background

3.1 The Care Inspectorate is responsible for inspecting care services throughout Scotland. They do so using the Health and Social Care Standards. The headline standards are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high quality environment if the organisation provides the premises.

The inspection uses a *descriptive* statement and/or statements to evaluate how the service meets the 5 higher-level standards. The final grade is then calculated using an overall six-point scale ranging from unsatisfactory (1) to excellent (6).

3.2 For the purposes of this unannounced inspection the *descriptive* statement used was as follows:

How well do we support children and young people's rights and wellbeing

3.3 The outcome of the Inspection was that the service was awarded an overall Grade 5, see below:

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

The inspection determined that the overall practice was very good and that there was ample evidence to suggest the young people were well cared for. During the verbal feedback the inspector advised that the young people he spoke with felt 'loved and safe'. The following are some of the key messages:

- Young People were experiencing positive outcomes.
- The service has a clear model of relationship based practice.
- Staff approached care in a trauma informed way.
- Both houses provided homely and welcoming environments.
- Management have a clear vision for service improvement.

3.4 Although this was an unannounced inspection, the findings and positive verbal feedback was a great result for a team who have worked hard to nurture and improve the lives of the vulnerable young people they care for. The external inspection was able to confirm qualities previously recognised by the Council during the pandemic. In doing so, it endorses Midlothian's overall value base that underpins our ethos in caring for our most vulnerable children.

4 Report Implications (Resource, Digital and Risk)

4.1 Resource

There are no risk implications.

4.2 Digital

There are no risk implications.

4.3 Risk

There are no risk implications.

4.4 Ensuring Equalities

The service mission is to care for looked after and accommodated children and young people

4.5 Additional Report Implications (See Appendix A)

See Appendix A

Appendices

Appendix B – Care Inspectorate Report; Midlothian Residential Service for Young People Care Home Service

APPENDIX A – Report Implications

A.1 Key Priorities within the Single Midlothian Plan

The inspection feedback endorses our local approach to delivering services

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

Our local care home for children and young people deliver best value which is evidenced through this quality inspections and the cost of local services

A.5 Involving Communities and Other Stakeholders

Staff work with many stakeholders including young people and their families to deliver holistic, sustainable services

A.6 Impact on Performance and Outcomes

Grade is above the current performance measure

A.7 Adopting a Preventative Approach

Not applicable

A.8 Supporting Sustainable Development

Not applicable

Midlothian Residential Service for Young People Care Home Service

23 Ladybrae
Gorebridge
EH23 4HT

Telephone: 01312 705 760

Type of inspection:
Unannounced

Completed on:
1 December 2022

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Service no:
CS2003011085

About the service

Midlothian Residential Services for Young People is a care home service for Children and Young People run by Midlothian Council. The service has two locations, a house in Dalkeith which is a purpose built single storey property and a two storey house in Gorebridge.

About the inspection

This was an unannounced inspection which took place between 21 and 23 November.

The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with nine people using the service and three of their family. We spoke with 12 staff and management and spoke to four placing social worker. We observed practice and daily life.

Key messages

- Young People were experiencing positive outcomes.
- The service had a clear model of relationship based practice.
- Staff approached care in a trauma informed way.
- Both houses were homely and welcoming environments.
- Management have a clear vision for service improvement.

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 children and young people's rights and wellbeing?	5 - Very Good
--	---------------

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

How well do we support children and young people's rights and wellbeing?

5 - Very Good

We have graded this key question as very good where there are major strengths in supporting positive outcomes for people.

Children and Young People in the service had positive relationships with a staff team who were committed to a nurturing relationship based model of practice. Staff understood the needs of children and young people in the service and recognised the impact of trauma and how this impacted on their behaviour. Children and young people experienced improved outcomes and their wellbeing was promoted through positive relationships with the staff team. The service had a clear ethos that this was a home for the children and young people with staff providing a nurturing environment.

Children and young people generally felt safe and secure in the service and multi-agency risk management plans were in place to manage risk where these were required. Staff were aware of their responsibilities in relation to child protection and child sexual exploitation. Where incidents of bullying had occurred within the service, staff were proactive in addressing this and undertook a restorative approach. The service should continue to monitor the wellbeing of all children and young people in the service to ensure that bullying does not have an adverse impact.

The service has a vision to eliminate restraint from its practice and the use of restrictive practice in the service was low. The service has taken on board feedback in relation to the risk assessment and documentation in relation to incidents of restrictive practice when these take place to improve how practice is analysed. Managers were provided with updated information on record keeping and notification and need to ensure that this is followed.

Each house within the service had a homely feel and were welcoming environments that were generally well maintained. Children and young people had the opportunity to personalise their rooms and both houses had well maintained outdoor spaces. Some issues with décor were raised by staff during the inspection and it was noted that a number of improvements are planned.

Children and young people were aware of their rights to continuing care and had access to formal advocacy. Children and young people were engaged in their care planning through the use of key time. Mechanisms were in place to gather their views through house meetings and a "you said we did" suggestions box.

Children and Young People were supported to maintain positive mental health through encouragement of individualised strategies that helped them to regulate their emotions. Staff had good knowledge of what worked for each individual child or young person.

Children and Young people were supported to maintain links with birth family. Staff actively promoted family time through the provision of transport and family were supported to visit children and young people in the service if this was in their interest. Some parents reported that communication with the service could be improved.

Children and young people's individual ambitions, interests and skills were consistently supported and developed. Staff supported children and young people to engage in a range of community activities such as local youth clubs, swimming, fishing, horse riding, trampolining and attending sports events.

Children's attendance at school was a major strength of the service and a number of young people who had poor attendance or a limited timetable had been able to increase their hours education. The service had high aspirations for young people and promoted positive attainment and there were examples of young people engaging in college and apprenticeships.

Healthy eating and exercise were promoted with staff prepared two menu options for young people each day to promote positive choices. Food prepared was cooked fresh and provided a balanced diet. Mealtimes were nurturing occasions where staff shared food with children and young people.

Leaders ensured a positive culture and staff were very positive about the vision of the registered manager. Management had a clear vision for improvement, a comprehensive development plans was in place and the manager had undertaken self evaluation to identify improvements linked to "The Promise" arising from the Independent Care Review and the incorporation of the United Nations Convention on rights of the child in to Scottish law.

Children and young people generally felt there was the correct number of staff in the service. A change in shift pattern meant that night shift staff started earlier. This led to improved relationships in the service as night staff had an opportunity to engage children and young people in activities at the start of their shift.

Staff had access to reflective and supportive supervision to support them in their role. Some staff reported that supervision did not take place at the required frequency or could be cancelled at short notice. The service should ensure that all staff have access to regular supervision and that this is prioritised within the service.

Children and young people had positive risk management plans within the service that outlined needs and risks and how they should be cared for but these did not fully reflect the depth of knowledge held by staff. These plans could more clearly outline strategies for support and better promote SMART (Specific, Measurable, Realistic, Timebound) care planning linking key time to specific objectives. This is recognised within the service improvement plan as an area for further development.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure young people are protected from harm the service must improve its assessment and management of risk.

This area for improvement was made on 14 June 2019.

Action taken since then

Assessment and risk management plans updated since previous inspection.

Previous area for improvement 2

To ensure young people experience consistent care and support as they get older the provider should review their approach to continuing care, promoting a shared understanding.

This area for improvement was made on 14 June 2019.

Action taken since then

Clear policy for Continuing Care in place that includes residential care in Midlothian.

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 children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

<p>7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights</p>	<p>5 - Very Good</p>
--	----------------------

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Adult Health and Social Care Performance Report Quarter Three 2022/23



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 A 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.

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.

In accordance with JCVI guidance, the Autumn/Winter vaccination programme for Flu and covid booster continues until 31st March 2023. All eligible cohorts have received and been invited for their vaccinations across 4 venues – Midlothian Community Hospital, Rosewell Steading, Gorebridge Leisure Centre and Penicuik YMCA-YWCA. From December, clinics were opened to drop-in clinics to increase and promote uptake. Penicuik YMCA-YWCA closed on 22 December 2022 with the other venues remaining open.

As of 08 January 2023, the uptake of flu vaccines for adults administered in Midlothian HSCP is 67% and 68% for Covid booster vaccines.

The Community Vaccination Team continues to deliver the school flu programme and the 0-5 immunisation team deliver the 2-5 year flu programme with a 59% uptake.

The housebound, inpatient and care home vaccination programmes are successfully complete with ongoing mop-ups arranged.

As part of the inclusivity plan and to promote further uptake in line with the Scottish Government target of 80% uptake. Pop clinics took place at IKEA Edinburgh, Mayfield Community Big Dig event, 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. There is further work planned for Q4 in line with the inclusivity plan.

Service Transformation

On 20 June 2022 the Scottish Parliament published the National Care Service Bill which will provide the foundation for the NCS. Alongside the Bill, explanatory notes, a policy memorandum, a financial memorandum and a delegated

powers memorandum were also published. The first stage of the consultation was concluded in early September and we await the outcome of that. It should be noted that both COSLA and Social Work Scotland have requested that the Scottish Government pause on the Bill pending further consultation.

Justice

The Justice Team have continued to deliver a range of interventions that fulfil all statutory requirements, despite managing a number of vacancies across quarter 2 and 3. We continue to ensure that we meet the needs of those released from custody either on remand or as planned release at sentence end date. There are strong links with SPS, and HMP Edinburgh in particular, which allows for work to be undertaken as part of the Number 11 allocations meetings to ensure that those leaving custody have access to support and resources relevant to their risk and needs.

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].

Learning Disabilities

The Complex Care Expert Panel Group oversees the spending of Midlothian's Complex Care Community Fund has now met three times and completed a plan for the Midlothian allocation of Community Change Fund. This includes allocations for third sector organisations, the development of a Safe House, improvements in transition for young people moving into adult life, refurbishment of community premises and a programme of training.

The Human Rights Expert Panel has been meeting every six weeks, with well attended sessions covering Human Rights and The Charter for Involvement. Two more sessions on Recovery from the pandemic and Communication will be held in January 2023.

The flats at Bonnyrigg High Street are scheduled for completion early 2024. Designs for Primrose Lodge in Loanhead are complete, but the property is being used to house tenants of Teviot Court whilst their flats are being upgraded. The first six tenants moved on 4th and 5th October and have now returned to their renovated flats at Teviot Court. The second group are currently living at Primrose Lodge and will return to their tenancies in February. The entire programme of work at Teviot should be completed by March/April 2023, but outside works are weather dependent. We are now reapplying for capital funding for the work at Primrose Lodge.

Waiting times for Social Work and Occupational Therapy services remain off target - this is largely due to staff vacancies, demand, acuity and some sickness absence.

Older People

Extra Care housing: Workforce paperwork is underway with care inspectorate around registration application for ECH care staffing for Normandy Court Dalkeith. The staffing structure has been approved by HSCP and we will move to recruitment in the next quarter. A change in handover date has been advised which will now be approximately May 2023.

Care at home: our internal and external providers delivered 59,544 actual care hours during this time period across Midlothian. Internally, the Homecare team delivered approximately 35% of all care hours for Older People, and a total of 61,272 visits to individuals. There continues to be a rise in demand for individuals being discharged from hospital and more work is underway regarding pathways for emergency community package of care requests to avoid admission where possible. A Multi-agency Quality in Care at Home has been re-established jointly with East Lothian to review quality and sustainability of Care at Home providers in the area. The internal Home Care service is also focused on the Learning and Development opportunities for our workforce. As part of these efforts, a series of face-to-face Infection Control training was rolled out to all teams.

Carers

Work currently in progress to produce a business case and plan committing available recurring and underspent Carers act funding, submitting to SMT in January 2023. Q3 has seen consultation with staff, carers and stakeholders confirming existing priorities within the Midlothian Carers Strategy (agreed prior to pandemic) remain relevant, sharing of consultation findings, and invitation to submit proposals for work to support use of the available funds through: strengthening of services and gaps; utilisation of underspent and carried forwards carer act funding. Closing

date for proposal submissions 21/12/22. Proposals will be shared with stakeholders for feedback, to be returned mid-January.

There is delay in the recruitment to the Alzheimer Scotland Dementia Carer Support Practitioner post. Meeting with the provider due 21/12/22 to agree a way forward. Carer Strategy and IIA have been signed off and published on the Midlothian Council website.

Mental Health

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

Individual Placement Support has been impacted on due to recruitment we were hopefully we had a candidate however they have withdrawn and now the post is out to advert and there is interest, so we are hopeful to recruit.

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.

Adults with Long Term Conditions, Disability and Impairment

Awareness training sessions for HSCP staff, provided by Sight Scotland are being planned for the New Year. 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.

Meetings have been taking place with Deaf Action to review their role and how they support our Services in light of them not having any access to a BSL trained Social Worker from the New Year. They have been asked to provide an up to date list of all the people within Midlothian that they work with. They still have a CCA who is able to provide support using BSL.

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 Redcross staff. Recent conversations with the volunteer coordinator have improved communication and efficiency around volunteer collection service. A meeting took place to discuss the re-instigation of community based hearing aid repair clinics which took place before Covid. It was agreed by HSCP staff and Third Sector agencies that there was a benefit in these starting again as they not only provide a practical purpose but reduce social isolation and provide peer support for people who attend. Actions have stalled as a result of not having been able to engage Audiology in these plans so far

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

Gorebridge Leisure Centre: Roof replacement now complete, some remedial work to be completed in the gym but not affecting business operations. The centre is being utilised for the winter vaccination programme on a smaller scale than previously with only the lesser hall being used.

Meeting between all contractors and Midlothian took place in December with regards to destination Hillend which will see work commence on Monday 30th January 2023. Initial phase will see major improvements to access roads as well as the A702.

The Gym Group opened one of its budget gym facilities at Straiton retail park in November. Membership numbers have dropped but we can't tell at this time if this is due to solely down to The Gym Group, general cost of living factors or seasonal drop-off but we are monitoring the situation closely.

Active Schools:-

Free Activity

Our move to free activity has gone well. Rather than taking a one size fits all approach, we have worked with schools & communities to identify what model works best for each school and we have nearly all schools engaging. We are currently completing our monitoring for term 1 and will update once data is confirmed. However approximate data is:

- . 102 free primary clubs.
- . 50 free secondary clubs.

- . 108 volunteers delivering activity equalling 994.5 hours of volunteering in Q3
- . 1960 pupils participating.

This is a really positive start to our free activity programme and we hope to see these numbers increasing each term as we settle into the new model.

Events

We have welcomed back our in person events this term and the feedback from schools has been really positive. We have had the following events this term;

Event No. of schools Approximate no. of pupils

Basketball 16 170

Hockey 3 80

Boccia 5 40

Netball (secondary) 2 50

We are looking forward to starting term 2 with our Sportshall Athletics events with 21 schools attending.

Secondary Schools Term 1/Term 2

. Active Schools Leadership Academy – 12 pupils have completed a programme of training and will now deliver free clubs in primaries, high school & community settings.

. Introduction to Coaching Children – We have delivered this training to Sports Development & Sport & Recreation classes at Beeslack and Newbattle. We plan to have some of these pupils delivering activity in primaries and community settings.

. Fit for Girls – We have recruited more girls from secondary schools onto our Midlothian Fit for Girls Committee and they will receive training from the national tutors in January. We ran this programme successfully last year and as part of Women & Girls in Sport Week, Maree Todd, Minister for Public Health, Women's Health & Sport visited Midlothian to hear about our work from the girls who were involved.

. Kit for All – We are rolling out the Kit for All programme across Midlothian schools and communities, recycling & redistributing sports kit.

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.

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.

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.

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.

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.

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.

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.

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.

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.





Quarter 3 - Adult Health and Social Care-



Adult Health and Social Care INDICATORS Off Target							
Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History	
AHSC.P.11.3a Completion of 6 month pilot of residential respite within Cowan Court ...		0%	75%	01 Apr 2023	Q3 2022/23		
AHSC.P.5.1a Number of people (per annum) in employment or education following in...		0	13	01 Apr 2023	Q3 2022/23		
AHSC.P.2.1a Average wait time for occupational therapy services		12 weeks	6 weeks	01 Apr 2023	Q3 2022/23		
AHSC.MPI.02 Average number of working days lost due to sickness absence (cumul...		15.78	10.53	01 Apr 2023	Q3 2022/23		
AHSC.P.10.8a Lines of communication formally agreed with all relevant agencies.		35%	75%	01 Apr 2023	Q3 2022/23		
AHSC.P.6.6a Draft Dynamic Risk Tool trialled.		50%	75%	01 Apr 2018	Q3 2022/23		
AHSC.P.2.1b Average wait time for social work services		10.8 weeks	6 weeks	01 Apr 2023	Q3 2022/23		
ASC.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working days		80%	95%	01 Apr 2023	Q3 2022/23		
ASC.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working days		81.82%	95%	01 Apr 2023	Q3 2022/23		
AHSC.P.3.3a Local Power of Attorney campaign delivered.		65%	75%	01 Apr 2018	Q3 2022/23		
AHSC.MPI.07 % of internal/external audit actions progressing on target or complete ...		83.33%	90%	01 Apr 2023	Q3 2022/23		
AHSC.MPI.05 % of Service PIs that are on target/ have reached their target. (does n...		84.09%	90%	01 Apr 2023	Q3 2022/23		
AHSC.MPI.01 Performance against revenue budget		£59,388m	£59,237m	01 Apr 2023	Q3 2022/23		

← 1 of 1 →

SMP Adult Health and Social Care ACTIONS Off Target

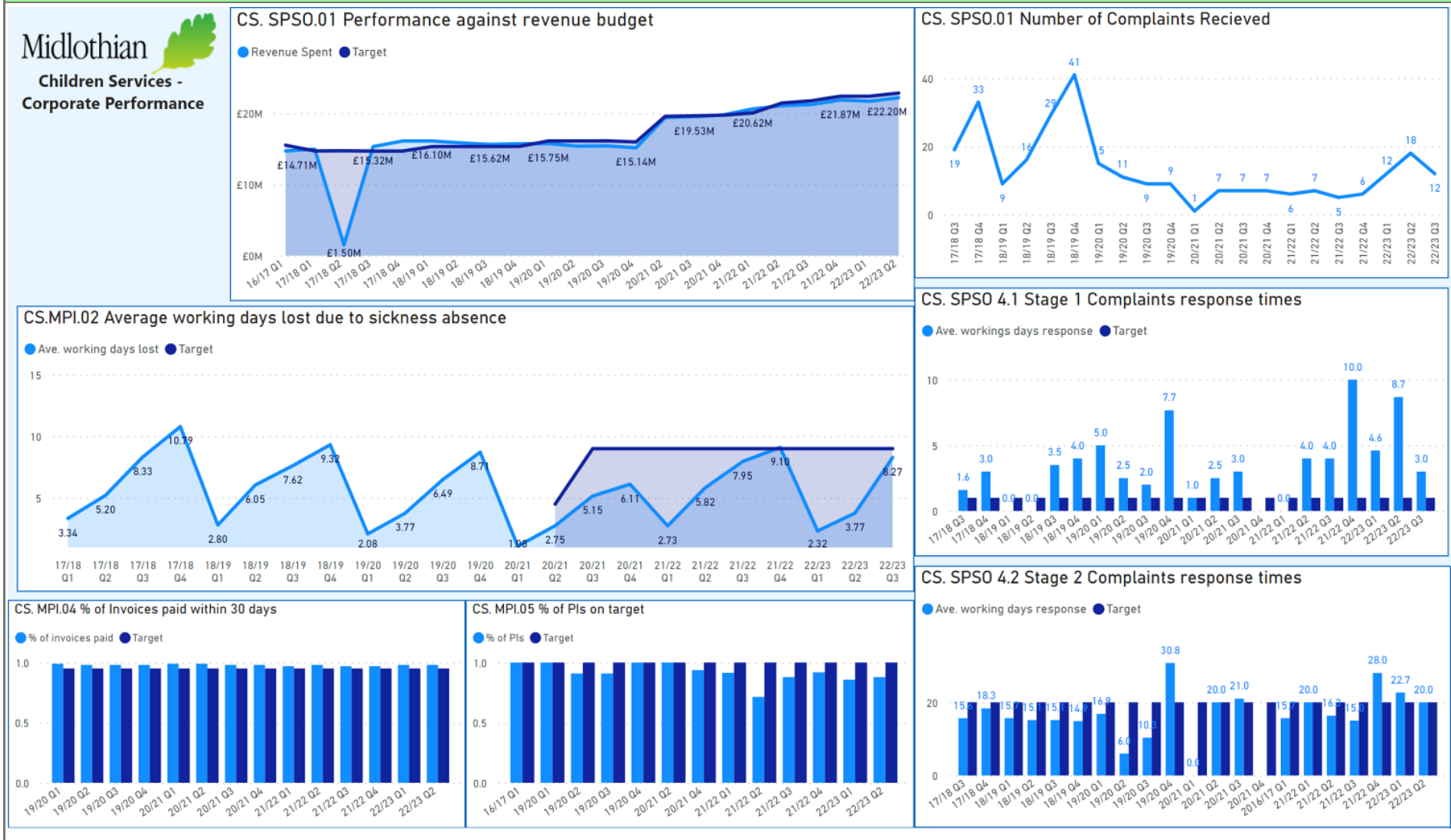
...	Code & Title	Progress	Status	Due Date	...	Type
	AHSC.P.2.1 Reduce waiting times for occupational therapy and social work services.	<div style="width: 20%;"><div style="background-color: #ccc; height: 10px;"></div></div> 20%	Check Progress	31 Mar 2023		Action
	AHSC.P.10.8 Establish effective links between the Physical Disability Planning Grou...	<div style="width: 35%;"><div style="background-color: #ccc; height: 10px;"></div></div> 35%	Check Progress	31 Mar 2023		Action

← 1 of 1 →

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



01. Progress in delivery of strategic outcomes



01. Progress in delivery of strategic outcomes

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 Q3

- All staffing in place and due to start 16th January 2023

Plans for improvement next Quarter and year ahead

- Referrals will be received into service from end January 2023
- Continue to strengthen working relationships with third sector and other partner agencies and ensure there is no duplication of services. Event organised for February with 3rd sector to ensure a collaborative approach in taking this service forward
- Communications strategy with partners and service users to continue to be rolled out
- Strategy paper and plan regards evaluation will also be progressed

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

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

Progress and Achievement in Q3

- First annual evaluation report completed
- At the end of Q3 a total of 29 families were engaged in Family Systemic work

Plans for improvement next Quarter and year ahead

- Continue to evaluate the impact of systemic family work in Midlothian
- Deliver two NVR coaching groups for workers across Children's Services
- Facilitate further awareness raising workshops in 2023

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

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

Progress and Achievement in Q3

- 46% increase in the number of families who organise their own support
- Review of resources and how these are accessed by service users with varying levels of need
- Continue to review current assessment processes
- Linked to a wider disability review

Plans for improvement next Quarter and year ahead

- Guidance continues to be updated and refresher training across the service will follow.
- Section 23/disability practice standards will be developed
- Emphasis on effective transitions
- Identify and progress opportunities to expand holiday provision and respite options locally for children with complex additional needs

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

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

Progress and Achievement in Q3

- Continued to expand the number of families engaged with the Family Group Decision Making service
- Link established between Family Wellbeing and statutory service
- Kinship engagement meetings have been re-established

Plans for improvement next Quarter and year ahead

- Continue to expand on progress made in Q3 in relation to the number of Families engaging with the Family Group Decision Making Service
- Strengthen relationship with Kinship carers in Midlothian
- Increase awareness of supports available to kinship carers

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3
Number of families who are referred to Family Group Decision Making	31/03/23	increase 21/22 figs by 15%	79		32	59
Number of families who participate in Family Group Decision Making	31/03/23	Increase 21/22 figs by 10%	32		16	24
The number of assessments by kinship worker	31/03/23	increase 21/22 fig by 15%	14		4	6
Percentage of kinship carers who attend engagement sessions	31/03/23	80% of Kinship carers one event	New Measure		0	0
Reduce the number of CEYP who enter homeless accommodation vs other suitable accommodation	31/03/23	2			Data available March 2023	Data available March 2023
Number of CEYP living with Foster Carers on After Care arrangement post 21 years	31/03/23	3	New Measure		Data available March 2023	Data available March 2023
Increase number of young people in the National Housing Project	31/03/23	10-12	New Measure		Data available March 2023	Data available March 2023
Average age of young people in Continuing Care	31/03/23	Age 18	New Measure		Data available March 2023	Data available March 2023

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

Progress and Achievement in Q3

- CYP mental health strategic planning group has continued to meet

Plans for improvement next Quarter and year ahead

- New chair of CYP mental health strategic planning Group Single to be identified
- Single point of Access to be developed. This is a significant but important piece of work that has been delayed due to staff shortages and capacity issues.

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

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

Progress and Achievement in Q3

- 67% Increase in number of Families being offered an income assessment
- CAB have successfully recruited into the Early Intervention Income Maximisation post. Worker due to start January 2023

Plans for improvement next Quarter and year ahead

- Development sessions will be undertaken across the service to upskill workers on income maximisation support
- Financial assistance worker to be recruited to respond to financial assistance requests coming into Duty service
- Income maximisation worker to be recruited to sit within Family Wellbeing Service

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

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

Progress and Achievement in Q3

- An unannounced inspection of our two residential houses took place in December 2022. The service was evaluated as **Very Good** with the inspectors citing the following key strengths:
 - Young People were experiencing positive outcomes.
 - The service had a clear model of relationship based practice.
 - Staff approached care in a trauma informed way.
 - Both houses were homely and welcoming environments.
 - Management have a clear vision for service improvement.

Plans for improvement next Quarter and year ahead

- Improvement plans in place

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3
Local Adoption Service will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		Data available March 2023	Data available March 2023
Local Fostering Service will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		Data available March 2023	Data available March 2023
Local Continuing Care/Adult services will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		Data available March 2023	Data available March 2023
Hawthorn Family Learning Centre will provide high quality care and support	31/03/22	Care inspection Grading of GOOD	New Measure		Data available March 2023	Data available March 2023
Young People's Care Homes will provide high quality care and support	31/03/22	Care inspection Grading of GOOD	New Measure		Data available March 2023	VERY GOOD

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

Progress and Achievement in Q3

- Life Story Work training took place in October 2022. 12 workers from across Children's Services attended
- 3 staff undertaking formal life story training with a view to increasing capacity within the service

Plans for improvement next Quarter and year ahead

- Further training to be delivered in 2023

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2	Q3
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 Q3

- Recruitment of trauma Informed Practice worker
- Educational Psychologist also working with staff and carers to increase capacity within LAAC workforce

Plans for improvement next Quarter and year ahead

- New worker will develop a work plan

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

02. Challenges and Risks

National Care Service: The 'Bill' which is currently in Stage 1 of the process is currently being considered with an expectation that the lead committee will provide a report on the Bill at the start of 2023. CELCIS have been commissioned to undertake research around the inclusion of children's services within the NCS. This work should be concluded by August 2023. No further updates have been received for Q3, however this is still very much a challenge for social work going forward.

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.

Children's Services Referrals

There remains a significant increase in referrals into Children's Services. Over quarter 3, referrals have risen to 6390, an increase of 7% from the same period last year.

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.

Workforce:

Midlothian continues to experience the same staffing issues encountered by other Councils. There is a general lack of experienced and skilled staff across the sector and we are having to increasingly rely on locum workers.

Whilst not the only factor, the issue is exacerbated by our salaries not being as competitive as neighbouring local authorities. 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

Arrival of Ukrainian Families and Unaccompanied Asylum Seeking Children

We continue to welcome Ukrainian families into Midlothian adopting a holistic approach to the support on offer. We are confident that our steady and thorough approach to this work has ensured that we are robust in the work we are undertaking.

We also continue to ensure that we meet the agreed quota of unaccompanied children seeking asylum in Midlothian, arriving from other parts of the world as well as planning and welcoming families fleeing from Afghanistan.

To date we have 123 Ukrainian people (27 families with children) living in Midlothian. We have 21 Afghanistan people which equates to 3 families with children.

Until recently we had 3 young people under the age of 18 who are unaccompanied asylum seeking and 10 young people over the age of 18, most of whom have been here for several years. We recently accommodated a young Afghanistan child who, worker believe is our youngest child yet – he is being looked after by carers.

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.

Kinship Care

Our desire in Midlothian is to increase our current kinship service. We have a dedicated kinship worker at this time.

Instrumental Music Service

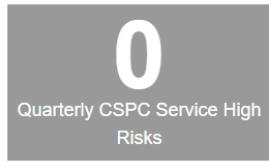
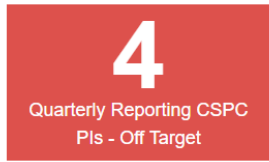
Providing free tuition to all pupils whilst having to meet a significant savings agreed within the Medium Term Financial Strategy will be challenging. We are undertaking an option appraisal which shall consider how we best

deliver and design a service that is modern, implementing the learning during the pandemic, whilst also delivering a service that is equitable and sustainable given the current budget position.

Financial Pressures

- 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.

Quarter 3 - Children's Services Partnership and Communities-



Quarterly Reporting PIs - Off Target

Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
22/23.CSPC.4c The number of assessments by kinship worker		10	12	01 Apr 2023	Q3 2022/23	
BS.CSPC.LPI.05 Child Protection: % of Core Group meetings held within 15 days fo...		82%	100%	01 Apr 2023	Q3 2022/23	
CS.SPSO.04.3 Average time in working days for a full response for escalated compl...		36	20	01 Apr 2023	Q3 2022/23	
CS.SPSO.05.3 Percentage of complaints escalated and complete within 20 working ...		0%	95%	01 Apr 2023	Q3 2022/23	

← 1 of 1 →

Corporate Solutions Performance Report Quarter Three 2022/23

Quarter 3 (October - December 2022) was a challenging quarter for Corporate Solutions as it continues to support post-pandemic recovery, manage spend against in-year budget and present options to balance future years' budgets and progress a range of transformation projects. The main challenges for this quarter continue to be achieving and maintaining financial sustainability against increasing external pressures.

Challenges and risks

Financial position

The 2022/23 budget, approved on 15 February 2022, was reliant on £10.283 million of one off funding measures. The projected budget gap for 2023/24 is over £14m rising to over £26m by 2027/28. All through Quarter 3 Financial Services and the Council's Corporate Management Team have been working with the Business Transformation Steering Group to consider a range of measures to reduce this gap.

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. 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 order to respond to all of these pressures, a range of reprioritisation activity has taken place in Quarter 3, with a reprioritised Capital Plan to be presented to Council in Quarter 4, and options to review what services are delivered and how they 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 87% of adults reporting an increase in their cost of living in April 2022 ([Office for National Statistics; Francis-Devine et al, 2022](#)). The UK is currently facing an unprecedented storm of increasing prices, bills and tax. The 40 year high inflation rate of 9% 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 the hardest as a larger proportion of their bills are on energy and food. The Resolution Foundation estimates an extra 1.3 million people will fall into absolute poverty in 2023, including 500,000 children.

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 fortnightly.

In Quarter 3, the Council established two 'Warm and Well' hubs in the Lasswade and Newbattle 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.

The Revenues Team is also reporting that the requests for funding remain consistently high, with over £238k awarded from the Scottish Welfare Fund and 1743 applications for Crisis Grants. These figures are similar to those seen in Quarter 2 and demonstrate the significant challenge faced by our communities.

Risks

The Council's Strategic Risk Profile is presented to Audit Committee quarterly, retrospectively. For Quarter 3, the most critical risks to the Council were Financial Sustainability, Climate Change and the Change Programme. Corporate Solutions is key to the delivery of mitigating actions to these risks; through the development of the strategic plan and associated Medium Term Financial Strategy, and driving forward the Council's transformation programme to derive change and redesign services.

Transformation

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.

The Council's transformation programme is centred on the route map and its nine drivers for change. Corporate Solutions has a particular focus on the delivery and acceleration of the Capital Programme, delivering digital first 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.

As a strategic partner, NESTA, the UK's innovation agency for social good are, through their people powered results team, supporting us to pioneer new approaches to achieving change and innovation. These approaches are smarter, faster, more collaborative and more inclusive of citizens and people working at the front line. This work recognises that people who are closest to services are the experts in

both their own experience and the community they live in, but often don't have enough influence over transformation efforts.

The key activity which underpins this work and which 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 (MTFS)

The core objective of the MTFS 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 MTFS 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

Achievements

- Presentation to Council of a full suite of financial monitoring reports for Quarter 2 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.
- 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. are currently experiencing some delay as noted later in the report. However continuous improvement has been made from Q1 (69 days) to Q3 (35 days) reducing processing times for new benefit claims. Processing times for change of circumstances has also improved from 17 days in Q2 to 12 days in Q3.

- In this quarter £238,444 was awarded from the Scottish Welfare Fund. 1,743 applications were received for crisis grants of which 881 met the criteria and resulted in payments of £96,470. We currently have no facility to report on the reasons our customers are not qualifying for a grant but common reasons include: Crisis grant applications have exceeded the maximum amount allowed in a period (which is 3 applications in a year) and customers do not meet the set criteria for the award.
- Community Care Grant applications totalled 364 of which 128 payments were made totalling £141,974.

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.

Achievements

- Our Employment and Reward and Business Applications teams successfully implemented the Local Government Worker pay award and associated backdated payments.
- Continuation of a rolling programme of Wellness@Midlothian initiatives to ensure we continue to support the wellbeing of our staff.
- First phase of hybrid working staff survey was conducted this quarter, 1,000 staff members took part which provided valuable insights into staff wellbeing whilst working from home/in the community or office based.
- A new HR strategic lead joined this quarter, providing strategic HR leadership to the organisation and leading the HR team to provide services to colleagues across the Council.
- 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 council policies. The team in conjunction with communications developed recruitment documentation for LGW job adverts, designed to promote what Midlothian has to offer as an employer.
- We continue to track our gender pay gaps and employee turnover rates. Turnover varies through the year. Consideration of the levels of turnover across services, locations and particular groups of employees helps to inform workforce planning and resourcing. Aside from 2020/21 where staff turnover was 5.9%, the turnover rate has been consistent the last 3 years between 9-10.5%. Turnover rate over the last few quarters has been static between 2.4 and 3.6%. Rate for Q3 2.4%.

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

Achievements

- 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/Office refresh:** A further 500 mobile phones have been migrated to new platforms to allow better integration with O365 plans. Thousands of laptop and PC’s have been upgraded to the latest Windows 10 version. The Council agreed the move to hybrid governance meetings in December 2022. Work is underway to have this implemented for Quarter 4.
- **Target Operating Model:** A new structure was agreed to strengthen the core staffing of Digital Services by Council and CMT. The Digital Client Services Manager and Cyber Security and Information Governance Manager posts have been created and appointed to.
- **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.
- **Digital enabled projects:** a number of business applications have been upgraded this quarter including Mosaic, TotalMobile, OpenRevenues, Civiapay, Civia Automation and Committee

Management System which continue to improve customer and staff experience. As part of the leave and time recording project, staff annual leave and flexitime recording for phase 1 (Etarmis users) migrated over to ITRENT, the councils HR payroll system, in December. Using our payroll system to record leave will result in more efficient payroll and annual leave year end processes with the benefit of having staff information on one system.

- **Cyber Security resilience:** A Cyber Incident Response partner has been established to provide incident management and forensic support. A number of phishing exercises on staff have been completed, a new cyber training platform has been purchased.

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.

Achievements

- Customer Service Platform (CSP) - the Registrars module went live this quarter. This means that customers can now request and pay for replacement birth, death and marriage certificates online, at a time that is more convenient to them; and reduces the demand on the team through introducing this self-service functionality. Other modules in progress are missed bins, assisted collections, additional recycling containers, bulky uplifts and Subject Access Requests. These are all in either design, configuration, build or test phases. The core build for the customer feedback module is complete with final build refinements being progressed.
- The work programme CSP was reviewed during Quarter 3, 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.
- December saw the launch of two 'Warm and Well' Hubs in Lasswade and Newbattle libraries, providing free soup and hot drinks plus access to all other library resources such as free wifi, books and information.
- Library Services remain busy with the majority of activities and events, which had been suspended due to COVID, having resumed. 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' 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. Issue figures have recovered and surpassed this for the same period in 2019-20 with an increase in Q3 of nearly 10% for physical and virtual issues.

- There continues to be a steady volumes of calls via our Contact Centre, as well as webforms and social media and the contact centre have dealt with 9000 emails this quarter. Call handling performance has improved slightly with 64% of calls answered in Q3 compared to 62% in Q1 and Q2. Rate of call abandonment has remained consistent with no change from Q1 at 6%.

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.

Achievements

- 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.

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 falls 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.

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.

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:

- Research, Development and 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 reprioritised plan will be considered by Council in Quarter 4.

Quarter 3 - Corporate Solutions-



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...		94.9%	95.0%	01 Apr 2023	Q3 2022/23		
CORPS.P.3.4b All recovery overpayments - as a % of all HB overpayment debt		4%	10%	01 Apr 2023	Q3 2022/23		
CR.CC.2 % of contact centre calls answered within 60 seconds		64%	90%	01 Feb 2023	Q3 2022/23		
CR.CC.4 % of contact centre calls abandoned		6%	5%	01 Feb 2023	Q3 2022/23		
CSE.LPI.03 Average processing time for new claims (internally calculated)		35 days	25 days	01 Jan 2023	Q3 2022/23		
CSE.LPI.04 Average processing time for change of circumstances (internally calculat...		12 days	8 days	01 Jan 2023	Q3 2022/23		
CORPS.MPI.01 Performance against revenue budget		£23.524m	£23.425m	01 Apr 2023	Q3 2022/23		
CORPS.MPI.05 % of Service PIs that are on target/ have reached their target.		78.57%	90%	01 Apr 2023	Q3 2022/23		
CORP8 Corporate Indicator - Percentage of invoices sampled and paid within 30 day...		92.1%	95.0%	01 Apr 2023	Q3 2022/23		
CORPS.SP5O.05.1 Percentage of complaints at stage 1 complete within 5 working ...		92.86%	95%	01 Apr 2023	Q3 2022/23		

← 1 of 1 →

Midlothian Profile

Cost of living - UK

Appendix A

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

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

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

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

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



Economy

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

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

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

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



Earnings

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

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



Health and wellbeing

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

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

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



Households

40,137 households in Midlothian *(2020)*

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



Inequality

24% of children were living in poverty in Midlothian

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



Climate emergency:

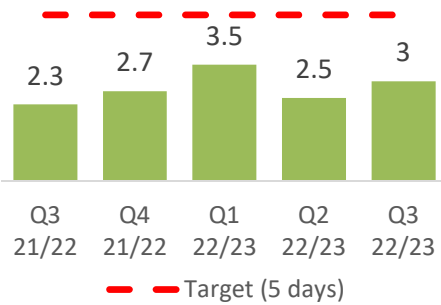
While industry and commerce account for **21.2%** of carbon emissions in Midlothian, the biggest sources of carbon emissions are still **domestic heating (36.9%)** and **transport (36.6%)**

Corporate Solutions Q3 22/23 performance report

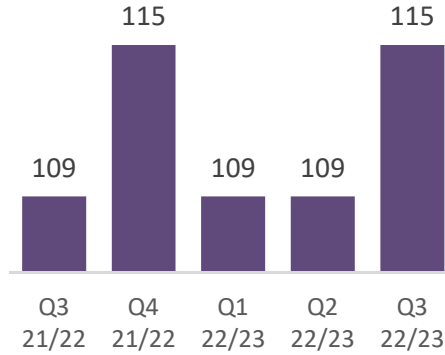
Trend Data

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

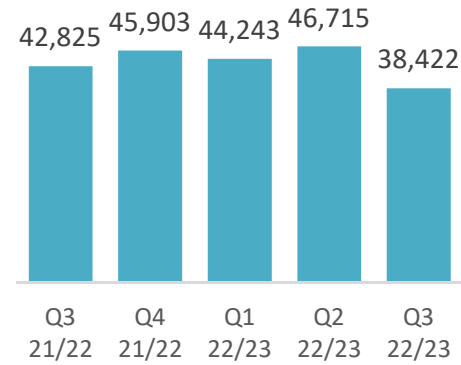
Average time in working days to respond to complaints at stage 1 (Corporate Solutions)



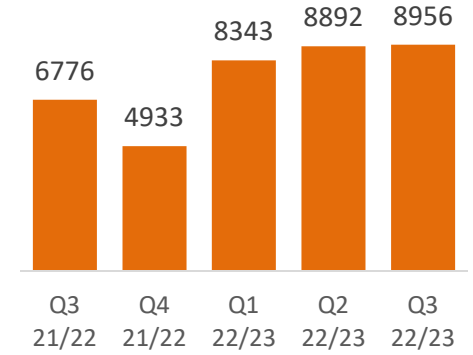
Total number of female employees in top 5%



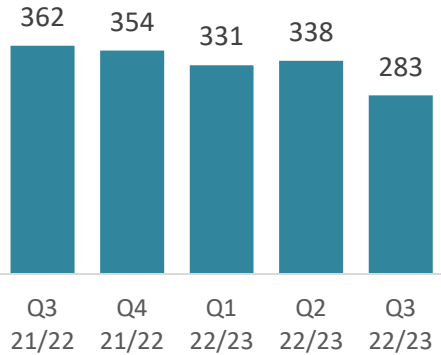
Number of virtual library visits



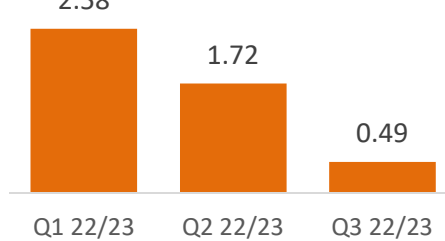
Number of Council Tax transactions received online



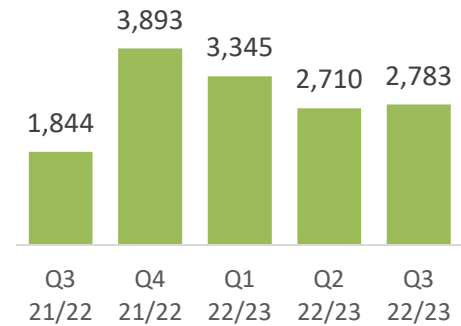
Number of social media contacts via Contact Centre



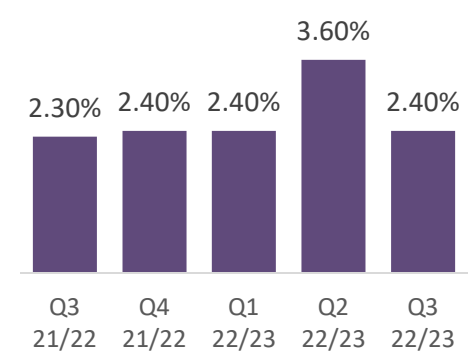
Corporate Solutions - Average number of working days lost due to sickness absence (quarterly)



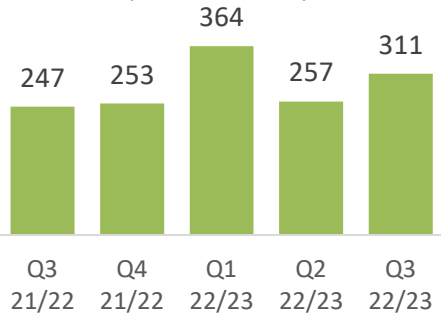
Number of webforms received via Contact Centre



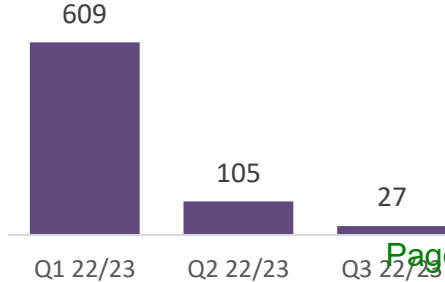
Percentage of staff turnover (including teachers)



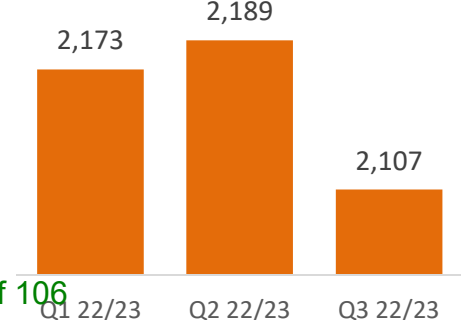
Number of Freedom of Information requests received (Council wide)



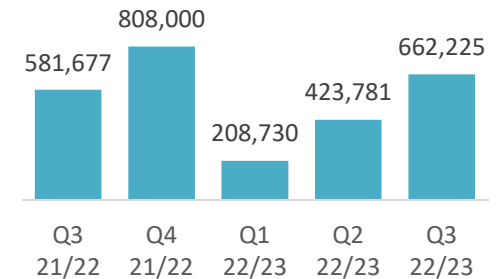
Number of Self isolation support grant applications received

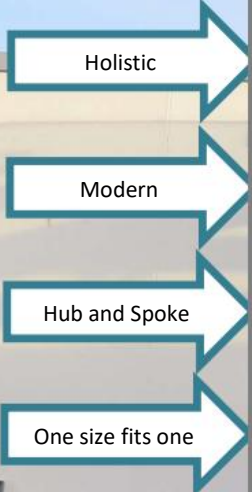


Number of Scottish Welfare Fund applications received



Total amount granted from Scottish Welfare Fund for crisis grants and community care grants (£) (cumulative)





Key highlights

Customer Service Platform (CSP) - the Registrars module went live this quarter. This means that customers can now request and pay for replacement birth, death and marriage certificates online, at a time that is more convenient to them; and reduces the demand on the team through introducing this self-service functionality. Other modules in progress are missed bins, assisted collections, additional recycling containers, bulky uplifts and Subject Access Requests. These are all in either design, configuration, build or test phases. The core build for the customer feedback module is complete with final build refinements being progressed. The work programme CSP was reviewed during Quarter 3, 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.

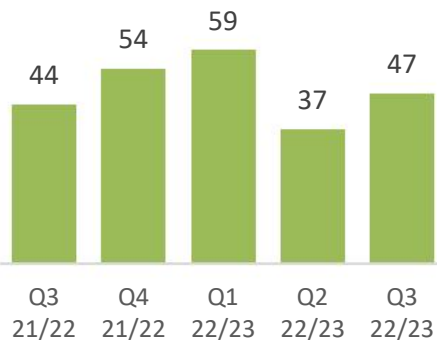
In support of the cost of living crisis, December saw the launch of two 'Warm and Well' Hubs in Lasswade and Newbattle libraries, providing free soup and hot drinks plus access to all other library resources such as free wifi, books and information. Library Services remain busy with the majority of activities and events, which had been suspended due to COVID, having resumed. 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' 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. Issue figures have recovered and surpassed this for the same period in 2019-20 with an increase in Q3 of nearly 10% for physical and virtual issues.

Areas of improvement

There continues to be a steady volumes of calls via our Contact Centre, as well as webforms and social media and the contact centre have dealt with 9000 emails this quarter. Call handling performance has improved slightly with 64% of calls answered in Q3 compared to 62% in Q1 and Q2. Rate of call abandonment has remained consistent with no change from Q1 at 6%.

Resources continue to be prioritised to process Scottish Welfare Fund as soon as these are received. This has meant that processing times for change in circumstances for benefit applications etc. are currently experiencing some delay as noted later in the report. However continuous improvement has been made from Q1 (69 days) to Q3 (35 days) reducing processing times for new benefit claims. Processing times for change of circumstances has also improved from 17 days in Q2 to 12 days in Q3. In the quarter £238,444 was awarded from the Scottish Welfare Fund. 1,743 applications were received for crisis grants of which 881 met the criteria and resulted in payments of £96,470. Community Care Grant applications totalled 364 of which 128 payments were made totalling £141,974. We currently have no facility to report on the reasons our customers are not qualifying for a grant but common reasons include: Crisis grant applications have exceeded the maximum amount allowed in a period which is 3 applications in a year and customers do not meet the set criteria for the award.

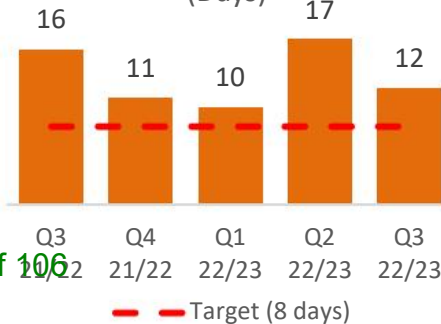
Number of complaints received (Corporate Solutions)



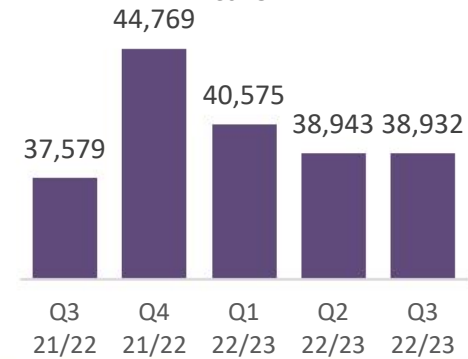
Average processing time for new benefit claims (Days)



Average processing time for change of circumstances (Days)



Number of Contact Centre calls



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

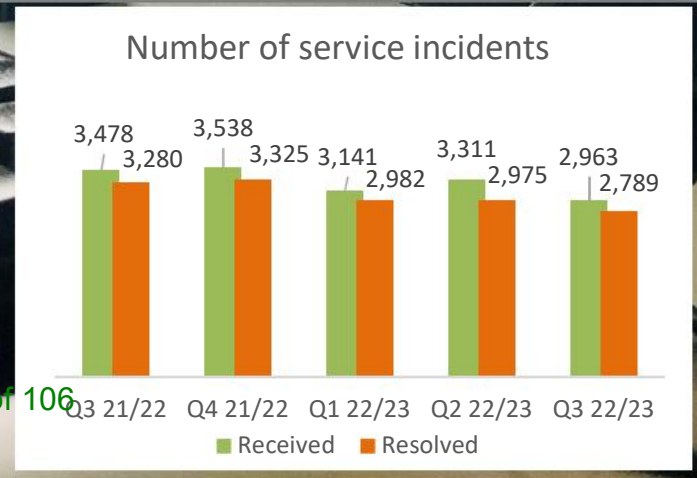
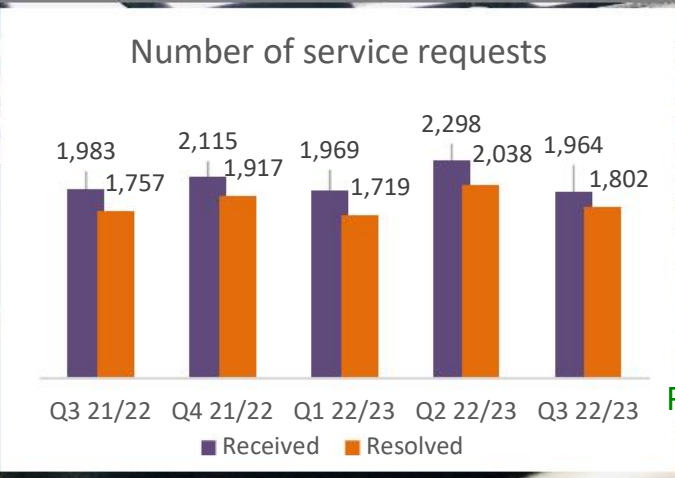
Key highlights

- 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/Office refresh:** A further 500 mobile phones have been migrated to new platforms to allow better integration with O365 plans. Thousands of laptop and PC's have been upgraded to the latest Windows 10 version. The Council agreed the move to hybrid governance meetings in December 2022. Work is underway to have this implemented for Quarter 4.
- Target Operating Model:** A new structure was agreed to strengthen the core staffing of Digital Services by Council and CMT. The Digital Client Services Manager and Cyber Security and Information Governance Manager posts have been created and appointed to.
- 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.
- Digital enabled projects:** a number of business applications have been upgraded this quarter including Mosaic, TotalMobile, OpenRevenues, Civiapay, Civica Automation and Committee Management System which continue to improve customer and staff experience. As part of the leave and time recording project, staff annual leave and flexitime recording for phase 1 (Etarms users) migrated over to ITRENT, the council's HR payroll system, in December. Using our payroll system to record leave will result in more efficient payroll and annual leave year end processes with the benefit of having staff information on one system.
- Cyber Security resilience:** A Cyber Incident Response partner has been established to provide incident management and forensic support. A number of phishing exercises on staff have been completed, a new cyber training platform has been purchased.

Areas of Improvement

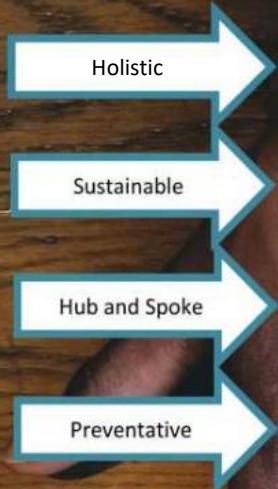
The gap between requests received and resolved in the graphs below is principally as a consequence of the lead time for new devices, reflecting global demand and the supply chain. Where necessary interim solutions are provided and the requests closed when a permanent resolution is secured.

Work will progress on the Digital Services priorities to continue to drive the Council's vision to improve outcomes using digital and data through the Digital First board, ensure the Council is well positioned to take advantage of emerging national initiatives and exploit technology in order to reduce costs and improve services.



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

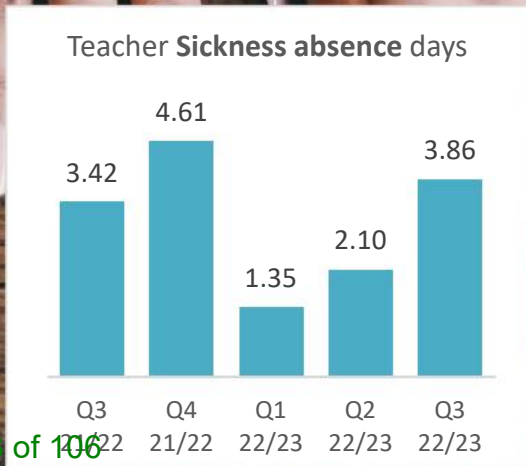
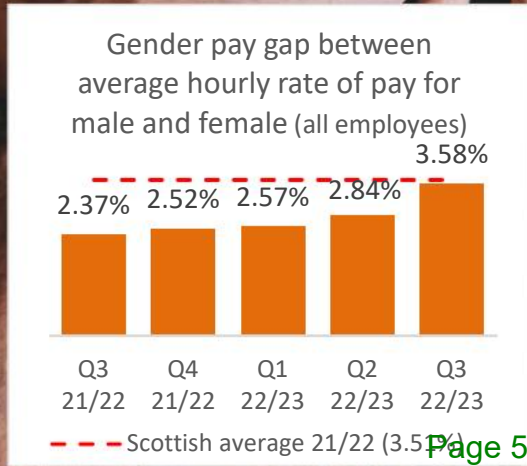
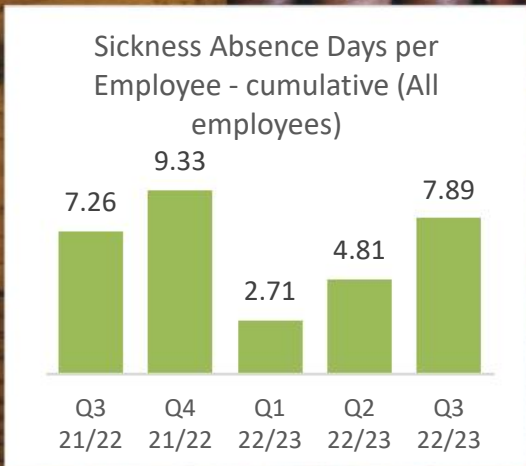


Key highlights

- Our Employment and Reward and Business Applications teams successfully implemented the Local Government Worker pay award and associated backdated payments.
- Continuation of a rolling programme of Wellness@Midlothian initiatives to ensure we continue to support the wellbeing of our staff.
- First phase of hybrid working staff survey was conducted this quarter, 1,000 staff members took part which provided valuable insights into staff wellbeing whilst working from home/in the community or office based.
- A new HR strategic lead joined this quarter, providing strategic HR leadership to the organisation and leading the HR team to provide services to colleagues across the Council.
- 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 council policies. The team in conjunction with communications developed recruitment documentation for LGW job adverts, designed to promote what Midlothian has to offer as an employer.
- We continue to track our gender pay gaps and employee turnover rates. Turnover varies through the year. Consideration of the levels of turnover across services, locations and particular groups of employees helps to inform workforce planning and resourcing. Aside from 2020/21 where staff turnover was 5.9%, the turnover rate has been consistent the last 3 years between 9-10.5%. Turnover rate over the last few quarters has been static between 2.4 and 3.6%. Rate for Q3 2.4%.

Areas of improvement

Sickness absence days remain similar to that of last year council wide with no significant improvements. For Corporate Solutions, of the FTE days lost due to sickness, 65% was due to long term sickness, 17% self-certified, 18% short term absence. While there is no identifiable trend either in short term or long term absences work continues with each service area to review attendance levels and support those staff who are absent to be able to return to work.



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

Key highlights

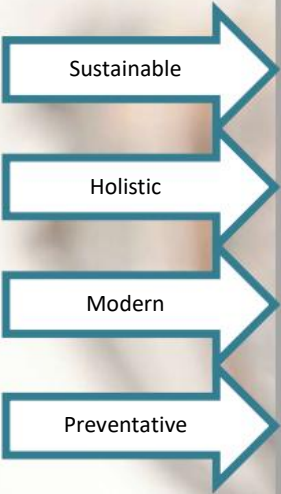
- Presentation to Council of a full suite of financial monitoring reports for quarter 2 to promote sound financial governance.
- Development of a detailed Medium Term Financial Strategy with particular focus on 23/24 base budget and Local Government Finance Settlement.
- The finance team continue to provide in-depth financial input to key revenue and capital projects embedded in the Medium Term Financial Strategy.

Areas for improvement:

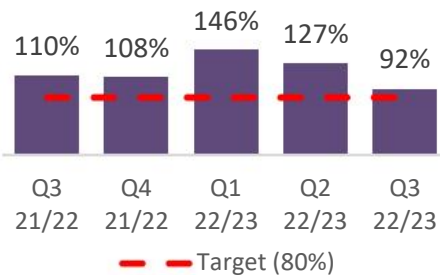
The 2022/23 budget, approved on 15 February 2022, was reliant on £10.283 million of one off funding measures. The projected budget gap for 2023/24 is over £14m rising to over £26m by 2027/28. All through Quarter 3 Financial Services and the Council's Corporate Management Team have been working with the Business Transformation Steering Group to consider a range of measures to reduce this gap.

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. 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 order to respond to all of these pressures, a range of reprioritisation activity has taken place in Quarter 3, with a reprioritised Capital Plan to be presented to Council in Quarter 4, and options to review what services are delivered and how they are delivered as part of the savings measures to reduce the funding gap.



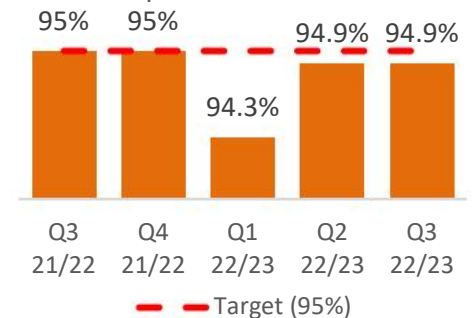
In year recovery of overpayments- % of all Housing benefit overpayments identified



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



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

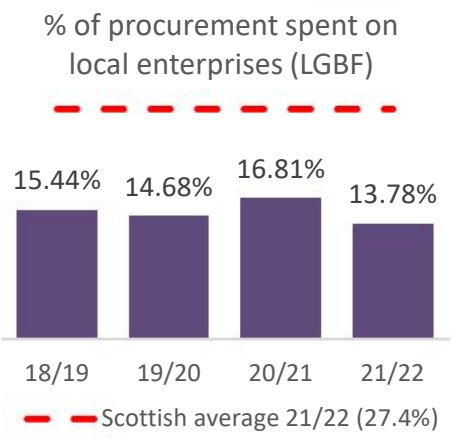
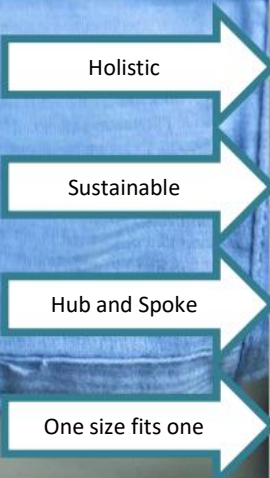


Key highlights

- 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.

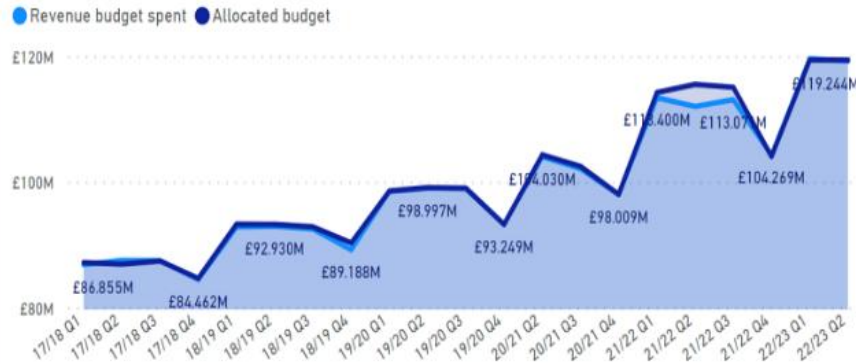


Education Performance Report Quarter Three 2022/23

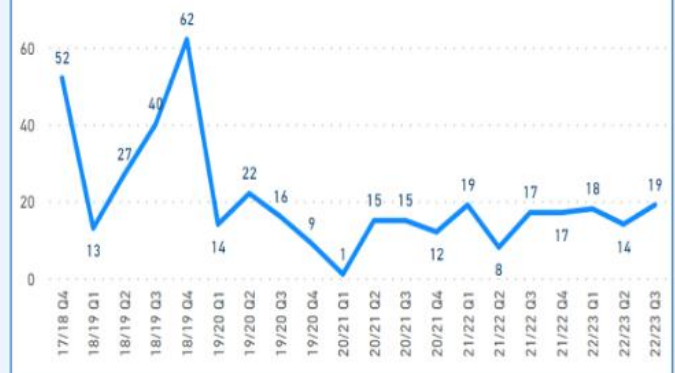
01. Progress in delivery of strategic outcomes



ED. MPI.01 Performance against revenue budget



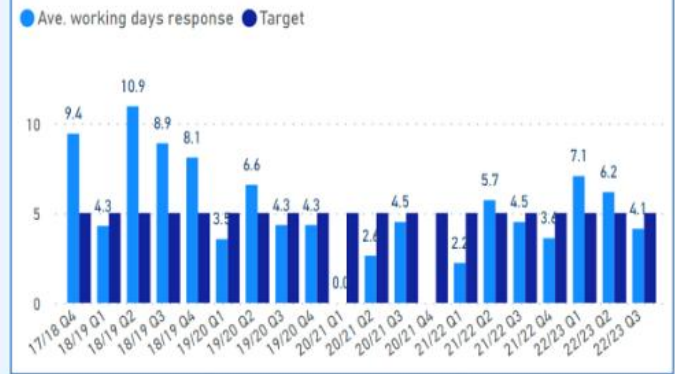
ED. SPS0.01 Number of Complaints Received



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



ED. SPS0 4.1 Stage 1 Complaints response times



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



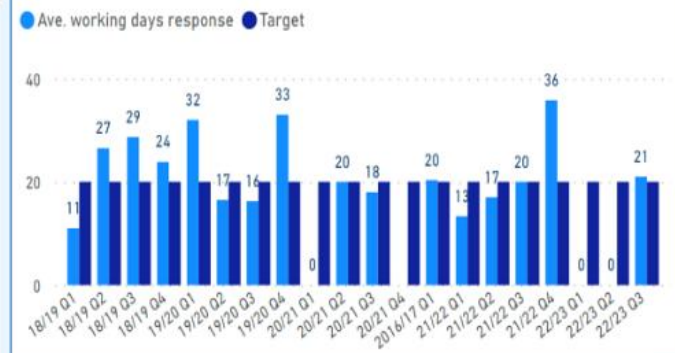
ED. MPI.05 % of PIs on target



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



ED. SPS0 4.2 Stage 2 Complaints response times



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	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
1.1.1 Develop and implement a raising attainment strategy	<ul style="list-style-type: none"> - Draft strategy still being developed and to be shared with school leaders and key networks. - Literacy and Numeracy guidance in place reflecting key pedagogical approaches outlined in Draft Raising Attainment Strategy. - Literacy, Numeracy and QAMSO Networks involved in supporting school/ASG moderation. - Further training and support for QAMSO Network will develop their expertise in assessment and moderation, enabling them to lead staff training within their own schools/ASG. 	<ul style="list-style-type: none"> - Attainment Visits support school engagement with strategy. - Data uplift reveals a positive shift in attainment predictions and progress towards stretch aims. - Final Strategy agreed and in place. - QA discussions and visit 3 activity supports engagement with strategy and future school improvement priority planning. - Themes from Visit 2 (Focus 2.3) reflect range of effective pedagogical approaches. - Schools and ASGs planning for Moderation activity within BGE (literacy/numeracy focus determined by local data and utilising Midlothian Curricular Frameworks) 	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - Professional Learning Offer in place to support engagement with literacy and numeracy frameworks - January in service days training carried out on Literacy Frameworks with 50% of primary schools. - 150 teachers attended training on the digital numeracy frameworks on Jan in service day. - Updated draft frameworks shared with EEG - The EEG has agreed a set of primary curriculum frameworks (with the permission of South Ayrshire Council) to pilot 2022-23. Agreed draft Curricular Frameworks (with exception of Literacy and Numeracy) in use in identified schools/ASGs for pilot and evaluation - The revised Midlothian Numeracy framework has been launched with headteachers. Working group creating assessments and pilot schools trialling these. - The revised Midlothian Literacy framework is currently being developed and is being piloted by some schools. Final draft of writing Early- 4th level complete and in use Jan 2023 - Endorsed by Education Scotland Literacy Officer Dec 22. - HWB framework has been drafted, with the Languages framework still to be drafted. Liaising with DO for 1+2 MLs. 	<ul style="list-style-type: none"> - Deliver Leadership of Curriculum Design training. Engage partners eg Education Scotland Curriculum Innovation Team to support action research in Curriculum Design. E.g. West Partnership curriculum redesign project - Professional Learning Offer in place to support engagement with literacy and numeracy frameworks - Literacy, Numeracy and QAMSO Networks involved in supporting school/ASG moderation. - Updated wider curriculum frameworks to be shared with EEG. - Develop and introduce curriculum guidance for schools 	<ul style="list-style-type: none"> - 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.

Key Actions	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
1.1.3 Revise Midlothian's Learning, Teaching and Assessment policy.	<ul style="list-style-type: none"> - Progress update on key messages within LTA Policy for school leaders and in collaboration with EEG. - Development of Raising Attainment strategy and Literacy and Numeracy Frameworks prioritised over this work initially. Planned visit 2 QA activity and ongoing engagement with Networks will provide evidence to inform LTA Policy development in future. 	<ul style="list-style-type: none"> - 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 final Policy. - Ongoing stakeholder engagement to inform final policy. 	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - Pilot phase of work on implementation of tracking and monitoring system with one ASG will continue during this period. - Monitor and review the impact of the system within and throughout the schools. - Working group, as part of the raising attainment strategy group will meet and discuss options for primary and secondary schools to take forward. 	<ul style="list-style-type: none"> - Final phase of evaluation of the new system. Review and consultation with working group and schools involved. - Any significant or minor changes to the approach to be made before full implementation in all schools next quarter. - Training programme on the system to be planned and scheduled with all schools. 	<ul style="list-style-type: none"> - 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.
1.1.5 Support schools and settings to make best use of digital tools to enrich, enhance and improve learning, teaching and assessment	<ul style="list-style-type: none"> - Relaunch Digital Loan Bank to ensure schools and settings can access high quality digital technology and training - Pilot BGE Digital Literacy Framework in primary schools and settings through Digital Leaders - Use staff audit from May 22 to explore creation of a learning and teaching app library for pupils and staff, ensuring DPIA compliance - Innovation project work in relation to Efl, linking schools across Midlothian- principally access to VR, creativity with iPad in Senior Phase, Future Classroom - Deploy devices to new P1 intake using remote deployment model + flexible support 	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
1.2.1 Develop and implement a raising attainment strategy	<ul style="list-style-type: none"> - Strategic Group established in Nov 22, plans shared and ongoing engagement with HT Group, EEG - Literacy and Numeracy guidance in place reflecting key pedagogical approaches outlined in Draft Raising Attainment Strategy and shared directly with HTs, English and Maths Departments/DHT Networks. - Evaluation on visit 1 and QI visit 2 planning has begun and these visits will take place January to March 2022 	<ul style="list-style-type: none"> - Attainment Visits and Secondary HT meetings support school engagement with strategy. - Data uplift shows a positive shift in attainment predictions within the senior phase. - Final agreed strategy in place. 	<ul style="list-style-type: none"> - Secondary School Improvement Reports include evidence of approaches taken and progress made towards stretch aims. - School SIPs for 2023-24 reflect strategy.
<p>1.2.2 Review the Senior Phase curriculum offer and pathways into positive sustained destinations.</p> <p>1.2.3 Review and develop approaches that will allow secondary schools to implement reduced class contact time, in line with SG policy, for teachers from August 2024</p>	<ul style="list-style-type: none"> - Midlothian Senior Phase Principles agreed and expressed through an explicit Curriculum Rationale. - Session 23/24 curriculum pilots agreed with all secondary schools that ensure increased opportunities for students and collaborative working. - Now drafting Curricular Framework, which should be ready to share by February break. Pathways work progressing, by engaging with Aberdeenshire and East Lothian this month. - Agree a Midlothian approach to the student and staff day, from August 2024, that ensures an appropriate balance between equality across schools and the context/need of each school. - Continued to access national information, some agreement in models with secondary schools from August 2023. 	<ul style="list-style-type: none"> - Deliver Leadership of Curriculum Design training. Engage partners eg Education Scotland Curriculum Innovation Team to support action research in Curriculum Design. E.g. West Partnership curriculum redesign project - Agree consultation and redraft timeline, likely to be complete by June 2023 - Confirm for each secondary school an action plan that supports the transition to the agreed approach from August 2024. - Continue with school level data analysis from primary and secondary. Also to look at the Welsh consultation and establish a paper to consult on within Midlothian - Work with Business Executive colleagues to ensure that our DSM model and allocations support the implementation of approaches from August 2024. 	<ul style="list-style-type: none"> - School 23/24 SIPs reflect this approach - School 23/24 SIPs reflect this approach
1.2.4 Revise Midlothian's Learning, Teaching and Assessment policy.	<ul style="list-style-type: none"> - Progress update on key messages within LTA Policy for school leaders and in collaboration with EEG. 	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - 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

Key Actions	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
1.2.5 Develop and pilot an effective tracking and monitoring system, incorporating development of stretch aims.	<ul style="list-style-type: none"> -Pilot phase of work on implementation of tracking and monitoring system with one ASG, and initial sharing with HT group. -Monitor and review the impact of the system within and throughout the schools. 	<ul style="list-style-type: none"> - Final phase of evaluation of the new system. Review and consultation with working group and schools involved. - Any significant or minor changes to the approach to be made before full implementation in all schools next quarter. - Training programme on the system to be planned and scheduled with all schools. 	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> -Innovation project work in relation to EFL, linking schools across Midlothian- principally iPad Creativity Apps in the Secondary Classroom, Future Classroom, Data Science Across the Curriculum - Future Classroom in Partnership with University of Edinburgh (UoE) defined Planning and technical implementation in participating secondary schools. The Collaborative enquiry cycle takes place Oct-Dec -iPad Creativity Apps in the Secondary Classroom -Support technical delivery of data science projects in Newbattle High School and Roslin PS 	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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%		3.4%	2.5%
1+ @ Level 5 – GAP FSM vs. No FSM		23.6%	25.2%	19.8%		22.9%	19%
1+ @ Level 6 – GAP FSM vs. No FSM		30.7%	32.0%	35.0%		32.6%	30%

^a Ave. is calculated from 2017-2021; ^b Ave. is calculated from 2017-2019

NC – not collected

Key Actions	Q3 – Completed activity	Q4 – Planned 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.	<ul style="list-style-type: none"> - Further development of Midlothian's Professional Learning Academy which will offer training, guidance and support to school teams in improvement methodology, measuring impact. - Schools continue to monitor the impact of interventions and universal offer on reducing the attainment gap. - Engagement with schools through QA process ongoing 	<ul style="list-style-type: none"> - QI school visits focus on evaluating impact of work to reduce the attainment gap. - PLA offer training, guidance and support to school teams on improvement methodology measuring impact - Identification of children and young people living in SIMD 1 and tracking of their attainment in discussion with school leaders and Attainment Advisor. 	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - Schools continue to monitor the impact of their PEF plans and interventions planned. - HT session with Attainment advisor - Attainment Advisor and SGM visited targeted schools (60%) to discuss implementation. Analysis discussion on gap using new data set and use of stretch aims. - Analysis of all plans to highlight interventions and use of therapeutic services. - Survey issued to all schools to gain detailed information on use of therapeutic services 	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - Implement interim dashboard approach for all schools. Training programme to be scheduled alongside this with data champions. - Pilot implementation of full new analytical dashboards for schools to align with the new tracking and monitoring system and actions 1.1.4 and 1.2.4 	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - 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	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
1.4.1 Embed The Promise across the education service	<ul style="list-style-type: none"> - Use the data to target support in schools that need this most in order to fully implement The Promise, UNCRC and GIRFEC. - Schools are trained in relationship/trauma based practice - Schools are embedding person centred planning and decision making - The PLA facilitates training on the right's of a child and the language of care - Schools are consulted on the draft amended exclusions policy 	<ul style="list-style-type: none"> - Use the data to target support in schools that need this most in order to fully implement The Promise, UNCRC and GIRFEC. - Schools are embedding in relationship/trauma based practice - Q1 school visits focus on ensuring that schools are improving outcomes for vulnerable CYP in line with The Promise - Q1 school visits focus on ensuring care experienced young people are receiving their entitlements - Schools will embed the new exclusion policy ensuring no formal or informal exclusions of care experienced young people occur 	<ul style="list-style-type: none"> - 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
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.	<ul style="list-style-type: none"> - Work on developing the data dashboard will continue, through engagement with the service and schools. - Attainment, ASN and Attendance analytical dashboards developed to support this priority. Work will continue with the leads of these areas to trial and refine the tools before being rolled out to schools. - Annual equalities report training for school leaders. - Adapt SQIP to include equalities report. 	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - 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'.	<ul style="list-style-type: none"> - 'Identifying, Assessing and Providing for Additional Support Needs' draft policy shared with schools - Short life staff consultation group is formed to give initial feedback on the new guidance, policies and procedures - Short life parent/carers and pupil consultation group is formed to give initial feedback on the new guidance, policies and procedures 	<ul style="list-style-type: none"> - All schools to pilot the draft policy on 'Identifying, Assessing and Providing for Additional Support Needs' 	<ul style="list-style-type: none"> - Schools provide final feedback on guidance, policies and procedures to enable a final draft to be created session for 23/24
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.	<ul style="list-style-type: none"> - Request for support panel meetings occur fortnightly with minutes saved onto SEEMIS - P7-S1 request for support transition panel 	<ul style="list-style-type: none"> - N-P1 request for support transition panel - Q1 visits to focus on the assessment of need and response to providing support 	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - PLA facilitate CLPL opportunities - SfL network, including representation from LAs, to draft a SfL guidance paper supporting staff to understand 5 roles of SfL, 	<ul style="list-style-type: none"> - Q1 visits to focus on the SfL practice and quality assure the data to measure the impact of interventions 	<ul style="list-style-type: none"> - SfL guidance paper to be finalised and shared ready to embed in session 23/24

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	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
2.1.1 Extend professional learning offer to promote nurturing, trauma-informed practice across schools and settings.	<ul style="list-style-type: none"> - Nurture Leads meetings re-commenced for school-based leads. - Mapped out and initiated process of engagement to build Framework for Relational Practice. - Professional learning undertaken with 200+ Learning Assistant with digital platform of resources created to support ongoing professional learning and enquiry. 	<ul style="list-style-type: none"> - Follow up opportunities (reflection circles) to enable focused case discussions and problem solving. - Exploratory research project into the supervision and support needs of those staff working with children presenting with significant emotional distress. 	<ul style="list-style-type: none"> - Facilitate shadowing opportunities for staff involved in enhanced nurturing roles (eg. guidance teachers, nurture staff, residential staff) followed by collaborative enquiry opportunities to reflect on learning. - Review of learning and identifying needs to inform planning for 2023-24.
2.1.2 Revise Attendance Strategy in partnership with Children's Services	<ul style="list-style-type: none"> - Attendance workstream established to analyse attendance data to inform priorities and direction of the strategy (awaiting dashboard access) - Reviewed and revised attendance procedures to ensure in line with national guidance and compassionate to the needs of families. - Process of reviewing and piloting approaches underway based on relational, practical and psycho-educational support to promote attendance. 	<ul style="list-style-type: none"> - Revised attendance procedures to be shared with all relevant stakeholders for feedback. - Co-produce attendance practice guidance that provides consistent, evidence-based pathways to promote attendance. 	<ul style="list-style-type: none"> - All schools to ensure the attendance strategy is fully embedded within their establishment
2.1.3 Develop a comprehensive Family Learning Strategy	<ul style="list-style-type: none"> - Support implementation of the Family Learning strategy. The multi-agency group met and Family Learning workshop held with the vision revisited. - Analysis of consultation responses gave clear actions which are being developed into an action plan - 	<ul style="list-style-type: none"> - Strategy agreed and final version will be disseminated. - Development of a central source of information about Family Learning offer in Midlothian. 	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Working group formed to create a Draft ASD strategy in partnership with Health and Social Care to be written and shared with all relevant stakeholders - CLPL opportunities identified, PLA to facilitate identified training needs - Process underway to review and clarify role and responsibilities within the neuro-developmental pathway 	<ul style="list-style-type: none"> - Pilot ASD strategy across the directorate - PLA to facilitate identified training needs 	<ul style="list-style-type: none"> - Finalise and embed ASD strategy across the directorate - Apply to be an ASD friendly local authority
2.1.5 Mental Health strategy established	<ul style="list-style-type: none"> - Survey drafted for schools to gain an overview of the therapeutic services that schools procure. - Planning underway for analysis of need and services available to children and young people. 	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - Development of strategy

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

Key Actions	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
<p>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</p>	<ul style="list-style-type: none"> - Launch of the Mental Health & Wellbeing Survey. - Created criteria & evaluation for the Children's Rights Review based on long-term aims of Midlothian Children's Rights Strategy & 7 principles of a rights-based approach. - Meeting held with QIOs organising QI Visit 2 (Learning and Teaching) to embed questions around children's rights into every school visit. - Identified Rights-Respecting School leads. - Identified and coordinated Children's Rights Focus group facilitators. - Conduct Children's Rights Review visits within identified schools. - Hold Learner 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. 	<ul style="list-style-type: none"> - 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) 	<ul style="list-style-type: none"> - Attend ASG meetings to share feedback summaries with HTs.
<p>2.1.2 Develop and implement the Midlothian Children's Rights strategy across the Directorate, in partnership with Children's Services & CLLE.</p>	<ul style="list-style-type: none"> - Identify Steering group consultation teams to consult with to consider long-term aims/vision of strategy (made up of key stakeholders: Central team; Education Scotland; School staff; Parents; Young People). - Initial meetings with Steering Group consultation teams. 	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - 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	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
<p>3.1.1 Comprehensive professional learning opportunities to improve quality of leadership at all levels, including leadership of learning.</p>	<ul style="list-style-type: none"> - Phased introduction of Professional Learning Academy (PLA) offers. New HTs offered induction peer mentors. Four DHT Network meetings took place in November 2022. Very positive evaluation data. - Delivery partnerships established within the PLA. - Education Scotland delivered Curriculum refresh to Primary HTs meeting in November - PLA standardised evaluation form is being used by participants to evaluate our input/impact. Monthly reports are sent to Midlothian SLT using this data. - PLA website leadership section updated. - Planning has begun for delivery in February to June 2022 of a series of leadership tools CLPL (Action Planning). - Preparing for HMLe inspection CLPL ran in December 2022 with further session planned for January 2023 	<ul style="list-style-type: none"> - Phased introduction of Professional learning Academy offers. - Delivery and evaluation of SEIC leadership offer. 	
<p>3.1.2 Deliver a minimum data set and support data literacy to improve self-evaluation through leadership professional learning and data champions.</p>	<ul style="list-style-type: none"> - Work is ongoing to improve the data culture within the service and preparations continue to be made for full-roll out of the data improvement plan - Work is on-going to develop a detailed plan for data champions network and co-design job description, job tasks, training and evaluation arrangements - Data lead for Midlothian attends the SEIC Data & Analysis Network 3-monthly meetings where good practice and support is shared. 	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - 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	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
<p>3.2.1 Refresh the Midlothian Parental Involvement and Engagement Strategy. Co-create this with Midlothian parents using the National Community Engagement guide.</p>	<ul style="list-style-type: none"> - Form a PIE steering group with parent and staff representatives from all 6 ASGs. - Co-create PIE steering group action plan. - Audit Parent Councils' equity of representation amongst office bearers and for attendance at PC meetings. 	<ul style="list-style-type: none"> - Implementation of PIE steering group action plan. - Use PC Equalities Audit to adjust PC guidance, recruitment & promotional materials. 	
<p>3.2.2 Learner Engagement Strategy</p>			

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

Key Actions	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
3.3.1 Quality Improvement framework in place	<ul style="list-style-type: none"> - Schools and ELC settings continue to implement the QA Framework and begin to align school and ELC settings processes. - Feedback gathered from EEG on format/organisation of visit 1 activity as vehicle for gathering required data. 	<ul style="list-style-type: none"> - Schools and ELC settings implement the QA Framework. - Feedback via EEG on visit 2 activity. 	<ul style="list-style-type: none"> - Evaluate the QA Framework with head teachers and centre managers at the end of year.
3.3.2 Programme of quality assurance activities	<ul style="list-style-type: none"> - Risk register has been developed following QI visit 1. - Planning has begun for QA visit 2 with a focus on Q.2.3 which will lead to clear LA self-evaluation of progress in schools relating to Learning, Teaching and Assessment. QA visit 2 will take place January to March 2023. - Key messages from visit 2 activities inform LA LTA Framework- this will now take place in Jan-March 2023. 	<ul style="list-style-type: none"> - QA visit 3 provides schools, ELC settings and LA with a clear picture of progress in raising attainment as well as improvement over time. 	<ul style="list-style-type: none"> - 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	Q3 – Completed activity	Q4 – Planned 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.	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - Align curriculum pathways with career range indicated by opportunity data. - Medium Term Strategy and associated Action Plan agreed with all stakeholders to reflect outcomes from ADES Review. Actions to run parallel to consultation on Framework. 	<ul style="list-style-type: none"> - School 23/24 SIPs reflect this approach
4.1.2 Embed My World of Work (MWoW) into the curriculum of every school	<ul style="list-style-type: none"> - This action was addressed through the Collaborative Improvement in November. It will be delivered through the associated Action Plan. 	<ul style="list-style-type: none"> - Support remaining schools to embed MWoW into their curriculum. - Meet with SDS to target support where it is needed through the associated action plan 	
4.1.3 Further develop bespoke Skills Development Scotland tutor and mentoring support for senior phase secondary students	<ul style="list-style-type: none"> - Support provided to remaining schools to provide tutor and mentor support. - Met with SDS to target support where it is needed. 	<ul style="list-style-type: none"> - 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	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
5.1.1 Learning Estate	- Learning Estate Strategy was approved at full council in December 2022. Work is ongoing to progress prioritised projects.	- As Q3	- Provide update on LES progress.
5.1.2 DSM Review	- Complete the ELC DSM consultation. - Finalise the ASN DSM	- Complete the ASN DSM consultation.	- Continue comms and roll-out of DSM

5.2 Equipped for learning:

Key Actions	Q3 – Completed activity	Q4 – Planned activity	Q1 23/24 – Planned activity
<p>Transformation</p> <p>Devise and deliver Phase Two of the Equipped for Learning project to ensure positive, sustained impact for children and young people</p>	- Delivery of workstream actions as detailed in EFL Phase Two project plan	- 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
<p>Asset Management</p> <p>Confirm asset management strategy including investigating provision of a device when a pupil leaves school and develop agreed deployment plans then implement.</p>	- Developed reporting and governance on asset disposals, breakages, failure rates, replacements etc	- Monitor refresh schedule to be developed and implemented.	AV refresh schedule to be developed and implemented
<p>Storage and Back Up</p> <p>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.</p>	- Define and agree upon reporting on data utilisation / cleansing progress - Formulate rules for deletion: age, impact on records management obligations, size	- 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	
<p>Security</p> <p>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</p>		- 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	

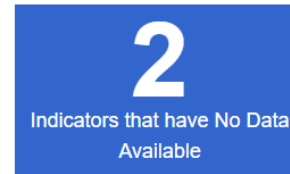
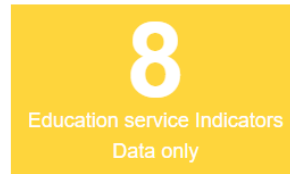
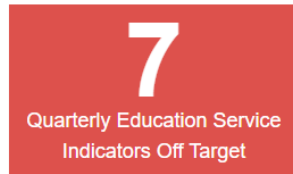
<p>Network and Wifi</p> <p>Develop Network Wi-Fi requirements, develop Network/Wi-Fi forecast model with scenario planning capability to proactively plan capacity. Wholesale update of Wi-Fi Network</p>	<ul style="list-style-type: none"> - Deploy Lightspeed network - Roll out Windows / Mac Lightspeed agent - Deploy Network Agent Lightspeed DNS Proxy in schools - Roll out Lightspeed BYOD network 		
<p>Audio Visual</p> <p>Define how teachers could/should use Chromebooks and AV for each type of learning setting. Define requirement for AV service offering.</p>	<ul style="list-style-type: none"> - Carry out focused engagement with teachers to define use, requirements and board selections - Audit current estate - Formulate scope and spec for Connected Classroom as part of Innovation project work - Deliver Connected Classroom pilot in six sites 	<ul style="list-style-type: none"> -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 	<ul style="list-style-type: none"> - Carry out installation
<p>Identity</p> <p>Build a case for change, develop options assessment and business case. Implement simpler corporate wide identity solution to education</p>	<ul style="list-style-type: none"> - Conduct a survey of outstanding issues between AD and other environments - highlight current pain points - Consider policy and parameters relating to access for third parties (eg Edinburgh Chamber of Commerce, LEAPS, CLL, NHS) and internal staff who need access to the domain 	<ul style="list-style-type: none"> -Review interim arrangement for managing issues related to accounts and identities -Implement identity solution 	
<p>Support</p> <p>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.</p>	<ul style="list-style-type: none"> - Review as-is resourcing model for support activities and forecast to-be resource requirements. - Set up regular comms, reviews and engagement processes between Digital Learning staff, help desk staff, and technologists 	<ul style="list-style-type: none"> - 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 	<p>Potentially migrate Digital Learning support functions to Service Now</p>

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 years 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.
- 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 2022 to ensure our Core Facts data is reflective of the current situation.
- The Place Directorate are 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.

Quarter 3 - Education-



Education INDICATORS Off Target							
Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History	
ED.SPSO.05.3 Percentage of complaints escalated and complete within 20 working days		0%	95%	01 Apr 2023	Q3 2022/23		
ED.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working days		40%	95%	01 Apr 2023	Q3 2022/23		
ED.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working days		62.5%	95%	01 Apr 2023	Q3 2022/23		
ED.SPSO.04.2 Average time in working days to respond to complaints at stage 2		21	20	01 Apr 2023	Q3 2022/23		
BS.E.P.1.1e Improve Secondary School Attendance		87.14%	91.5%	01 Apr 2023	Q3 2022/23		
BS.E.P.1.1d Improve Primary School attendance		92.35%	95%	01 Apr 2023	Q3 2022/23		
ED.MPI.01 Performance against revenue budget		£123.504m	£123.495m	01 Apr 2023	Q3 2022/23		

← 1 of 1 →

Place Performance Report Quarter Three 2022/23

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.

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 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 across Place.

Quarter 3 (October – December 2022) was a challenging quarter for Place 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 is necessary to revisit existing capital plans and also review the 2022/23 service budgets and implement savings measures in the year.

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 Carbon Pledge. As of Q3 there are now 41 businesses committed to the Carbon Pledge, which is now a prerequisite for any businesses looking to secure grant support from the LACER Green fund. Economic Development are working with the pledgers to identify the best platform for group sharing, enabling the sharing of experiences, ideas and peer support.

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

During Q3 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 for 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.

Successful delivery of the first 9 weeks of the winter service was delivered through a challenging severe weather period due to widespread snow followed by a deep freeze in December. 4,303 hours of resource was spent in response, including collaborative working with land services, positive testing of our resilience levels for plant, resource and salt.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues to make good progress this quarter with 15.26km of carriageway resurfaced over Q1 to Q3 (2.2% of the total road network) with our annual target of resurfacing 2.2% of the total road network being achieved. In addition 3.03km of footways were resurfaced to the end of this quarter (0.43%), meeting our target for this quarter and expected target to be met for the year.

Successful procurement of new contracts for both lighting capital and traffic signal maintenance will deliver best value for the service. Funding has been diverted to the delivery of 1,796 new LED lanterns and 151 lighting column replacements in 22/23 due to late procurement of these contracts

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

The kerbside garden waste collection season was extended to offer an additional collection to customers whose service was affected by Industrial Action. For 2023, a total of 18,680 householders have subscribed to the service with a total of 19,686 bins.

This quarter, the Waste Services team began working on an options Appraisal with Zero Waste Scotland to consider how waste/recycling might be collected in the future considering the Household Waste Charter, and the impacts of both the Deposit Return Scheme and Extended Producer Responsibility.

Land and Countryside project work has been progressing well this quarter. Play areas at Danderhall and Kings Park Nursery have now been completed with new play equipment and planting. Waterfall park

refurbishment is now complete and North Middleton Pump Track Pump track completed and is being well used by community. Dalhousie Mains, one of our large soft landscaping projects, is near completion. Other works in progression include Burnbrae primary, Penicuik park, Millerhill park.

The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives such as the Midlothian Outdoor Festival, attracting 1,072 visitors taking part in walks, talks and activities throughout the county. Tree survey work was completed on Penicuik to Dalkeith walkway, Springfield Mill and Straiton pond. Up to Q3, 4,212 volunteer hours were spent in countryside sites. In addition, the ranger service secured partnership funding with Scottish Water for a ranger post at Gladhouse reservoir and delivery of equipment as part of the Scottish Government Nature Restoration Fund for biodiversity which will be utilised for maintenance of grassland and wild flower meadows.

Public Health and Environmental Protection have successfully implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. To date only a handful of applications have been received but plans are in place to proactively contact known short-term let hosts early this year to remind them of the deadline for their license application and publicise the scheme further on our social media platforms.

Air Quality Progress Reports for 2020-21 and 2021-22 were submitted to Scottish Government on 31st October 2022 for appraisal. Our Air Quality monitoring programme which had been suspended due to resourcing issues has been successfully restarted with Edinburgh Scientific Services changing the Nitrogen Dioxide (NO₂) tubes on our behalf. This work is done for us at no additional costs as part of our contact with the lab.

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

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

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

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 has commenced with Ekosgen which will inform the refresh of the Economic Strategy to be presented for approval to Council in early 2023.

In addition, 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:

- Business Associations £15,000
- Social Enterprise Start and Grow fund £80,000
- Tourism, Culture & Heritage Officer £43,859
- Tourism Support £10,000
- Green Transition Fund £249,922

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

Social enterprise enquiries are received via the Business Gateway service who promote the model to clients with plans where the objectives and values align to the social enterprise model. Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives and the team continue to support the projects from Social Enterprise Conversation sessions as they develop. The “Newtongrange Development Trust and a Social Entrepreneur” session was held in Q3.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 23 property enquires received via the site during Q3, all enquirers contacted by Business Gateway advisors to offer wider support. In total the team have received 119 enquires. The Locate in Midlothian website received 1,458 visits from 1st of Oct to 10th to November. (It should be noted that website visits are expected to be significantly higher across the quarter but due to a switch in software during the quarter 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 1,767 ‘Business Gateway Midlothian’ followers and 1,621 ‘Locate in Midlothian’ followers across Facebook, Twitter and LinkedIn.

The level of Business start-ups took a significant drop in Q2 (with 6 start ups) but has recovered this quarter (26 start ups). New client reasons for starting up include:

- Part time work sufficient before but not during cost of living crisis
- Developing 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

Most of the start-ups that Business Gateway work with are either self-employed (sole traders/gig economy), or setting up a micro enterprise (employ <10) or as a social enterprise. All business types are finding it challenging to access funding in the current economic conditions which is a key element in the community wealth building approach; to support individuals and grass roots organisations develop and prosper. The transition to a wellbeing economy is dependent upon organisations and communities having access to grants and loans. We are fortunate that we have a small start-up fund and the lacer social enterprise funds at present however it should be noted that those seeking to set up a micro enterprise are likely to require access to larger amounts via the Start-up Loan fund or Business Loan Scotland and the cost of living crisis is having an impact on their borrowing ability as personal outgoings increase.

In addition, start-up businesses are reporting increasing difficulties in accessing funds, including those backed by the UK Government with credit assessments are becoming more rigorous. Established businesses have reported difficulty in accessing lending from mainstream providers too, restricting their opportunities for growth. This is both within the mainstream and third sector. Consideration in Midlothian's Community Wealth Building plan should be access to low cost borrowing/seed funding for businesses and social enterprises with a clearly defined income generation model.

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

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

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

Housing and homelessness

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

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

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

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

Homelessness Officers ensure the necessary partnerships and protocols are in place to plan for addressing the housing needs of people leaving institutions by delivering a Personal Housing Planning approach for vulnerable groups, which contributes to the prevention of homelessness, including those subject to Multi-Agency Public Protection Arrangements (MAPPA) and Multi Agency Risk Assessment Conferences (MARAC).

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

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

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

We have worked with Social Work Children and Families to support with responsibilities around Unaccompanied Asylum Seeking Children.

Specialist Housing projects: Housing First has supported 38 individuals to date. We have accommodated our first Veteran from our new Forces nomination agreement in Penicuik. The National Housing Project has provided six properties for young persons in 2022.

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 areas 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.

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 COVID-19 pandemic. Communities need to be able to readily access the services they require. Capital investment is also an opportunity to support our local economy through job creation and skills enhancement, particularly in relation to supporting a transition to a green economy as we invest in sustainable, highly energy efficient buildings.

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

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

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

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 during 2022 continues with 661 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. This includes the largest Passivhaus programme in Scotland, with 189 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents.

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 falls 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:

- Research, Development and 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.

Quarter 3 - Place ▾



Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		34.3%	100%	01 Apr 2023	Q3 2022/23	
PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		84%	90%	01 Apr 2023	Q3 2022/23	
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		74.42%	90%	01 Apr 2023	Q3 2022/23	
PLACE.P.4.2b Re-let time temporary accommodation properties (calendar days)		31	28	01 Apr 2023	Q3 2022/23	
PLACE.P.5.2a Percentage of the Council's housing stock meeting the 'Free from seri...		98.9%	100%	01 Apr 2023	Q3 2022/23	
PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		34.3%	100%	01 Apr 2023	Q3 2022/23	
PLACE.P.10.2a Percentage of Building warrant assessments processed within 10 da...		71.43%	80%	01 Apr 2023	Q3 2022/23	
PLACE.P.13.1a Number of volunteer hours in countryside sites		4,212	4,500	01 Apr 2023	Q3 2022/23	
PLACE.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d...		92.88%	95%	01 Apr 2023	Q3 2022/23	

← 1 of 1 →

Midlothian Profile

Cost of living - UK

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

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

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



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

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



Economy

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

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

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

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



Earnings

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

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



Health and wellbeing

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

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

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



Households

40,137 households in Midlothian (2020)

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



Inequality

24% of children are living in poverty in Midlothian

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

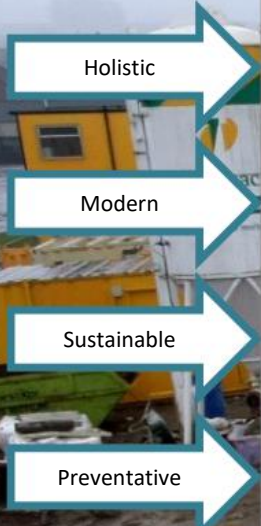


Climate emergency:

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

Building Services

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



Key highlights

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

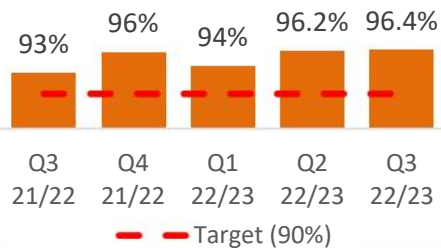
- The six year appointment period is conditional on the ability of Midlothian Council’s building standards service to sustain and improve performance and ensure there is no reversal of performance or investment levels.
- Sufficiently resourcing the service to ensure workforce supply will meet longer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

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

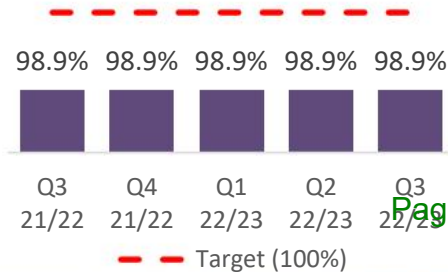
Grant Funding of £696,497 for 2022/23 Energy Efficiency has been awarded and contracts have been awarded for the extension of the Cameron Crescent and Ladywood areas of Midlothian. Two contracts for a combined total of £1.6m for roughcasting of social housing have been awarded and are ongoing in the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

Areas of improvement: Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses have been identified as failing the Energy Efficiency Standard for Social Housing (ESSH). We have reduced these failures to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR’s) now part of the SHQS from the 31st March 2022 we have found that 4733 fail assessment and have 34.3% meeting standard. It should be noted that 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for ESSH failure.

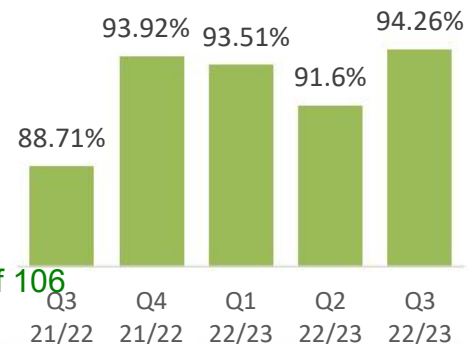
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



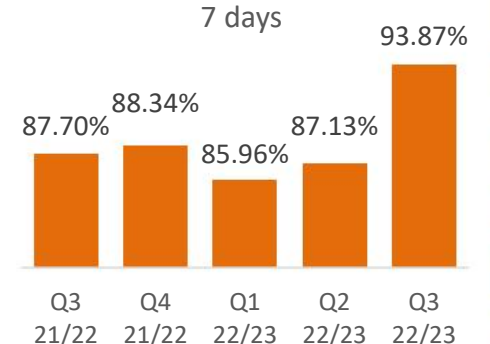
% of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria



% of completed first priority repairs within target of 24hrs



% of completed second priority repairs within target of 7 days



Property and Facilities Management

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

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

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

Continue to deliver Building Rationalisation and hybrid working.

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

Increase revenue throughout the commercial sector of catering services.

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

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

Key highlights

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

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

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

Janitorial, Cleaning & Catering: A total of 320,348 schools meals were provided during quarter 3 for nursery, primary and secondary schools. Cleaning Services continue to provide enhanced cleaning, fogging, touchpoint cleaning and additional Janitorial support across all Council Buildings.

Areas for improvement:

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

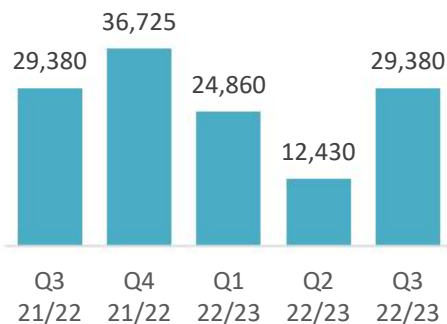
Asset based

Modern

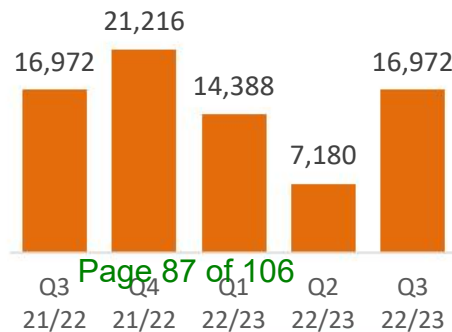
Hub and Spoke

Preventative

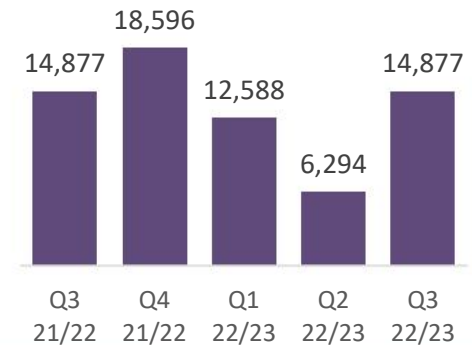
Total hours used for cleaning in primary schools



Total hours used for cleaning in secondary schools



Total hours used for Janitorial services in schools



Housing

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

Key highlights

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

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

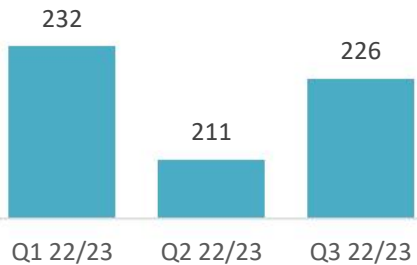
The number of applicants requiring temporary accommodation has increased this quarter to 140 new cases, reaching a total number of households in temporary accommodation at 362. The number of cases provided with Advice & Assistance in Q3 was 226 and 77 clients were prevented from homeless by accessing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

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

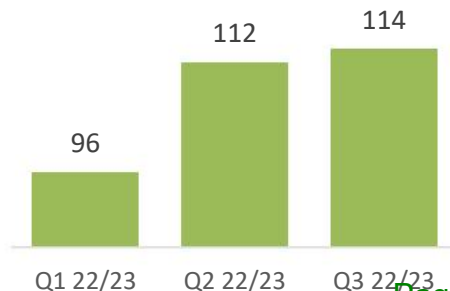
Work continues as part of the resettlement scheme to support and provide routes for people who may be fleeing conflict from a range of different countries. This includes, Afghan Resettlement Schemes, the Homes for Ukraine Scheme which provides a range of routes for people fleeing the conflict in Ukraine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

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

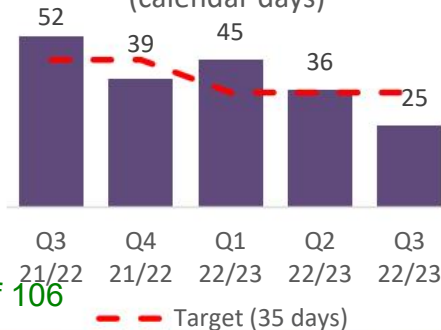
Number of clients accessing homelessness advice and assistance



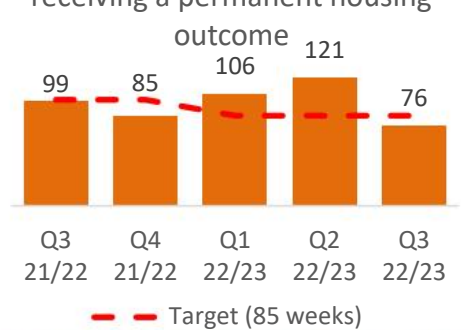
Total number of housing lets



Re-let time permanent accommodation properties (calendar days)



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



Neighbourhood Services

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

Key highlights

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues to make good progress this quarter with 15.26km of carriageway resurfaced over Q1 to Q3 (2.2% of the total road network) with our annual target of resurfacing 2.2% of the total road network being achieved. In addition 3.03km of footways were resurfaced to the end of this quarter (0.43%), meeting our target for this quarter and expected target to be met for the year.

Successful procurement of new contracts for both lighting capital and traffic signal maintenance will deliver best value for the service. Due to late procurement of these contracts funding has been diverted to the delivery of 1,796 new LED lanterns and 151 lighting column replacements in 22/23.

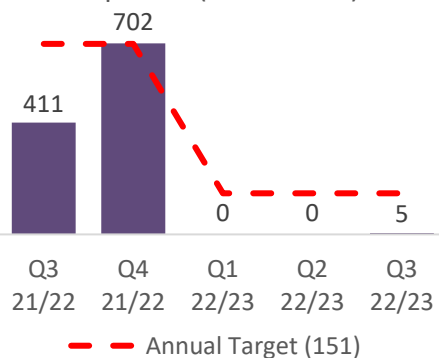
Community benefit fund from Leavenseat Recycling Centre was awarded to Loanhead Bike Refurbishment project, allowing the purchasing of spares to repair bikes for reuse, as well as bike maintenance. The "Sew Far so Good" project in Glencourse Centre in Penicuik is supporting local residents to mend and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

Land and Countryside project work has been progressing well this quarter. Play areas at Danderhall and Kings Park Nursery have now been completed with new play equipment and planting. Waterfall park refurbishment is now complete and North Middleton Pump Track Pump track completed and is being well used by community. Dalhousie Mains, one of our large soft landscaping projects, is near completion. Other works in progression include Burnbrae primary, Penicuik park, Millerhill park.

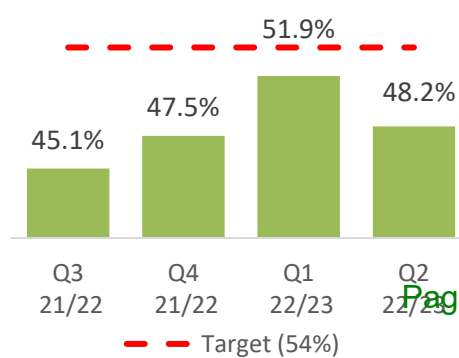
The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives such as the Midlothian Outdoor Festival, attracting 1,072 visitors taking part in walks, talks and activities throughout the county. Tree survey work was completed on Penicuik to Dalkeith walkway, Springfield Mill and Straiton pond. Up to Q3, 4,212 volunteer hours were spent in countryside sites. In addition, the ranger service secured partnership funding with Scottish Water for a ranger post at Gladhouse reservoir and delivery of equipment as part of the Scottish Government Nature Restoration Fund for biodiversity which will be utilised for maintenance of grassland and wild flower meadows.

Areas for improvement: This quarter, the Waste Services team began working on an options Appraisal with Zero Waste Scotland to consider how waste/recycling might be collected in the future considering the Household Waste Charter, and the impacts of both the Deposit Return Scheme and Extended Producer Responsibility.

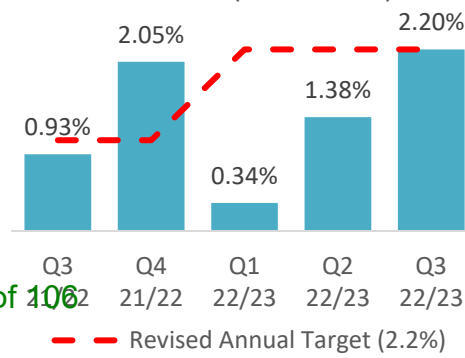
Number of lighting columns replaced (cumulative)



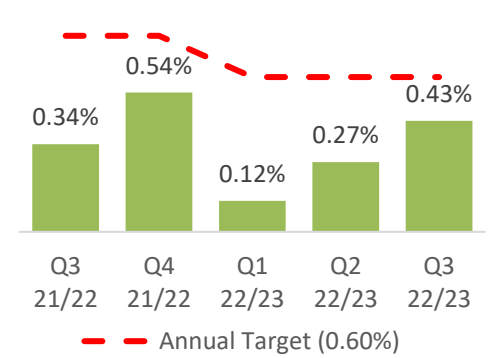
% of total household waste that is recycled (Tonnes)



% of the road network resurfaced (cumulative)



% of the footpath network resurfaced



Planning and Economy

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



Key highlights

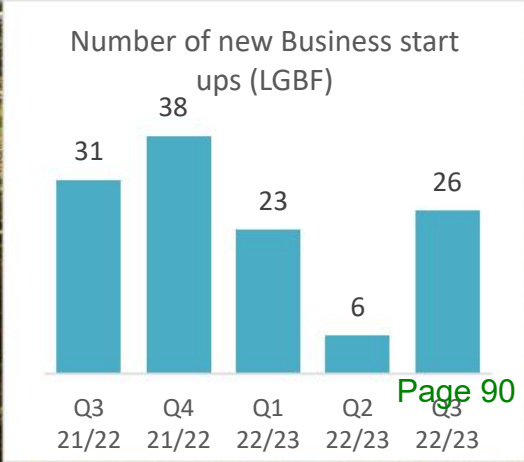
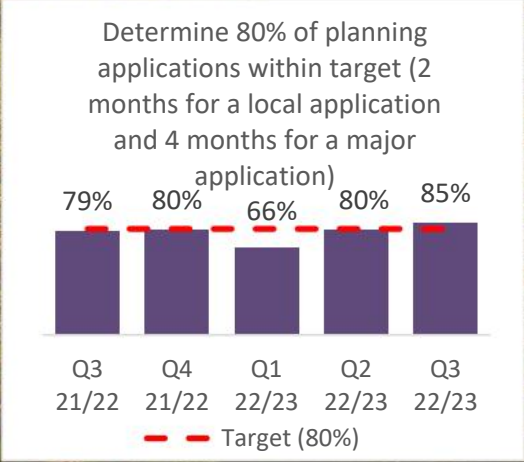
The Business Gateway team continue to promote localised procurement with clients and have made 6 referrals to the Supplier Development Programme. The team continue to promote opportunities via digital channels and clients are contacted directly if they suit a specific business.

Social enterprise enquiries are received via the Business Gateway service who promote the model to clients with plans where the objectives and values align to the social enterprise model. Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives and the team continue to support the projects from Social Enterprise Conversation sessions as they develop. The "Newtongrange Development Trust and a Social Entrepreneur" session was held in Q3.

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

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

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



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

1,767 'Business Gateway Midlothian' followers and **1,621** 'Locate in Midlothian' followers across Facebook, Twitter and LinkedIn.

Protective Services

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

Key highlights

Holistic

Public Health and Environmental Protection have successfully implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. To date only a handful of applications have been received but plans are in place to proactively contact known short-term let hosts early this year to remind them of the deadline for their license application and publicise the scheme further on our social media platforms.

Preventative

Air Quality Progress Reports for 2020-21 and 2021-22 were submitted to Scottish Government on 31st October 2022 for appraisal. Our Air Quality monitoring programme which had been suspended due to resourcing issues has been successfully restarted with Edinburgh Scientific Services changing the Nitrogen Dioxide (NO₂) tubes on our behalf. This work is done for us at no additional costs as part of our contact with the lab.

Hub and Spoke

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

One size fits one

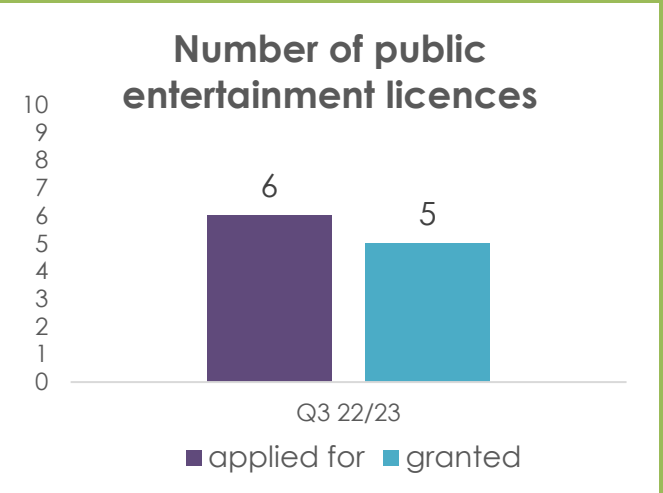
An Abandoned Vehicle Procedure, introduced during 2022, continues to be refined this quarter but is working well. Officers are having a lot of success in contacting owners early in the process prior to having to go to formal notice by affixing 'awareness' notices at their first visit to the vehicle which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

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

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

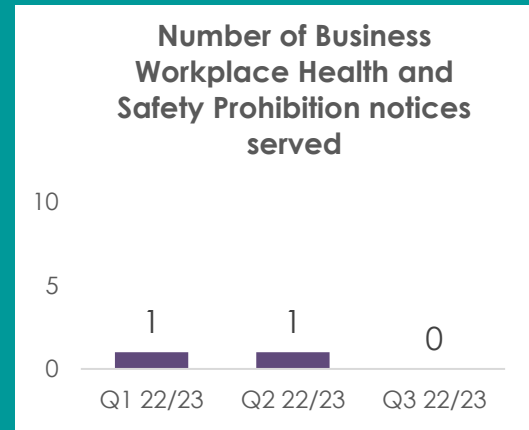
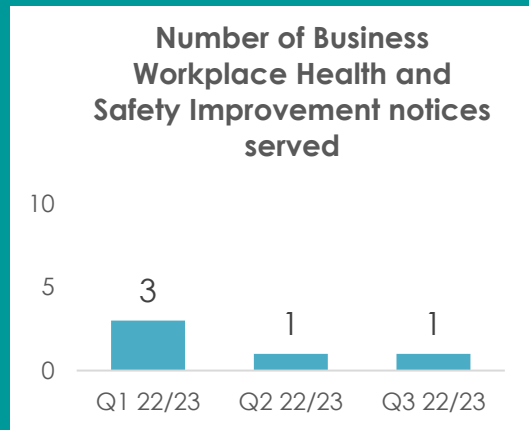
Protective Services - Police and Fire Board Quarter 3 report

Licensing



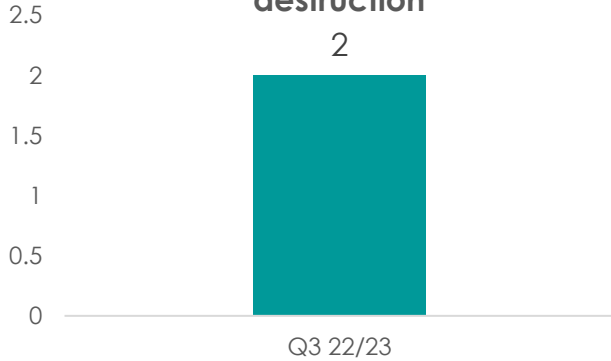
- ### Other civic licences applied for during Q3:
- 1 Market Operator's Licence
 - 3 Tattoo Licences
 - 1 Window Cleaner Licence
 - 3 Street Trader Licences
 - 1 Public Indoor Sport Licence
 - 2 Second Hand Licences
 - 2 Second Hand Car Dealer Licences

Workplace Health and Safety

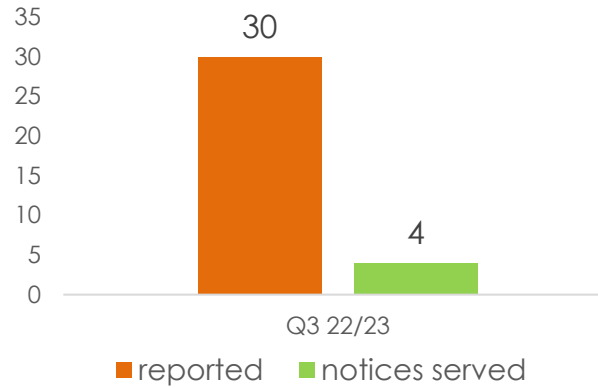


Public Health

Number of Abandoned Vehicles which have been removed for destruction



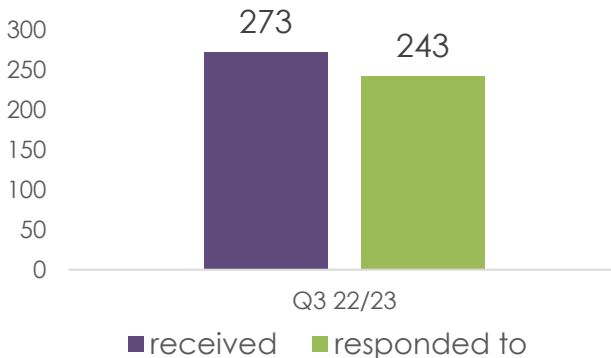
Number of Abandoned Vehicles



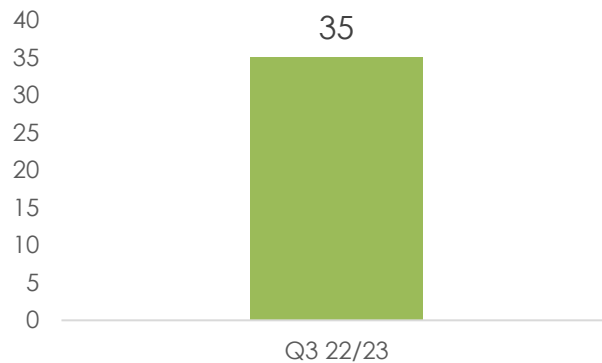
21 Licensing visits took place which included:

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

*Number of Public Health complaints



Number of Planning Application consultations recieved



1 Environmental Protection Abatement notice was served

No private water supply inspections took place this quarter

No private water supply samples were obtained

Plans and Procedures:

Plans updated and issued:

- Midlothian Council Severe Weather Plan
- Straiton Area - Subsidence risk due to historical mining
- Emergency Contacts Directory

Plans updated and awaiting approval:

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

Plans in progress:

- Op UNICORN as was now needs updating in respect of new Monarch. Resources in process of being replenished.

Business Continuity Plans

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

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

Multi-agency Exercises, Training and Presentations:

Team Members Participated in:

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

Team facilitated:

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

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

- Bunkered Fuel
- Cyber Security
- Resilient Telecommunications

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

- Weather
- Avian Flu

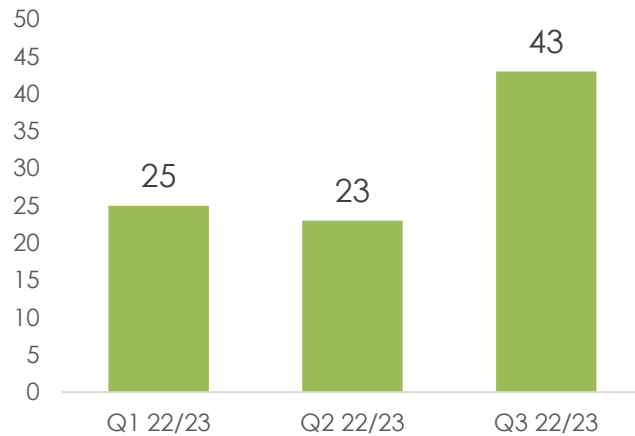
Ongoing, routine representation at/participation in:

- Local Resilience Partnership meetings – core group and sub groups.
- Lothian and Borders CONTEST group.
- COSLA “All Council” EU-Exit meetings.
- Internal meetings requiring a Contingency Planning presence, including Care for People, estates Management, internal CONTEST Group, Safety Advisory Group, Business Continuity.

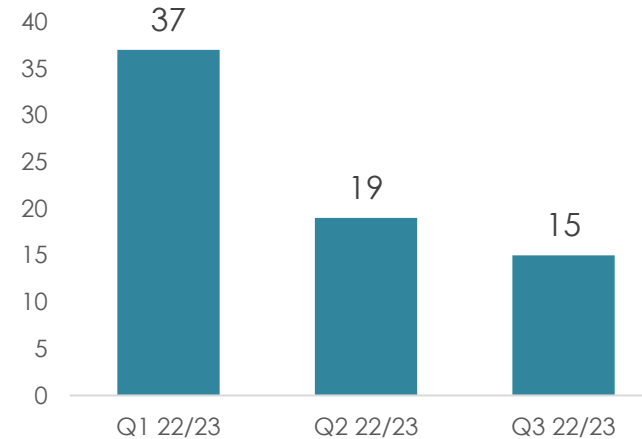
To note: Following attendance at meetings, seminars, presentations, training sessions, a summary of all pertinent information is shared to senior managers and other colleagues as appropriate and invitations to shared where the subject might be direct interest to other services/partners.

Public events

Number of planned public event notifications received

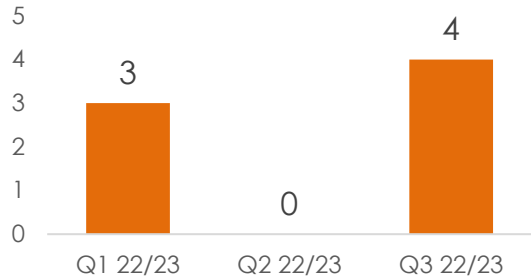


Number of planned public events presented at the Safety Advisory Group

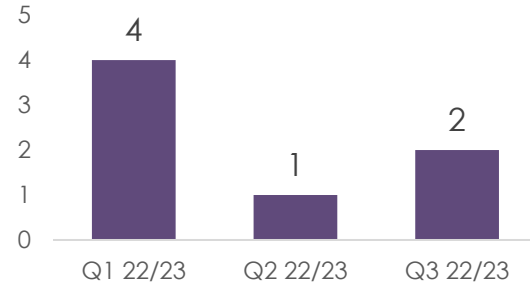


Food Hygiene and Standards

Number of Food Hygiene Improvement notices served



Number of Food Law Remedial Action notices served



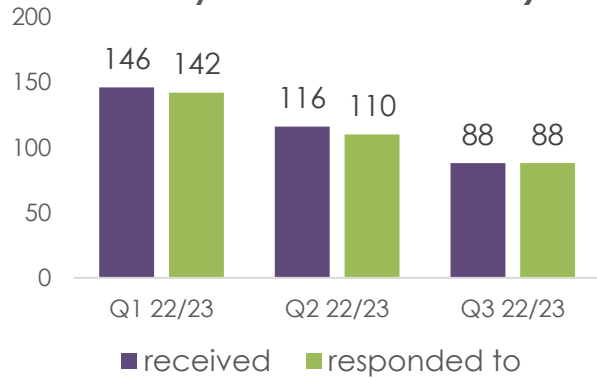
Any other Food Hygiene and standard notices served:

1 Voluntary Food Surrender

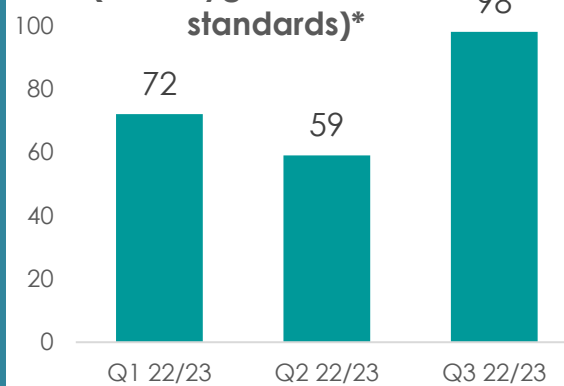
14 Food/non-food Samples were taken

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

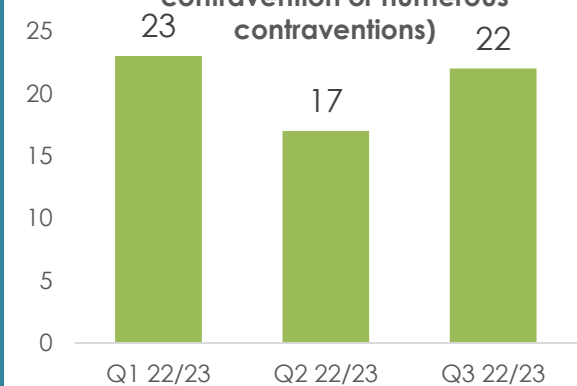
*Number of Food Law service requests/complaints (food safety and food standards)



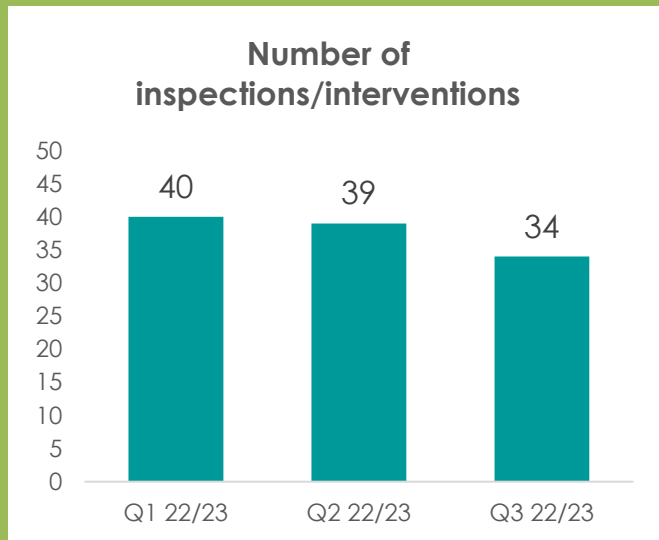
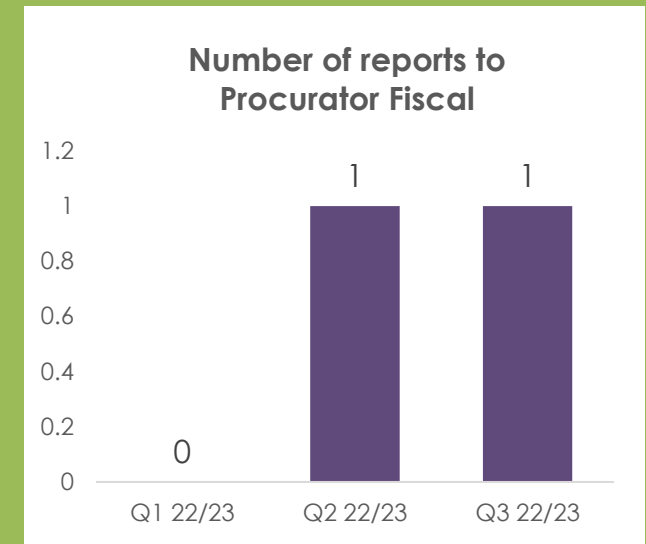
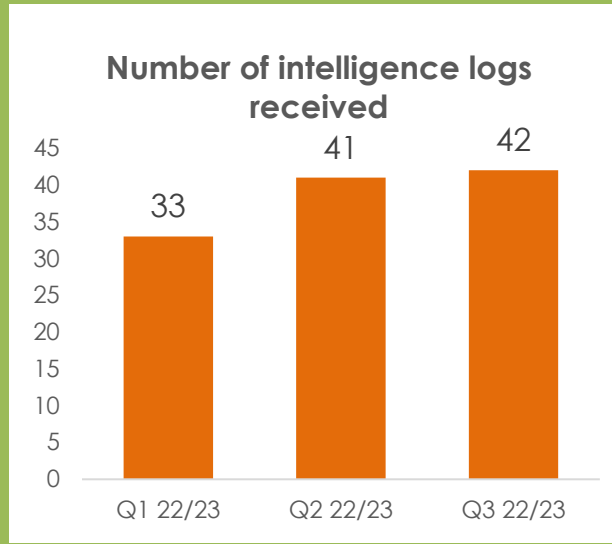
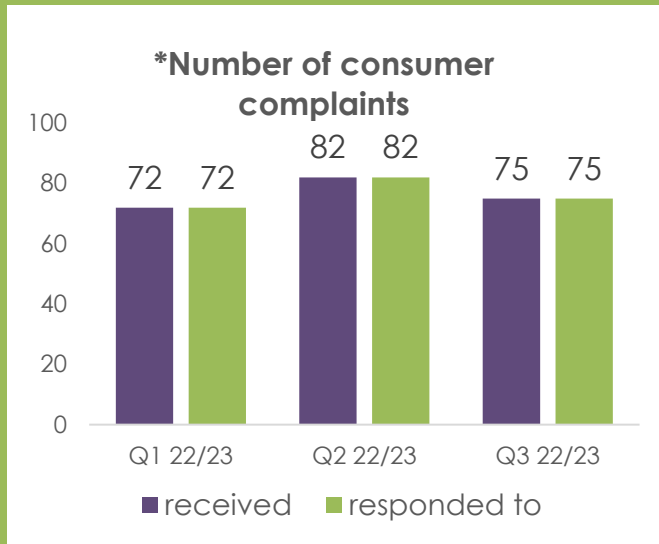
Number of Food Law interventions carried out (food hygiene and food standards)



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



Trading Standards



1. Trading Standards assisted Police visits:

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

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

Midlothian Council Report Quarter Three 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 HSCP 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 A 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.

Learning Disabilities: The Complex Care Expert Panel Group oversees the spending of Midlothian's Complex Care Community Fund has now met three times and completed a plan for the Midlothian allocation of Community Change Fund. This includes allocations for third sector organisations, the development of a Safe House, improvements in transition for young people moving into adult life, refurbishment of community premises and a programme of training.

Older People: Extra Care housing: Workforce paperwork is underway with care inspectorate around registration application for ECH care staffing for Normandy Court Dalkeith. The staffing structure has been approved by HSCP and we will move to recruitment in the next quarter. A change in handover date has been advised which will now be approximately May 2023.

Care at Home: Currently provided by the HSCP and external providers. Care at Home services continue to meet community needs by allocating new packages of care weekly. Midlothian services continue to experience significant ongoing recruitment pressures, which are reflected nationally, including recruitment of office-based staff. Despite this pressure, Care at Home services worked hard to ensure packages of care continued to be delivered.

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

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.

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 all statutory requirements, despite managing a number of vacancies across quarter 2 and 3. We continue to ensure that we meet the needs of those released from custody either on remand or as planned release at sentence end date. There are strong links with SPS, and HMP Edinburgh in particular, which allows for work to be undertaken as part of the Number 11 allocations meetings to ensure that those leaving custody have access to support and resources relevant to their risk and needs.

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 be analysed and improvements will be evidenced throughout the 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 service and corporate priority.

Sport and Leisure: Gorebridge Leisure Centre: Roof replacement now complete,

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

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 COVID-19 pandemic. Communities need to be able to readily access the services they require. Capital investment is also an opportunity to support our local economy through job creation and skills enhancement, particularly in relation to supporting a transition to a green economy as we invest in sustainable, highly energy efficient buildings.

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

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

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

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.

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.

Housing and homelessness 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 during 2022 continues with 661 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. This includes the largest Passivhaus programme in Scotland, with 189 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents.

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

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge will be an increase in homelessness as the financial measures put in place to protect households

during the Covid pandemic are now withdrawn, alongside the recent increase in energy, food and fuel costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan.

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

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

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

Challenges and Risks

The 2022/23 budget, approved on 15 February 2022, was reliant on £10.283 million of one off funding measures. The projected budget gap for 2023/24 is over £14m rising to over £26m by 2027/28. All through Quarter 3 Financial Services and the Council's Corporate Management Team have been working with the Business Transformation Steering Group to consider a range of measures to reduce this gap.

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. 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 order to respond to all of these pressures, a range of reprioritisation activity has taken place in Quarter 3, with a reprioritised Capital Plan to be presented to Council in Quarter 4, and options to review what services are delivered and how they 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

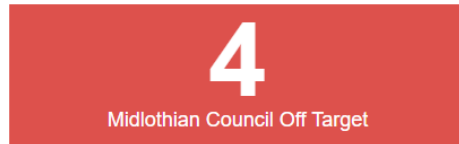
Midlothian's citizens are facing significant financial challenges. The impact on households is already being noted across the UK with 87% of adults reporting an increase in their cost of living in April 2022 ([Office for National Statistics; Francis-Devine et al, 2022](#)). The UK is currently facing an unprecedented storm of increasing prices, bills and tax. The 40 year high inflation rate of 9% 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 the hardest as a larger proportion of their bills are on energy and food. The Resolution Foundation estimates an extra 1.3 million people will fall into absolute poverty in 2023, including 500,000 children.

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 fortnightly.

In Quarter 3, the Council established two 'Warm and Well' hubs in the Lasswade and Newbattle 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.

The Revenues Team is also reporting that the requests for funding remain consistently high, with over £238k awarded from the Scottish Welfare Fund and 1743 applications for Crisis Grants. These figures are similar to those seen in Quarter 2 and demonstrate the significant challenge faced by our communities.

Midlothian Council - How we are Performing-



PI Off Target 3

Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
CORP8 Corporate Indicator - Percentage of invoices sampled and paid within 30 day...		92.1%	95.0%	01 Apr 2023	Q3 2022/23	
BS.MC.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working d...		92.57%	95%	01 Apr 2023	Q3 2022/23	
BS.MC.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		62.5%	95%	01 Apr 2023	Q3 2022/23	
BS.MC.SPSO.05.3 Percentage of complaints escalated and complete within 20 work...		68.18%	95%	01 Apr 2023	2021/22	

← 1 of 1 →

