

Place Performance Report 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.

Achievements 2022-23

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

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

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

Throughout 2022/23 the Planning Committee has determined to grant planning permission for a number of strategic developments which contribute towards the Council's planning, economic and environmental objectives, and include:

- The erection of 24 business (Class 4) units, spread across 5 blocks with a total floor space of 4257 sqm; a drive-through coffee shop; with associated car parking, access roads and drainage infrastructure; and an application for planning permission in principle for a further three Class 4 plots all situated on land to the south of Sheriffhall roundabout;
- The erection of a retail food store of 1878sqm floor space (Class 1), formation of access roads, car parking, and associated works on land at the junction of the A701 and Pentland Road, Old Pentland, Loanhead;
- The erection of a food retail store and associated works off Edinburgh Road, Penicuik;
- The erection of 100 dwellinghouses and associated works on the 'Doctor's Field', Rosewell;
- The erection of 430 dwellinghouses at land at Cauldcoats, Danderhall;
- The erection of 96 dwellinghouses at land at Newbyres, River Gore Road, Gorebridge;
- Planning permission in principle for up to 926 dwellinghouses and associated works on land south of Mayfield and east of Newtongrange; and
- The erection of a new Easthouses Primary School.

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

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

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

Midlothian Council's Decarbonisation Project is the first step in retrofitting our existing stock to help reach our goal of Net Zero. Within this Building Maintenance project, we have installed 165 domestic properties with Solar Photo-Voltaic panels complete with Battery storage. This provides the householder with 4.8KW of generated electricity free of charge.

Within this project, we are also dealing with the hard to heat properties that are experiencing large increases in Fuel costs due to not having access to Mains Gas. Midlothian Council are retro fitting these houses with a "Fabric First" approach which includes floor, wall and loft insulation and new energy efficient windows and doors. In addition to this, we have fitted the same PV panels and battery storage as above as well as new Air Source Heat Pumps.

All these measures ensure that these houses will need no further improvements as we move to becoming Net Zero.

Across Protective Services:

- The Food Law Interventions programme by Environmental Health completed 100% of the inspections planned at the highest risk premises and 97% of the high risk premises in Priority 2 having undertaken a total of 321 food inspections
- 2022-2023 Phase 1 implementation of the Food Standards Scotland (FSS) new Official Controls Verification (OCV) interventions at approved premises within Midlothian. During the year the method and recording procedures of these interventions was developed in accordance with national guidance and all of our highest risk approved premises; manufacturing meat products and dairy products, were inspected or audited at least twice within the year.
- Trading standards Team were involved in the monitoring of the Avian flu outbreak (principally amongst seabirds) and in conjunction with colleagues in the Safety, Risk and Resilience team ensured appropriate local guidance was available to Council and public
- As a result of active involvement or advice by the Trading Standards Service, refunds of at least £30,635 were attained by members of the public.

- Trading Standards staff conducted a number of partnership operations including with Police Scotland targeting underage sales of nicotine products and Scottish Fire and Rescue Service regards the regulation of premises selling fireworks. Trading standards successfully seized a significant quantity of disposable vapes said to have 3,500 puffs each all vastly exceeded the 2ml nicotine content permitted in the UK.
- As part of a Scotland-wide project, TS signed up 5 self-storage businesses to comply with a Code of Practice to prevent the storage of counterfeit goods and awarded the relevant certification.
- Short-term Let Licensing in terms of The Civic Government (Scotland) Act 1982 (Licensing of Short-term Lets) Order 2022 was introduced and this required creation of a short-term let licensing policy, specialist software to administer applications and procedures for the inspection of properties and the processing of applications. The first applications have been received and licences issued to those compliant. It is expected that we will receive 200 – 250 others by 1 October 2023.
- As part of the approved Environmental Crime Strategy the policy and procedure to deal with abandoned vehicles was developed and implemented following transfer of this area of enforcement to the Team in July 2022. 127 requests for service were actioned with vehicles being removed where the law allowed
- The expertise in relation to Contaminated Land continued to be utilised throughout the year by both internal and external stakeholders including Development Control and Building Standards with 305 reviews being completed in the year directly contributing to The Midlothian Council position as the fastest growing local authority area in Scotland
- The team fulfilled our obligations with regards to the development and launch of the National Dog Control Database which is now providing better quality information to enforcement agencies, including Police Scotland, regards dogs considered to be out of control.
- The regulatory control of private sector housing remained a focus for the team in 2022/23 and in addition to housing disrepair matters and the registration of residential private sector landlords the team undertook unplanned work regards Homes for Ukraine Visitors inspecting in excess of 70 properties to ensure safe standards for all guests and hosts.
- The Authority continued with the recovery phase of the coronavirus pandemic and were supported by Health and Safety Advisors, The Contingency Planning officer and others across the Service. The Local Test Site in Dalkeith run by Mitie on behalf of the UK Government was successfully decommissioned
- Appointed the Health, Safety & Resilience Manager in January 2023 which will improve performance through ongoing work to implement the health and safety management system, risk management system, civil contingency, business continuity policies and processes, Public Safety at events and provision of the Council's Licensing function and contributing to the key aim that individuals and communities in Midlothian will be able to lead healthier, safer, greener and successful lives by 2030
- The appointment of the Public Safety and Resilience Officer has resulted in robust engagement and encouragement in relation to event planning in Midlothian through the Safety Advice Group
- Implementation of Operation Unicorn following the death of Her Majesty Queen Elizabeth II
- The Licensing service has commenced review to enable the making, receipt and processing of digital applications

Housing Services continues to work to achieve as much affordable housing as possible to reduce the waiting time for housing applicants in need.

- Midlothian Council has increased its council properties to 7121 properties (108 new builds);
- We purchased 22 open market properties;
- We let 1029 properties to the waiting list;
- Social Landlords asked us for waiting list applicants details for 222 addresses (113 affordable new homes);
- We progressed 59 mutual exchanges between tenants.

The Service let 376 rooms/properties to those in need of temporary accommodation who are homeless. This includes supportive housing services tailored to meet the needs of individuals and families experiencing homelessness including those with mental health, substance misuse, trauma, life skills training and ongoing case management. Housing continue to work in close partnership with our partners in health and social care to ensure those who are most vulnerable are supported.

The Service is actively looking to reduce the time people spend in homelessness, having reduced this to 58 weeks to close a homelessness case in 2023, compared to 106 weeks in 2022.

Homelessness prevention assists around 20 households with advice and assistance about homelessness prevention per week. This is rental assistance advice, financial awareness advice and mediation.

WithYOU our tenancy and hostel managing supplier has become a trusted partner and is distributing the £44,000 LACER funding to our vulnerable tenants.

Housing Services commissioned Changeworks to provide a Warm and Well programme between November 2021 and October 2023. The target is to assist 290 tenants to tackle poverty issues. To date this has resulted in savings of £50,884.48 for our tenants.

Housing is in the process of working with our procurement department around commissioning a Young Persons support service for two years around sustaining tenancies and prevention of Homelessness

Across Neighbourhood Services, Road Services delivered £4.5m of works to improve both the main road and pavement network along with residential streets. A further £1m has been spent converting street lights to modern LED bulbs to reduce both electricity consumption and carbon emissions. The service delivered investment in a new road planer, pot hole machine and drain gully cleaning vehicle. Council approved a consultation on introduction of 20mph zones across the county to further improve road safety and work continues on a bid to reduce traffic bottlenecks to improve bus timings and efficiency. The team put in some hard shifts to keep Midlothian moving during the winter snow and ice.

The Active Travel team funded by Smarter Choices Smarter Places grant delivered a range of cycle training initiatives with school children and school streets safety improvement plans. Four projects to improve active travel safety and infrastructure such as paths are underway funded by a Cycling Walking Safer Streets grant.

Fleet and Travel Services kept the council fleet on the road delivering key services and safely transported thousands of children daily to school.

Waste Services re-opened a reuse cabin at Stobhill Recycling Centre for the collection of items suitable to be used for children's "learning through play." To assist with circular economy work one of the contractors awarded the following community benefits. Loanhead Bike Refurbishment Project: £750 to purchase spares to repair bikes for reuse, as well as bike maintenance activities. The Glencorse Centre, Penicuik £750 for a Sew Far So Good project to support local residents to mend and repair clothes. PlayBase, Dalkeith £500 to support operating the bric-a-brac reuse cabin at Stobhill Recycling Centre. Six compactor bins have been installed in a trial.

Land Services installed new play areas at both Danderhall and Kingspark Nurseries along with the planting of bamboo and willow. Four Queen's Platinum Jubilee trees were planted at Roslin Park, Viewbank Park, Arnisiton Park and Pathhead Park. A pump track was installed at North Middleton and Waterfall Park play area has been refurbished using Scottish Government grant funding. The Ranger Service organised Midlothian Outdoor Festival which attracted 1072 visitors taking part in walks, talks and activities throughout the county. Partnership funding was secured from Scottish Water for a Ranger post for Gladhouse reservoir. Green flags were awarded to Vogrie Country Park and Memorial Park Loanhead. A petanque court was installed at Newtongrange Park and the team supported 17 community galas.

Environmental

Midlothian Council was one of the first local authorities to sign Scotland's Climate Change Declaration, publicly acknowledging the challenges and opportunities that climate change brings with a commitment to make the Council's activities net zero carbon by 2030. Work continues to implement the Council's Climate Change Strategy and focus continues within Place services to achieve future emissions targets. The ambitious strategy sets out how we will reduce our greenhouse gas emissions, encourage and work with others in our community to mitigate and adapt to changing climate. The strategy incorporates an action plan with a number of initiatives and ongoing programmes which together are helping to reduce our emissions and carbon footprint. The annual progress report on Climate Change was presented to Cabinet at its meeting of 18 October 2022.

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

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

Set out how each section of the building stock needs to change to meet national objectives, including achieving zero greenhouse gas emissions in the building sector, and the removal of poor energy efficiency as a driver of fuel poverty;

- identify strategic heat decarbonisation zones, and set out the principal measures for reducing buildings emissions within each zone; and
- prioritise areas for delivery, against national and local priorities.

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

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

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

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

This year we ran a consultation on our Electric Vehicle charging network to gather feedback on providing accessibility, reliability and affordability of a charging network across the Midlothian area. The consultation will shape our Electric Vehicle Infrastructure strategy and expansion plan in 2023. A business case has been developed and considers the expected future increase in EVs and associated need for additional chargers throughout Midlothian. It also sets out possible funding options and what the future EV charging network could look like.

Work continues in Waste Services on an options Appraisal with Zero Waste Scotland to consider how waste/recycling might be collected in the future considering the Household Waste Charter, and the impacts of both the planned Deposit Return Scheme and Extended Producer Responsibility. Planning is on-going regarding the potential impacts on the service, particularly the kerbside glass collection service.

Target containers returned to retailers or reverse vending points will mean less is collected in kerbside glass boxes and blue bins which will affect our recycling rates.

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

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

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

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

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

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

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

reported to the authority as being abandoned. This is resource which can now be used for other authorised uses within our jurisdiction such as fly tipping and littering.

Economy & Regeneration

Midlothian Council's Economic Renewal Strategy sets out our ambitious approach to managing the transition from lockdown and planning for the longer term challenges the local economy will face. The strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery. A report on EU-Exit impacts and the economy was presented to Council in October and work is ongoing with Ekosgen which will inform the refresh of the Economic Strategy to be presented for approval to Council in Q1 2023/24.

The Business Gateway team continue to promote localised procurement with clients, encouraging registration with the Supplier Development Programme and Public Contract Scotland (PCS). We actively encourage businesses to register with the Supplier Development Programme which provides access to free training and support in all aspects of public sector tendering to improve the tender readiness of local suppliers.

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

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

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

The Business Gateway service continue to promote the social enterprise model to clients where their plans, objectives and values align to the model. Contributing to Community Wealth Building objectives, the team continue to support the projects from Social Enterprise Conversation sessions as they develop. The "Newtongrange Development Trust and a Social Entrepreneur" session was held last quarter and two Social Enterprise Conversations were held in Bonnyrigg and Roslin (and surrounding areas) this quarter. Projects being supported from these sessions include:

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

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

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

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

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

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

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

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

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

We have continued to maximise opportunities to support recovery of the tourism sector by supporting the development of the tourism forum's digital presence and representation on the steering group. The £10,000 grant to the Midlothian Tourism Forum as set out above has allowed the forum to design and build a website to increase membership and interest. This is due to go live in May. The new Economic Strategy planned for 2023 approval will include Tourism, Culture and Heritage.

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

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

Housing and homelessness

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

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge will be an increase in homelessness as the financial measures put in place to protect households during the pandemic are now withdrawn, alongside the recent increase in energy, food and fuel costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan. Homelessness is not inevitable and can often be prevented. Our vision is for everyone to have a safe, warm and affordable home that meets their needs. Working with our partners to prevent homelessness from happening in the first place.

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

On 29 November 2022, the Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022 came into force. This gives people in housing crisis the freedom to settle where they choose with access to the support they need, and aims to help them integrate more fully into the local

community and to reduce repeat homelessness. With both of these significant changes to homelessness legislation adding challenges to the service, we have not breached these orders.

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

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

Re-let time for permanent properties has decreased to 24 days this quarter compared to 45 days at the start of the year in Q1.

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

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

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

Throughout the year we have worked to better improve communications with our housing applicants and tenants, housing duty telephone lines were moved onto the main council Liberty telephony system allowing call recording and ability to report on call handling performance. New private meeting room spaces were opened in Midlothian House for customer engagement. As part of the Midlothian Council rent consultation which presented options for all tenants and waiting list applications on setting next year's 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 year were, our third Military of Defence sub-let property in Milton Bridge and two small hostels were transformed into large family accommodation in Dalkeith. We

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

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

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

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

Capital programme

As Scotland's fastest growing local authority area, it is critical to delivery that investment in community infrastructure, such as housing, the learning estate, economic investment and green infrastructure, is in the right place at the right time. This will help our communities to live well, live locally and prosper.

How we invest in community infrastructure must also respond to changes in our working and living patterns brought about by the pandemic. Communities need to be able to readily access the services they require. Capital investment is also an opportunity to support our local economy through job creation and skills enhancement, particularly in relation to supporting a transition to a green economy as we invest in sustainable, highly energy efficient buildings.

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

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

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

To ensure Midlothian is ‘building back better’, this investment is also creating new jobs, apprenticeship opportunities, opportunities for businesses and communities and families hard-hit by the impact of COVID-19. These new opportunities help lead the way out of the pandemic and towards a better future for Midlothian.

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

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

Growing Council

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

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

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

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

- Date Driven Innovation: £751 million
- Integrated Regional Employability and Skills: £25 million
- Transport: £156 million
- Culture: £45 million
- Housing: £313 million

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

Challenges

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

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

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

Place PI summary

01. Manage budget effectively

Priorities	Indicator	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 22/23	Feeder Data	Value	
		Value	Value	Value	Value	Value	Value	Value	Value	Status	Note				Short Trend
01. Manage budget effectively	Performance against revenue budget	£37.487m	£37.487m	£38.889m	£39.098m	£40.452m	N/A	N/A			22/23: Data not available		£38.067m		

02. Manage stress and absence



Priorities	Indicator	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 22/23	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Value	Value	Status	Note			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	11.03	11.03	3.04	5.50	9.13	13.38	13.38			22/23: Data only The average number of working days lost due to sickness absence has increased compared to this time last year. While there is no identifiable trends 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.		Number of days lost	11,816.16
														Number of FTE in service

03. Process invoices efficiently



Priorities	Indicator	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 22/23	Feeder Data	Value	
		Value	Value	Value	Value	Value	Value	Value	Status	Note	Short Trend				
03. Process invoices efficiently	% of invoices paid within 30 days of	89%	89%	91%	88%	84%	78%	78%			22/23: Off Target		90%	Number of invoices received	23,795

	invoice receipt (cumulative)																Number of invoices paid within 30 days (cumulative)	18,590
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04. Improve PI performance



Priorities	Indicator	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 22/23	Feeder Data	Value	
		Value	Value	Value	Value	Value	Value	Value	Value	Status	Note				Short Trend
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	75.5%	75.5%	72.9%	73.8%	74.4%	74.4%	74.4%			22/23: Off Target There are 8 performance indicators off target mainly across the housing, building services and neighbourhood services areas. There are 2 indicators that have no data available yet. More detailed information on these are set out in the indicator commentary note.		90%	Number on tgt/complete or Data Only	32
														Total number of PI's	43

05. Control Risk

Priorities	Indicator	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 22/23	Feeder Data	Value	
		Value	Value	Value	Value	Value	Value	Value	Status	Note	Short Trend				
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%	100%	100%			22/23: All risks reviewed.		100%	Number of high risks reviewed in the last quarter	3
															Number of high risks

06. Implement Improvement Plans







Priorities	Indicator	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 22/23	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			

06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.		100 %	100 %	100 %	90.7 %	100 %	100 %		22/23: On Target All audit actions reviewed this quarter.		90%	Number of internal/ext ernal audit actions on target or complete	51
			Number of internal/ext ernal audit actions	51										

Place Complaints Indicator Summary

Commitment to valuing Complaints 4. Outcomes and Customer Feedback

Indicator	2021/ 22	Q4 2021/ 22	Q1 2022/ 23	Q2 2022/ 23	Q3 2022/ 23	Q4 2022/ 23	2022/23				Annual Target 2022/ 23
	Value	Value	Value	Value	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	6,064	1,216	1,750	1,552	1,368	1,377	6,047		22/23: Data only		
Number of complaints closed in the year	5,922	1,147	1,658	1,253	1,096	1,055	5,062		22/23: Data only		
Number of complaints upheld (quarterly)	4,685	811	878	883	904	819	3,484		22/23: Data only		
Number of complaints partially upheld (quarterly)	168	109	124	92	174	227	617		22/23: Data only		
Number of complaints not upheld (quarterly)	128	19	12	21	6	4	43		22/23: Data only		
Number of complaints Resolved (quarterly)	936	206	632	14	12	5	663		22/23: Data only		
Average time in working days to respond to complaints at stage 1	3.14	2.48	2.47	2.41	1.97	1.42	2.13		22/23: On Target		5
Average time in working days to respond to complaints at stage 2	28	13	0	19.5	0	0	19.5		22/23: On Target		20
Average time in working days for a full response for escalated complaints	33.5	48.33	35	6.5	20	0	17		22/23: On Target		20
Percentage of complaints at stage 1 complete within 5 working days	87.9%	92.83 %	87.87 %	88.95 %	92.88 %	96.87 %	91.1%		22/23: Off Target This year, the majority of complaints responded to outwith the 5 day target were in relation to Waste services. Given the high volume of complaints for this service average response times still remain low. For quarter 4 the percentage of complaints dealt with within 5 working days was 96.87% meeting target.		95%
Percentage of complaints at stage 2 complete within 20 working days	62.5%	100%	100%	50%	100%	100%	50%		22/23: Off Target 2 complaints for stage 2 received this year. 1 of which was responded to outwith 20 working days.		95%
Percentage of complaints escalated and complete within 20 working days	33.33 %	0%	0%	100%	100%	100%	75%		22/23: Off Target 4 escalated complaints this year. 1 of which was not responded to within 20 working days.		95%

Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)		0		1	0	0	1		22/23: Data only		
Number of Compliments	99	15	25	44	34	42	146		22/23: Data only		

Place Performance

15
Quarterly Reporting Place PIs
- On Target

10
Quarterly Reporting Place PIs
- Off Target

31
Quarterly Reporting Place PIs
- Data only

2
Quarterly Reporting Place PIs
- No data available

3
Quarterly Place High Service
Risks

110
Quarterly Place All Service
Risks

Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	History
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		32.28%	100%	
PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		78%	90%	
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		74.42%	90%	
PLACE.P.4.2b Re-let time temporary accommodation properties (calendar days)		42	28	
PLACE.P.5.2a Percentage of the Council's housing stock meeting the 'Free from seri...		98.9%	100%	
PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		32.28%	100%	
PLACE.P.13.1a Number of volunteer hours in countryside sites		5,604	6,000	
PLACE.P.15.1b Number of lighting columns replaced (cumulative)		136	151	
PLACE.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		50%	95%	
PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor...		75%	95%	

← 1 of 1 →

Quarterly Place High Service Risks





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





← 1 of 1 →







Building Services priorities







- 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 the Scottish Housing Quality Standard (SHQS) for the Council's 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

Building Services measures

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.P.5.2b	Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	98.4%	98.4%	98.4%	98.4%	98.4%	98.4%	98.4%			22/23: Off Target Work planned to bring the percentage of Council's housing stock that does not meets Scottish Quality Standards criteria back to standard. Access to properties has been an issue this year.	100%
HSN3	Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	77.55%	34.3%	34.3%	34.3%	34.3%	32.28%	32.28%			22/23: Off Target 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	100%

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
												the Electrical Installation Condition Reports (EICR's) now part of the SHQS from the 31st March 2022 we have found that 4923 fail assessment and have 32.28% meeting standard. Tender currently out to address the shortfall of EICR's Required. 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for EESSH failure.
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	9.36 days	14.49 days	13.71 days	18.65 days	17.52 days	19.45 days	17.33 days			22/23: Off Target The yearly average taken across all quarters is 17.33 days to complete non-emergency repairs. Q4 saw an increase to 19.45 days from previous quarters due to a number of historic jobs where work had been completed but dates were not recorded in the system. As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements.	7.00 days
PLACE.P.10.2 a	Percentage of Building warrant assessments processed within 10 days (rather than nationally adopted target of 20 days), fast tracking applications which	100%	100%	75%	100%	71.43%	100%	100%			22/23: On Target Service provision in the form of site inspections and building warrant application processing remains high.	80%

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
	provide economic benefit to the Midlothian area or people living with disabilities circumstances.											
PLACE.P.17.8 a	Measure satisfaction relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service	96%	96%	94%	96.2%	96.4%	96.4%	96.4%			22/23: On Target	90%
PLACE.P.5.2a	Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	98.9%	98.9%	98.9%	98.9%	98.9%	98.9%	98.9%			22/23: Off Target 98.9% of Midlothian Council houses have modern facilities and services which is consistent with last year's figure. Contracts are ongoing this quarter to bring the percentage of Council's housing stock that does not meet SHQS criteria back to target.	100%
PLACE.P.5.2c	Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	34.3%	34.3%	34.3%	34.3%	34.3%	32.28%	32.28%			22/23: Off Target 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	100%




PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
												found that 4923 fail assessment and have 32.28% meeting standard. Tender currently out to address the shortfall of EICR's Required. 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for EESSH failure.
PLACE.P.5.2d	Percentage of completed first priority housing repairs within target of 24 hrs	90.67%	93.92%	93.51%	91.6%	94.26%	93.87%	93.31%				22/23: Data only 93.31% average across 22/23. Q4: 93.87%. 
PLACE.P.5.2e	Percentage of completed second priority housing repairs within target of 7 days	88.16%	88.34%	85.96%	87.13%	93.87%	92.99%	89.98%				22/23: Data only 89.98% average for 22/23. Q4: 92.99%. 

Property and Facilities Management priorities

- Develop carbon reduction targets for Council properties and work with energy partners to develop energy efficiency projects, including renewable energy, in 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 support of 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 and continue the assessment of food commodities/products for school meal menus in relation to proposed changes in nutritional regulation.
- 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 and introduce new cleaning practices and methodologies.

Property and Facilities Management measures

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE 1.1a	Number of school meals provided in primary Schools (quarterly)	68,768	59,192	40,626	7,581	30,423	71,429	150,059			22/23: Data only 71,429 paid meals served with 69 days in this quarter, 4 of these were industrial action days. 150,059 paid meals served in the year.	
PLACE 1.1b	Number of school meals provided in Secondary Schools (quarterly)	32,497	26,549	23,428	21,012	55,458	58,219	158,117			22/23: Data only 158,117 Secondary meals served this year.	
PLACE 1.1c	Number of Free school meals provided (Primary) (quarterly)	419,365	173,042	116,176	93,321	182,250	185,883	577,630			22/23: Data only 185,883 meals served with 69 days in this quarter, 4 of these were industrial action days. 577,630 free P1-P5 meals served in the year.	
PLACE 17.1a	Total hours used for cleaning in primary schools (quarterly)	102,265	36,725	24,860	12,430	29,380	48,731.25	115,401.25			22/23: Data only Q4 figure shows 48,371.25 hours used, with 69 days in this quarter. Enhanced cleaning and additional Janitorial services remain in place. Sanitising/fogging of classrooms and schools continues to be carried out, this comes to an end in April 2023. Budgeted weekly hours are 2,105. However we currently use 2,825 hours per week.	
PLACE 17.1b	Total hours used for cleaning in secondary schools (quarterly)	59,078.4	21,216	14,388	7,180.8	16,972.8	22,521.6	61,063.2			22/23: Data only Q4 figure shows 22,521.6 hours used, with 69 days in this quarter. Enhanced cleaning and additional Janitorial	

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
											services remain in place. Sanitising/fogging of classrooms and schools continues to be carried out. This comes to an end in April 2023. Budgeted weekly hours are 1,392. However, 1,632 hours are used per week.	
PLACE 17.1c	Total hours used for Janitorial services in schools (quarterly)	51,784.1	18,596.5	12,588.4	6,294.2	14,877.2	19,740.9	53,500.7			22/23: Data only Q4 figure shows 19,740.9 hours used, with 69 days in this quarter. Enhanced cleaning and additional Janitorial services remain in place. Sanitising/fogging of classrooms and schools continues to be carried out, this comes to an end in April 2023. Budgeted weekly hours are 1,140. However, 1,430.5 hours are used per week.	

Housing priorities

- Continue to develop the Rapid Rehousing Transition Plan to increase the number of homeless households that obtain permanent accommodation, and halve the average time taken for the Council to complete its homeless duty from 105 weeks to 52 weeks
- Develop the Local Housing Strategy 2021/26, the Strategic Housing Investment Plan 2021/22, a Homeless Prevention Strategy and Action Plan and a Tenant Participation Strategy.
- Increase the supply of new build affordable housing (including open market purchases) in Midlothian with the new build programme set out in the Strategic Housing Investment Plan 2019/20 – 2023/24.
- Implement Midlothian Council's Allocation Policy
- Implement the approach to housing those with complex needs through a 'Housing First' model
- Promote the reuse of suitable vacant or vacated council buildings to provide a more supportive and productive environment to homeless households and achieve cost efficiencies
- Continue to drive forward transformation through the adoption of digital platforms, review of 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
- Invest in our workforce through the ongoing development of cross team working to upskill and capacity build and the continued rollout of the Housing Options toolkit and trauma training

Housing measures

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
BS.PLACE.P.1 7.1	Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome	85	85	106	121	76	70	70			22/23: On Target The team continues to focus on targeting long term cases where permanent housing options are more challenging due to specific housing needs.	85
BS.PLACE.P.4. 2a	Re-let time permanent accommodation properties (calendar days)	46 days	39 days	45 days	36 days	25 days	24 days	33 days			22/23: On Target Re-let times for permanent properties has reduced from 45 days in Q1 to 24 in Q4.	35 days





PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE.P.17.2	Length of time (weeks) homeless applicants spend in temporary accommodation	70	70	88	86	89	62	62			22/23: Off Target Although slightly off target, A continued downward trend in time spent in temporary accommodation with a reduction from Q1 this year to Q4.	60
PLACE.P.19.1	Total applicants on waiting lists (General Needs & Homeless)	N/A	N/A	4,523	4,596	4,628	4,612	4,612			22/23: Data only 4,007 General Needs applicants and 605 Homeless applicants.	
PLACE.P.19.2	Total number of lets	N/A	N/A	96	112	114	149	475			22/23: Data only The cumulative total is 475 lets, of which 184 were made to General Need's applicants and 291 to Homeless applicants.	
PLACE.P.19.3	Number of clients accessing homelessness advice & assistance	N/A	N/A	232	211	226	309	978			22/23: Data only	
PLACE.P.19.4	Number of clients prevented from homelessness by advice & assistance	N/A	N/A	89	82	90	123	384			22/23: Data only	
PLACE.P.4.2b	Re-let time temporary accommodation properties (calendar days)	37	41	34	25	31	42	41			22/23: Off Target Average taken across all quarters is 41 days. Q4 figure 42 days, a small number of properties held up due to utilities, scale of repair works required and some delays with the furnishing contractor, this has resulted in an increase in Q3 and Q4.	28




Neighbourhood Services priorities

- Continue to progress the capital programme for carriageway and footway renewal and improvement schemes.
- Implement new requirements as contained in the new Transport (Scotland) Act 2019
- Improve and expand active travel and public transport for Midlothian residents
- Further reduce the Council's energy consumption by increasing the use of LED street lighting
- Transform service delivery through the adoption of digital and mobile platforms
- Contribute to the development of the National Transport Strategy
- Continue with preparations for the publication of the second Flood Risk Management Plan
- Manage the parking enforcement contract and parking restrictions/charges to maximise access and safety and produce efficiencies
- Support the delivery of the Climate Change strategy and explore options for additional funding for Electric Vehicles and Electric Vehicle Charging Infrastructure
- Promote the use of environmentally friendly, low- emission vehicles.
- Continue to progress actions to reach the Scottish government targets to recycle 70% of all waste by 2025
- Ensure waste disposal contracts priorities maximum recycling, that waste services consider the climate impact of the service, seeking opportunities to limit the climate impact of the services approach to service delivery.
- Reduce customer complaints for waste services
- Seek new income streams for Vogrie Country Park and develop the Park as a tourist destination to support local businesses.
- Continue to design and implement re-design of outdoor facilities through landscape design as part of Early Years Settings expansion programme.
- Develop a comprehensive asset database management plan and for all Neighbourhood Services assets
- Maintain meadowland areas to create greater diversity and continue to develop areas of bio-diversity and foster community support.
- Deliver an allotments and food growing strategy to comply with the Community Empowerment (Scotland) Act 2015 and review implications for Core Paths plan in line with the Land Reform (Scotland) Act 2016
- Deliver the Open Space strategy
- Continue to target key locations within Midlothian for landscape improvements by the design of new parks and other open space sports facilities and play areas, subject to available funding, with an emphasis on inclusive play equipment.
- Continue to invest in the workforce across all Neighbourhood Services teams to develop sustainable career pathways and generic working models to grow talent and foster leadership opportunities

Neighbourhood Services measures

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 2022/23
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend	Note	
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	1	0	2	2	2	2			22/23: Complete Green flags secured for Vogrie Country Park and Memorial Park Loanhead.	2
BS.PLACE.P.1 5.1c	Percentage of all street light repairs completed within 7 days (cumulative)	100%	100%	100%	93%	99.7%	95.25%	98.74%			22/23: On Target	90%
BS.PLACE.P.1 5.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	8.2%	8.2%	8.2%	8.2%			22/23: On Target	8%
BS.PLACE.P.1 5.6a	Percentage of waste going to landfill per calendar year (quarterly)	12.3%	12.3%	10.4%	12.1%	12.2%	N/A	N/A			22/23: Data not available until Q1. Landfill waste is rejected material from dry mixed recycling and food waste plus ash from incineration of residual waste. No waste/recycling is sent to landfill without pre-treatment.	15.0%
PLACE.P.14.2f	% of the footpath network resurfaced (cumulative)	0.54%	0.54%	0.12%	0.27%	0.43%	1.02%	1.02%			22/23: On Target 7.26km of footways resurfaced to end Q4, under combined programmes of annual Capital Works and Residential Streets.	0.6%
PLACE.P.15.1 a	Total savings in street lighting carbon emissions (cumulative)	1256 Tonnes	1256 Tonnes	183 Tonnes	394 Tonnes	751 Tonnes	1075 Tonnes	1075 Tonnes			22/23: Data only Reduced Carbon saving caused by Emission factor being reduced per KWH.	
ENV6	Percentage of total household waste that is recycled (LGBF)	47.5%	47.5%	51.9%	48.2%	43.7%	N/A	N/A			22/23: Data not available until Q1 2022 Recycling rate expected to be 47.4%. Last quarters recycling rate was 47.5%.	54.0%
PLACE.P.13.1 a	Number of volunteer hours in countryside sites	4,821	4,821	1,716	2,736	4,212	5,604	5,604			22/23: Off Target Although off target, groups and events have increased from last year and considerably higher	6,000






PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
												from 20/21 as we start to build back our volunteer numbers to pre-covid figures. It should be noted that the secondment of one of our three Rangers has impacted our overall target for the year. 5,604 volunteer hours have been spent in countryside sites this year ensuring those sites are attractive, safe and welcoming for all to enjoy.
PLACE.P.14.2 e	% of total road network resurfaced (cumulative)	2.05%	2.05%	0.34%	1.38%	2.2%	2.89%	2.89%			22/23: On Target 20.10km of carriageway resurfaced to the end of Q4 under the combined programmes of annual Capital Works and Residential Streets Programmes.	2.2%
PLACE.P.15.1 b	Number of lighting columns replaced (cumulative)	702	702	0	0	5	136	136			22/23: Off Target Successful procurement of new contracts for both lighting capital and traffic signal maintenance will deliver best value for the service. Due to late procurement of these contract this year, funding has been diverted to the delivery of 1,796 new LED lanterns, anticipated to be complete in May. As a result, 136 lighting column replacements were installed this quarter with a further 403 units expected to be complete in July.	131

PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			Annual Target 2022/23	
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend		Note
PLACE.P.20.1	Percentage of household waste used to generate heat and electric (Energy from Waste)	N/A	41.5%	35.7%	38.6%	39.2%	N/A	N/A			22/23: Data not available until Q1. Incineration waste includes grey bin (black bag) waste, plus fine and non-recyclable waste collected in the bulky waste at the two HW recycling centres, as well as non-target materials placed in the blue recycling bins.	

Planning and Economy priorities

- Continue to work on achieving the aims sets out in the Planning Performance Framework (PPF)
- Continue to embed the Climate Change Strategy and deliver against the action plan
- Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application)
- Implementation of 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.
- Implementing the statutory requirements of the new Planning Act 2019 which places additional burdens onto the Planning Service
- Deliver on the objectives identified in the Strategy for Growth 2020-25
- Maintain and grow the client reach of Business Gateway services in Midlothian and continue to develop Locate in Midlothian
- Complete allocation and drawdown of final LEADER funding to eligible projects and lobby for continuum funding for Midlothian's rural areas
- Complete drawdown of Town Centre Capital Funds to applicants and continue to position the government for future funding opportunities and retain a focus on town centres as identified by the Strategy for Growth 2020-25, to commence the Townscape heritage (TH) and Conservation Area Regeneration Scheme (CARS) at Penicuik, and implement the provisions of the master plan at Newtongrange.
- Continue to work with partners to tackle the strategic local transport issues at Easter Bush to enable further unconstrained planned development







Planning and Economy measures









PI Code	PI	2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23				Annual Target 2022/23
		Value	Value	Value	Value	Value	Value	Value	Status	Short Trend	Note	
ECON5a	Number of New Business Start Ups (LGBF)	124	38	23	6	26	63	118			<p>22/23: Data only The level of Business start-ups has increased from 6 in Q2 to 63 in Q4, most of these had accessed pre-start support in 2021/22 and some from earlier this financial year. The total number Business start-ups this year was 118. This should realise a forecasted creation of 142 jobs, with quarter 4 jobs forecasted to be 74.</p>	
PLACE.P.17.9 a	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	80%	80%	66%	80%	85%	85%	85%			<p>22/23: On Target 85% of planning applications have been determined within target (*as of February 2023 – data not yet available for March 2023).</p>	80%

Protective Services priorities

- Continue to support the Council's response to the pandemic and recovery programme
- Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations.
- Deliver the Scottish Government's Clean Air for Scotland (CAFS) objectives including the review and assessment of air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads.
- Continue to deliver the statutory duty to identify and secure remediation of contaminated and review contaminated land strategy.
- Continue to manage the CO2 gas ingress to properties in Gorebridge.
- Seek to enable disabled persons to continue to live an independent life through the provision of disabled adaptation grants for private sector properties.
- Protect and develop safe communities through risk assessment and improvement of sub-standard private water supplies.
- Protect and contribute to the enhancement of the environment regarding dog control activities and develop a commercial dog walkers registration scheme for Midlothian.
- Regulate Health and Safety across Midlothian through the investigation of workplace accidents
- Restart a programme of test purchase for under-age goods
- Continue to identify and respond to incidents of rogue trading.
- Conduct a programme of inspections to businesses identified as of high and medium-risk including at least 20% of tobacco retailers.
- Continue to support managers to manage health and safety as effectively and efficiently as possible
- Ensure that the current management arrangements achieve the correct level of Health and Safety compliance and support services to address any shortfalls
- Continue to develop the health and safety culture maturity within the organisation and promote the use of the Health and Safety Audits
- Increase appropriate involvement and expertise in emergency planning and business continuity management Council wide
- Implement a robust business continuity management system and business continuity approach



Protective Services measures

PI Code	PI	2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			
		Value	Value	Value	Value	Value	Value	Status	Short Trend	Note
PROSERVICE S.1.1	Number of food law service requests/complaints received (includes food safety and food standards)	N/A	146	116	88	95	445			22/23: Data only
PROSERVICE S.1.2	Number of food law service requests/complaints responded to (includes food safety and food standards)	N/A	142	110	88	94	434			22/23: Data only
PROSERVICE S.1.3	Number of Food law interventions carried out (Food Hygiene/Food Standards)	N/A	72	59	107	117	355			22/23: Data only











PI Code	PI	2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	2022/23			
		Value	Value	Value	Value	Value	Value	Status	Short Trend	Note
PROSERVICE S.1.13	Number of Public Health Complaints received	N/A	N/A	N/A	273	300	1,304			22/23: Data only 1304 complaints received across the year.
PROSERVICE S.1.14	Number of Public Health complaints responded to	N/A	N/A	N/A	243	280	N/A			22/23: Annual data not available New indicator was added to the Place Service plan mid-year. Although we can report on the total number of public health complaints received for the year, we are unable to report on the total number responded to for the first part of year. Reporting will be reviewed in Q1.
PROSERVICE S.2.1	Number of consumer complaints received	N/A	72	82	75	58	287			22/23: Data only
PROSERVICE S.2.2	Number of consumer complaints responded to	N/A	72	82	75	58	287			22/23: Data only 100% of consumer complaints responded to this year.

Place External Audit Actions

External Audit - Annual Audit Report to Members and the Controller of Audit - year ended 31 March 2022

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
EA.2022.01	The valuation methodology adopted by the Council's internal valuers should be subject to review to ensure it remains in line with best practice. This should include a review of the quality review arrangements in place to reduce errors in valuations.	31-May-2023		50%	Q4 22/23: In progress Policies and procedures will be reviewed following new External Audit appointment.
EA.2022.08	The Council must review whether current actions are sufficient to meet its 2030 target. This should include an assessment of the level of future investment required.	31-May-2023		80%	Q4 22/23: In progress This action will be progressed when the Council's adopted Climate Change Strategy is reviewed in 2023.

Place Balanced Scorecard Indicators

PI Code	Performance Indicator	2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	2022/23				Annual Target 2022/23
		Value	Value	Value	Value	Value	Status	Short Trend	Note	
BS.PLACE.01	Number of environmental awards e.g. Green flags	1	0	2	2	2			22/23: Complete Green flags secured for Vogrie Country Park and Memorial Park Loanhead.	2
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (cumulative)	100%	100%	93%	99.7%	98.74%			22/23: On Target	90%
BS.PLACE.P.15.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	8.2%	8.2%			22/23: On Target	8%
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	12.3%	10.4%	12.1%	12.2%	N/A			22/23: Data not available until Q1. Landfill waste is rejected material from dry mixed recycling and food waste plus ash from incineration of residual waste. No waste/recycling is sent to landfill without pre-treatment.	15.0%
BS.PLACE.P.4.2a	Re-let time permanent accommodation properties (calendar days)	46 days	45 days	36 days	25 days	33 days			22/23: On Target Re-let times for permanent properties has reduced from 45 days in Q1 to 24 in Q4.	35 days