

# Notice of Meeting and Agenda



## Performance, Review and Scrutiny Committee

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

**Date:** Tuesday, 10 December 2019

**Time:** 11:00

**Executive Director : Place**

**Contact:**

Clerk Name: Janet Ritchie  
Clerk Telephone: 0131 271 3158  
Clerk Email: [janet.ritchie@midlothian.gov.uk](mailto:janet.ritchie@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](http://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 meeting of 17 September 2019 submitted for approval 3 - 10

**5 Public Reports**

---

- 5.1** Adult Social Care Q2 Dashboard 11 - 14
- 5.2** Childrens Services Q2 Dashboard 15 - 18
- 5.3** Commercial Operations Q2 Dashboard 19 - 24
- 5.4** Communities and Economy Q2 Dashboard 25 - 28
- 5.5** Customer and Housing Q2 Dashboard 29 - 32
- 5.6** Education Q2 Dashboard 33 - 38
- 5.7** Finance and Integrated Service Support Q2 Dashboard 39 - 44
- 5.8** Property and Facilities Management Q2 Dashboard 45 - 50
- 5.9** Midlothian Council 2019/20 Performance Report 51 - 62
- 5.10** Balanced Scorecard Q2 63 - 82
- 5.11** Midlothian Council Statutory Report to Scottish Ministers on Public Bodies Climate Change Duties 2018/19 - Report by Director Education, Communities and Economy 83 - 92

**6 Private Reports**

---

No items for discussion

**7 Date of Next Meeting**

---

The next meeting will be held on 4 February 2020 at 11.00 am

# Minute of Meeting

Performance Review and Scrutiny Committee  
Tuesday 10 December 2019  
Item No: 4.1



## Performance, Review and Scrutiny Committee

Date	Time	Venue
17 September 2019	11.00am	Council Chambers, Midlothian House, Buccleuch Street, Dalkeith

### Present:

Councillor Johnstone	Chair
Councillor Alexander	
Councillor Baird	
Councillor Cassidy	
Councillor Hardie	
Councillor Munro	
Councillor Russell	
Councillor Lay-Douglas	
Councillor McCall	
Councillor Parry	
Councillor Wallace	
Councillor Winchester	

### Also in Attendance:

Kevin Anderson	Acting Director, Resources
Gary Fairley	Head of Finance and Integrated Service Support
Alison White	Head of Adult and Social Care
Joan Tranent	Head of Children's Services
Garry Sheret	Head of Property and Facilities Management
Simon Bain	Housing Services Manager
Mike Broadway	Democratic Services Officer

## 1 Apologies

---

Apologies were received from Councillor Smaill.

In the absence of the Chair, Councillor Johnstone was appointed by the Committee and took the Chair.

## 2 Order of Business

---

The Clerk advised that a request had been received from Councillor Kelly Parry asking that her formal resignation as Chair of the Performance, Review and Scrutiny Committee be recorded. As the appointment of the Chair was a matter for the membership of the Committee to determine, it was proposed to deal with the filling of the vacant position as a matter of urgency given the importance of the Committee having a Chair, such a course of action receiving the unanimous agreement of the Committee, who thereafter unanimously agreed to appoint Councillor Catherine Johnstone as Chair.

The remaining order of Business was as detailed within the Agenda.

**Sederunt**:- Councillors McCall and Parry joined the meeting during consideration of the foregoing item of business.

## 3 Declarations of Interest

---

No declarations of interest were intimated.

## 4 Minutes of Previous Meetings

---

- 4.1 The minute of the meeting of 11 June 2019 was submitted and approved as a correct record.

## 5 Public Reports

---

Agenda No	Title	Submitted by:
5.1	<b>Various Inspection Reports submitted to Cabinet</b>	<b>Acting Director, Resources</b>
<b>Outline and summary of item</b>		
<p>The purpose of this report was to bring to the Committee's attention various Inspection reports considered by the Cabinet on 3 September 2019.</p> <p>The Acting Director, Resources presented this report advising the Committee that the following reports were considered by Cabinet on 3 September 2019 and in each case the recommendations as detailed below were agreed:</p> <ul style="list-style-type: none"><li>(i) Inspection of Midlothian Council Cowan Court Extra Care Housing Facility – Report by Joint Director, Health and Social Care.<ul style="list-style-type: none"><li>• <i>To note the content of the report and progress made and pass forward onto PRS.</i></li></ul></li></ul>		

- (ii) A Summary of the Care Inspectorate and Education Scotland Inspections of Early Learning and Childcare, November 2018 – June 2019 – Report by Acting Head of Education
  - *Note the content of the summary of the inspection reports*
  - *Congratulate the pupils, parents and staff connected with these reports.*
  - *Pass this report to the Performance, Review and Scrutiny Committee for its consideration.*
- (iii) Further Inspection (Record of Visit ROV) of Hawthornden Primary School - Report by Acting Head of Education
  - *Note the content of the inspection report.*
  - *Congratulate the staff, pupils and parents on the very positive outcome of this further Education Scotland visit.*
  - *Note the key strengths and progress outlined in the report.*
  - *Note the areas for improvement outlined in the report.*
  - *Note that Education Scotland will not return to the school with regard to this particular inspection.*
  - *Pass this report to the Performance, Review and Scrutiny Committee for its consideration.*
- (iv) Midlothian Residential Service for Young People – Report by Head of Children’s Services
  - *Note the content of the report.*
  - *Forward the report to Performance, Review & Scrutiny*
- (v) Education Scotland Inspection Report on the External Review of Training in Modern Apprenticeships in Social Services Children and Young People – Report by Action Head of Education
  - *Note the content of the inspection report which will be part of a national report.*
  - *Pass this report to the Performance, Review and Scrutiny Committee for its consideration; and*
  - *Congratulate the Workforce Development team, SVQ team and LLE on the key strengths and areas for improvement highlighted in the report.*

#### Decision

The Performance Review and Scrutiny Committee considered each of the Reports and noted the agreed recommendations, adding their congratulations as appropriate.

Agenda No	Title	Submitted by:
<b>5.2</b>	<b>Peer Prevent Review Report</b>	<b>Head of Children's Services</b>
<b>Outline and summary of item</b>		
<p>The purpose of this report was to bring to the Committee's attention to the Prevent Peer Review Report which was considered by Cabinet on 3 September 2019 when the recommendations detailed below were agreed:</p> <ul style="list-style-type: none"> <li>• <i>Consider and note the attached peer review report and action plan.</i></li> <li>• <i>Thank those who participated in this review.</i></li> <li>• <i>Pass this report to the Performance Review and Scrutiny Committee.</i></li> </ul>		
<b>Decision</b>		
<p>The Performance Review and Scrutiny Committee, having heard from the Acting Director, Resources, noted the content of this report.</p>		

Agenda No	Title	Submitted by:
<b>5.3</b>	<b>Adult and Social Care Q1 Performance Report</b>	<b>Head of Adult and Social Care</b>
<b>Outline and summary of item</b>		
<p>The Q1 Performance Report 2019/20 for Adult Social Care was presented by the Head of Adult and Social Care highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p> <p>Thereafter the Head of Adult Services responded to questions and comments raised by the members of the Committee regarding delayed discharges and unscheduled admissions.</p>		
<b>Decision</b>		
<p>The Performance Review and Scrutiny Committee in noting the report congratulated the Services on the new Recovery Hub, No 11, which had opened in June.</p>		

Agenda No	Title	Submitted by:
<b>5.4</b>	<b>Children's Services Q1 Performance Report</b>	<b>Head of Children's Services</b>
<b>Outline and summary of item</b>		
<p>The Quarter 1 Performance Report 2019/20 for Children's Services was presented by the Head of Children's Services highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p>		

Decision
The Performance Review and Scrutiny Committee, having heard from the Head of Children's Services who responded to Members questions, noted the report.

Agenda No	Title	Submitted by:
<b>5.5</b>	<b>Commercial Operations Q1 Performance Report</b>	<b>Acting Director, Resources</b>

#### Outline and summary of item

The Quarter 1 Performance Report 2019/20 for Commercial Operations was presented by the Acting Director, Resources highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the Report.

Having heard from the Acting Director, Resources who responded to Members questions and comments, the Committee discussed the off target PIs, particularly those relating to income generation and travel costs. Consideration was also given to

- whether the Council was maximising the entrepreneurial opportunities available to it;
- the current position regarding use of weedkillers;
- expanding recycling opportunities, particularly a possible rollout of the very successful re-use cabin;
- price comparison for waste collection services;
- maintenance of the roads network; and
- improving street cleaning as a way of tackling the dirt and soil which encouraged weed growth.

#### Decision

After further discussion, the Performance Review and Scrutiny Committee noted the report.

Agenda No	Title	Submitted by:
<b>5.6</b>	<b>Communities and Economy Q1 Performance Report</b>	<b>Director Education, Communities and Economy</b>

#### Outline and summary of item

The Quarter 1 Performance Report 2019/20 for Communities and Economy was presented by the Head of Children's Services highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.

#### Decision

The Performance Review and Scrutiny Committee noted the report.

Agenda No	Title	Submitted by:
<b>5.7</b>	<b>Customer and Housing Services Q1 Performance Report</b>	<b>Joint Director of Health and Social Care</b>
<b>Outline and summary of item</b>		
<p>The Quarter 1 Performance Report 2019/20 for Customer and Housing Services was presented by the Housing Services Manager highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p> <p>Having heard from the Housing Services Manager who responded to Members questions and comments, the Committee discussed the Housing First Initiative and also the arrangements for the re-letting of void properties. With particular consideration being given to whether there was scope to recycle some of the perfectly serviceable furniture, fixtures and fittings that were currently stripped out of void properties and disposed being retained. It being pointed out that such items might potentially be of value to incoming tenants who might otherwise struggle financially to be able to afford them. The Housing Services Manager advised that this suggestion was perhaps best picked up as part of the current Housing Allocations Policy review.</p>		
<b>Decision</b>		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
<b>5.8</b>	<b>Education Q1 Performance Report</b>	<b>Director Education, Communities and Economy</b>
<b>Outline and summary of item</b>		
<p>The Quarter 1 Performance Report 2019/20 for Education was presented by the Head of Children's Services highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p>		
<b>Decision</b>		
Having heard from the Head of Children's Services, the Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
<b>5.9</b>	<b>Finance and Integrated Service Support Q1 Performance Report</b>	<b>Head of Finance and Integrated Service Support</b>
<b>Outline and summary of item</b>		
<p>The Quarter 1 Performance Report 2019/20 for Finance and Integrated Service Support was presented by the Head of Finance and Integrated Service Support highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p>		



Decision
The Performance Review and Scrutiny Committee, having heard from the Head of Finance and Integrated Service Support, noted the report.

Agenda No	Title	Submitted by:
<b>5.10</b>	<b>Property and Facilities Management Q1 Performance Report</b>	<b>Head of Property and Facilities Management</b>
Outline and summary of item		
<p>The Quarter 1 Performance Report 2019/20 for Property and Facilities Management was presented by the Head of Property and Facilities Management highlighting the progress in the delivery of strategic outcomes and a summary of the emerging challenges going forward as detailed in the report.</p> <p>Thereafter the Head of Property and Facilities Management responded to questions and comments raised by the members of the Committee regarding progress on a number of projects.</p>		
Decision		
The Performance Review and Scrutiny Committee noted the report.		

Agenda No	Title	Submitted by:
<b>5.11</b>	<b>Midlothian Council Q1 Performance Report</b>	<b>Chief Executive</b>
Outline and summary of item		
<p>The Acting Director, Resources presented the Midlothian Council Quarter 1 Performance report detailing the delivery of Midlothian Council's priorities through the Community Planning Partnership and the Single Midlothian Plan.</p>		
Decision		
The Performance Review and Scrutiny Committee, having heard from the Acting Director, Resources, noted the report.		

## 6 Private Reports

---

No private reports were submitted for discussion.

## 7 Date of Next Meeting

---

The next meeting will be held on Tuesday 29 October 2019 at 11 am.

The meeting terminated at 12.30 pm



# Adult Social Care Performance Report Quarter Two 2019/20



## Progress in delivery of strategic outcomes

***"People in Midlothian will lead longer and healthier lives by getting the right advice, care, and support, in the right place, at the right time."***

The Adult Health and Social Care service continues to undergo ambitious redesign. The Midlothian Health and Social Care Partnership 2019-20 Strategic Plan outlines a major programme of activity focused on prevention and early intervention; planned support, treatment and recovery; and unplanned treatment and support. We are achieving this by changing the emphasis of our services, placing more importance and a greater proportion of our resources on our key values.

### 1. Integration

Midlothian Health and Social Care Partnership is progressing work to implement the ambitions of the Strategic Plan. Local Planning Groups have prepared, or are preparing their action plans in line with the Partnership values: prevention, recovery, co-ordinated care, supporting the person not just focussing on the condition. Working with colleagues at the Royal Infirmary there is work underway to investigate how we support people in their community to avoid an unnecessary hospital admission. Services such as Discharge to Assess are already demonstrating great achievements.

### 2. Inequalities

Tackling inequalities and ensuring a human rights focus on service delivery continues to be important to the delivery of the Midlothian H&SCP Strategic Plan. The Partnership has agreed that all planning groups and service area plans should reflect the Health & Social Care Standards ('My support, my life') published in 2018. The new Standards set out what people should expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and basic human rights are upheld. Care Inspectorate and Healthcare Improvement Scotland processes now relate to the Standards.

### 3. Criminal Justice

The Criminal Justice team have been settling into the new Number 11 recovery hub. The Substance Misuse team has also moved into Number 11 with the Joint Mental Health team due to arrive in late October. The Team Leaders are already reporting better joint working due to being co-located. The Community Justice Annual Report was agreed by the Community Justice Working Group and the Community Safety and Justice Board, and was sent to Community Justice Scotland in September.

The Midlothian Safer Families service, that involves engagement with fathers who have been domestically abusive, continues to slowly develop. We are not looking to open out the service to other referral sources; Health Visitors in particular have expressed an interest in referring to the service. Spring continues to flourish with the move on programme now up and running to support women to leave the service in a positive way.

### 4. Substance Misuse

MELD, the main third sector partner are in the process on relocating to No11 and will be fully operational in the building by the end of October 2019. Gateways to Recovery sessions have been re-located to No11. MELDAP continues to lead work in developing responses to changing drug trends. The "drop in" clinic to offer patients who find keeping appointments challenging continues to be a success. This is a partnership with Nurses, Peers and Social Work. The aim is to keep more the chaotic population engaged and reduce unused appointments. A dedicated Womens Peer Support Worker is currently being recruited in Midlothian. A Health Needs Assessment is also underway to make recommendations for future use of our treatment and support provision. A draft of this is due at the end of October 2019.

### 5. Technology

Technology offers a range of tools to support pathway and service redesign in terms of both iterative improvements and transformative initiatives. We continue to proactively engage with the emerging digital agenda in Scotland to maximise the value that technology, in all its forms, can add. We await feedback on our Digital Maturity Assessment conducted in the summer. Our business intelligence and analytics project to deliver an integrated operational resilience dashboard is progressing slower than desired. We continue to progress the necessary and important data privacy impact assessment with the council and NHS and seek support from Digital Services and Lothian Analytic

Services respectively as we seek to automate (and ultimately virtualize) data supply. Our TEC Pathfinder project is progressing well. A Project manager has been recruited to support development further.

## **6. Learning Disabilities**

Work to establish positive Behavioural Support Services locally is making good progress and is reviving support from all stakeholders. The next phase of Day Service redesign is commencing. Work continues to progress plans in relation to housing, both short term by making best use of the property available and longer term by ensuring needs as considered as part of the Phase 3 Housing Programme.

## **7. Self-Directed Support**

Implementation plan has been revised. Practice Development Worker Adults is taking up a new post in November and so priority is now completing specific tasks, and preparing for handover once recruitment has been completed.

## **8. Older People**

There have been a range of services developed in the last six months to support the pathways for older people. This includes a Discharge to Assess team (D2A) to support people coming out of hospital who may require some rehab support from a physio and/or OT. There is also a new hospital Inreach Reablement Occupational Therapist focussing on the Medicine of the Elderly wards at the Royal Infirmary. This is to help identify people at an earlier stage prior to discharge and track their progress to have more effective and timely discharges reducing delays and reducing the number of occupied beds days. The Flow Hub is working closely with all key individuals across the acute sites, MCH and community services to ensure an improved outcome and flow for the patients from hospital is achieved. The ECH development projects are finalising drawings for the new builds which still aim to be on stream by Spring 2021. Care at Home continues to deliver an increased amount of care at home hours and a number of work streams continue to be explored to attempt to reduce this gap of unmet need e.g. recruitment of additional locums, reorganising of runs, closer working with external care at home providers, more focussed locality model, closer working with district nursing service etc. The care homes in Midlothian have demonstrated an improvement of grades across the board and have received increased support from the care home support team which provides regular visits and monitoring. The care home support team has increased in workforce with the addition of a band 5 general nurse and a full time Occupational Therapist providing a range of support, training and guidance to the care homes which has been well received. The voluntary sector continue to provide a range of services and support including over 200 groups and activities available very month. Initiatives are being explored to develop more community cafes across Midlothian providing a drop in resource for older people and/or their carers to access information, support, advice or just a chat. Intergenerational work continues to expand with the care homes and children's nurseries across Midlothian which prove popular with both the residents of the care homes and the young children.

## **9. Carers**

Since implementation of the Carers Act in April 2018, there have been considerable changes in funding, service demand, and duties on Local Authorities and Health Boards. VOCAL, Midlothian's largest carer service provider recently reported an 18% increase in referrals from new carers; 20% of these being for Parent Carers. There is significant demand for VOCAL services, and for other carer support delivered by other partners. VOCAL are approaching the end of their current contract, a contract which has had additional tasks added/shared by the local authority in response to new duties and responsibilities from the Act. In light of the significant legislative changes, and VOCAL nearing the end of their contract, it was agreed that wider consideration was needed of carer services and spend moving forward. A report was submitted to the Contracts and Commissioning Group to propose a one year extension to the current contract to allow time for carers, stakeholder and provider consultation, service review and redesign to be undertaken, and service procurement to take place for a new contract for carers services from April 2021. Necessary NCA and a programme of review will be taken forward; the process likely beginning in Q4 of 2019/20.

## **10. Mental Health**

Midlothian Access Point has started to provide supported social prescribing. Supported social prescribing is offered short-term (no more than 5 or 6 times) to support people visit a service or community group that can help people with their mental health needs, or meet face to face/telephone/email to support people with self-management. The Mental Health Strategic Planning group are developing the Mental Health Action Plan reflecting the priorities set out in the Midlothian Strategic Plan 2019-2022.

## **11. Adults with Long Term Conditions, Disability and Impairment**

Work has commenced to develop a 1 year action plan to take forward actions within the strategies plan and issues identified at the disabled people's assembly. Ongoing activity related to sensory impairment (hearing aid clinics and sensory champions).

## Challenges and Risks

### **Funding pressures**

There is a continuing requirement to deliver a balanced budget by achieving major efficiencies despite the growing demand, particularly those with complex needs.

### **Capacity and Quality of Services**

Increasing demand on Care at Home services continues to be a major challenge to deliver the care and support needed. This is heavily impacting on assisting hospital discharges and supporting people at home in the community who require increased care and support. This is supporting a shift in the balance of care, and keeping people safely at home for as long as is safely possible. The Care at Home team are developing a vision for the future, as well as considering appropriate structures for the teams moving forward.

### **Absence Management**

Increasing levels of absence in service creates challenges for delivering effective and efficient service delivery. Work is targeted at teams with greater absence levels to maximise attendance and promote health and wellbeing in staff teams. Absence management monitoring is underway at local team and Head of Service level, working with colleague from HR. Managers are actively supporting individuals through the absence management process where required. To minimise agency use/spend where safe and possible, a locum bank is now in place to support carer absence in Newbyres Care Home and Highbank intermediate care facility, similar to Care at Home arrangements.

# Adult Social Care



## Successes and Challenges

### Corporate Performance Indicators (latest)

● 5 ● 8 ? 0 📊 6

### Corporate PIs Off Target as at 31st October 2019

**PIs** ● 5

% of service priorities on target / completed, of the total number

% of invoices paid within 30 days of invoice receipt (cumulative)

% of Service PIs that are on target/ have reached their target. (does not include

Average time in working days to respond to complaints at stage 1

Percentage of complaints at stage 1 complete within 5 working days

Key

PIs



Off Target



On Target



Data Only Indicator



Data is not yet available

### Service Plan Actions (latest)

▲ 4 ● 27 ? 0

### Service Plan Actions Off Target as at 31st October 2019

**Actions** ▲ 4

Implementation of plans for delivering Audiology clinics in Midlothian Community Hospital

Working with RNIB (Royal National Institute for the Blind) and Deaf Action to provide training

Support the development of improved informatics for MERRIT

Establish exemplar 'Attend Anywhere' video conferencing clinics where services are willing to adopt e.g. dietetics

Key  
Actions



Off Target



On Target/Complete



Data is not yet available

### Service Plan PIs (latest)

● 3 ● 1 ? 0 📊 24

### Service Plan PIs Off Target as at 31st October 2019

**PIs** ● 3

Number of people in employment following intensive intervention

Average waiting time for occupational therapy services

Average waiting time for social work services

Key  
PIs



Off Target



On Target



Data Only Indicator



Data is not yet available

### Service Risks (latest)

▲ 11

### High Risks as at 31st October 2019

**Risks** ▲ 2

**9 Risks at Medium and 2 are high**

Capacity of voluntary and private sector to meet Council's requirements in relation to quality and cost of services

Meeting growing demands with constrained /reduced budgets, especially from external funders

Key  
Risks



High Risk / Medium Risk



On Target



Data is not yet available



Data is not yet available

# Children's Services

## Performance Report Quarter Two 2019/20



### Progress in delivery of strategic outcomes

'Our vision is to improve families' lives by giving them the support they need, when they need it'

Children's Services have shown improvement throughout 2018/19 and it is our intention to improve on this. Inspection reports and performance data evidence improvement in many areas of work which in turn is improving the outcomes for most of our children and young people within Midlothian.

#### **Permanence and Care Excellence Programme (PACE)**

Scottish Government and the Centre of Excellence for Looked After Children view the level of change and improvement for Midlothian's most vulnerable children as a great achievement and have requested that we continue to be part of the PACE programme; and continue to share our learning with other Councils. We have already identified 4 further aims which are:

**Aim 1** – Children who are looked after at home for more than 2 years will have a looked after review looking at their whole period of time being looked after at home.

**Aim 2** – Children who become looked after and accommodated will have a recommendation for Permanence (including a permanent return home) within 30 weeks of becoming looked after and accommodated.

**Aim 3** – Children who have had recommendation for permanence away from home will have the decision ratified by the ADM within 14 weeks of the LAAC review recommended permanence.

**Aim 4** – Court submissions will be lodged within 16 weeks of the ADM sign off.

#### **Mental Health**

The Midlothian Early Action Partnership (MEAP) project started in January 2019, to effect system change so that children, young people and young adults get timely and appropriate mental health support. To kick-start the project, three cross-system teams spent 100 days experimenting and testing their ideas. The teams continue to progress ideas since the 100 Day review in June, with six-month follow-up surveys planned for December, involving both Leadership group and the teams involved.

The next stage of the MEAP project was to commission a scoping study to inform a planned mapping of the social and public mental health services for children and young people. This latter piece of work will both inform the focus for project activity and form a baseline for future evaluation. The scoping study involved desk-based research, focus sessions with the Steering Group and young people, the output of which will be a tender document for the main mapping research. This tender document is expected to be completed by end October, ready to publicise in November 2019.

#### **Participation**

The Champions board continue to be a big success and were successful in winning a national award. Despite Midlothian having commissioned the application later than many other Councils across the UK, our usage was highest.

#### **Kinship Care**

Midlothian's Kinship Care were recently presented with the prestigious "Queens Award" for all their hard work and effort – a well-deserved success.

#### **Child Protection**

At the end of Q2 reporting we had 52 children (27 families) on our child protection register which equates to 3.0 per 1000 of the population compared with the national rate of 2.9. This figure has increased from the last quarter and is slightly above the national average. Nationally there has been a 3% increase in the number of child protection registrations from 2017 (latest figure), however within Midlothian there has been 7% decrease compared to September 2018.

The implementation of the Safe and Together model continues with training of all staff being rolled out.

#### **Looked after away from Home**

There are 159 children and young people looked after away from home both in and out-with Midlothian. This number is higher than the previous quarter (150 children & young people). The current rate per 1,000 of young people looked after in Midlothian is 8.2 which remains well below the national of 10.6. Nationally there has been a 1% decrease from 2017 to 2018 (latest figure) in the number of children and young people looked after away from home, within Midlothian there has been a 8% increase from September 2018.



### **Looked after at home**

There are 61 children and young people looked after at home. This is the same number as Q1. They have all been reviewed by the Interim Independent reviewing officer. The current rate per 1,000 of young people looked after at home in Midlothian is 3.1 which is lower than the national rate of 3.7. Nationally there has been a significant reduction of children looked after at home (26% reduction from 2008 – 2018 – latest figure) Within Midlothian this number has also decreased by 27% from September 2018.

Our LAC reviewing Officer's post has now been extended for a further year which will help to continue to embed the LAC reviewing process into practice and ensure a consistent approach for all our LAC children in Midlothian.

The CEYP funding received from Scottish Government is continuing to support our LAC population's attainment and the recruitment of an Educational Psychologist to work specifically with this group alongside increasing outreach support capacity will help to support this priority.

### **Whole Systems Funding**

We have secured funding from Scottish Government to strengthen our existing early intervention approach to youth offending with a focus on training. The funding will also be used to continue to develop supports and interventions.

## **Challenges and Risks**

### **Young People with complex Needs**

Children's Services budget continues to remain a significant and ongoing challenge. This is as a result of several factors, such as secure care, young people who require a high level of specialised care and who have severe and complex needs and those young people who are 16+ and require somewhere to live. These 3 work streams are complex and difficult to plan for and all of them require significant amounts of funding.

Young people with severe and complex needs often come into care around 14/15 years of age when their parents despite their best intentions can no longer offer them adequate care due to their increased needs. To date we have opened two additional houses to accommodate 5 young people who cannot live independently and shall require ongoing support. We have commissioned two different agencies to provide their package of care and support. As a result of continuing care legislation this means that the 5 young people will have the right to reside in these houses until the age of 21.

### **Young People in Secure Care**

We continue to have one young person in secure care.

### **Continuing Care**

We have now developed and launched new guidance to support children's services staff meet the Continuing Care requirements as contained in the Children and Young People's (Scotland) 2014 Act. It is important to note that the additional duties do impact on our current services and will require Midlothian to dual register a number of foster carers foster (both adult and children). The implementation also requires that the Family Placement Team also be registered as Adult Service too.

As stated previously the challenge of having to additionally accommodate 16-21 year old young people in both residential care and foster care is ongoing. The impact on resources in terms of meeting the needs of younger children who require to be accommodated whilst making sure our young people are 'staying put' continues to pose a professional dilemma. However, we wholly support the 'spirit of the act' and are currently looking at more creative and innovative ways of delivering services to this group of young people.

### **After Care**

Similarly to Continuing Care, the challenges of delivering services to those leaving the care system continue to be significant. We continue to liaise with our own housing department, other local authorities and Scottish Government to identify a model that supports young people who are 16+ however, as a result of their chaotic lifestyles are unable to continue residing with their foster carer, in their residential house or in homeless accommodation. Whilst legislation through the 2014 Act promotes continuing care the reality of 'after care' is very different. We are looking at various different models.

### **Scottish Child Abuse Inquiry**

The most recent Section 21 is a significant piece of work that requires both skilled and knowledgeable staff to undertake this task. The request to identify all foster carers back to the 1930's and analyse the data to identify any allegations made and report on this by the end of January 2020 is challenging.

### **Integrated Children's Services Plan**

A new 3 year plan must be ready by March 2020. Work is progressing with our partners on this project however it is a significant piece of work that requires a commitment to engage with service users and communities to deliver a plan that improves outcomes for our children and young people across Midlothian.



# Children Services



## Successes and Challenges

### Corporate Performance Indicators (latest)

● 2 ✓ 11 ? 0 📊 6

### Corporate PIs Off Target as at 31st October 2019

**PIs** ● 2

Percentage of complaints escalated and complete within 20 working days

Average time in working days for a full response for escalated complaints

Key  
PIs

● Off Target  
✓ On Target  
📊 Data Only Indicator  
? Data is not yet available

### Service Plan Actions (latest)

▲ 0 ✓ 7 ? 0

### Service Plan Actions Off Target as at 31st October 2019

**Actions** ▲ 0

**No Off Target Actions**

Key  
Actions

▲ Off Target  
✓ On Target/Complete  
? Data is not yet available

### Service Plan PIs (latest)

● 1 ✓ 4 ? 0 📊 6

### Service Plan PIs Off Target as at 31st October 2019

**PIs** ● 1

Measure the increase in number of care experienced young people going to college/university/employment

Key  
PIs

● Off Target  
✓ On Target  
📊 Data Only Indicator  
? Data is not yet available

### Service Risks (latest)

▲ 3

### High Risks as at 31st October 2019

**Risks** ▲ 0

**3 Risks at Medium and 0 Risks are high**

Key  
Risks

▲ High Risk / Medium Risk  
? Data is not yet available



## Commercial Operations

### Performance Report Quarter Two 2019/20



#### Progress in delivery of strategic outcomes

Commercial Operations continues to consider how it can transform in order to improve outcomes for our communities by contributing to the Council's short to long term priorities whilst taking into account the significant financial challenges ahead.

To enable us to deal with future service demands of an increasing population the council needs to cut costs and redesign services. Progress in delivering outcomes across the key service areas that follow has been and will continue to be informed by applying the 'Delivering Excellence' continuous improvement approach (within the context of bottom up service reviews) of looking at how we do things with a focus on priorities and considering what could be changed or done differently.

In support of the Council's strategic approaches Commercial Operations are progressing the following transformational activities aimed at maximising the use of assets and creating flexibility across the workforce:

1. Development of the Street Scene/neighbourhood model for service delivery to involve local communities and/or the criminal justice teams.
2. Maximising the utilisation of the Council's fleet and passenger transportation arrangements (including third sector providers) by reducing costs and contributing to the environmental agenda in reducing the travel carbon footprint.
3. Changing the way that Council Staff travel on behalf of the Council.
4. Seeking commercialisation opportunities and trading with a wide range of organisations including the Private Sector and public sector partners.
5. Reducing the volume of waste managed and maximise recycling from all sectors with a clear focus on Municipal Premises as detailed within a developed waste strategy.
6. Developing community participation opportunities with local organisations and groups, particularly in our parks and open spaces.

All services continue to contribute to environmental responsibilities, providing opportunities for young people through positive destinations work placements, supporting the economic growth of Midlothian and working in partnership with Communities and Voluntary Organisations.

The structure of Commercial Operations is being geared towards co-location on one depot site in 2020. This will see a leaner management team (five senior managers reducing to three) and a workforce where job profiles will be more generic in nature allowing greater flexibility and cross skilling at all levels. The post of Waste Services manager and Risk, Health & Safety and Civil contingencies was merged in August, 2019. However, it is recognised that there are significant challenges in terms of recruiting into other skilled and professional positions particularly within the road services, vehicle maintenance and land service areas.

The development of the Waste Management Strategy will influence future direction of Waste Services and was considered in the programme of cross cutting services review meetings. Once approved, the Strategy will ensure that Waste Services has sufficient plans in place to meet legislative and policy requirements to achieve landfill reduction targets. Long term disposal outlets for residual, food and dry recycle waste streams are secured although the dry recycle market in particular continues to be volatile.

We will continue to explore options for future service delivery through partnerships (e.g. waste facilities with City of Edinburgh and work through the Edinburgh, Lothian, Borders, and Fife (ELBF) for Road Services, shared services (e.g. Health and Safety with East Lothian) and co-production with community partners (e.g. grounds maintenance, and winter service).

#### Landscape and Countryside

Much of the focus continues within this service around securing funding and generating income to deliver on a range of measures to contribute to the Council's financial position.

The service are partnership working with Education to develop Midlothian Council's first Early years outdoor setting at Vogrie and other locations utilising our current facilities and staff resources. A service level agreement is being progressed. The team are also involved in progressing a possible site at Alderbank in Penicuik.

In contributing positively to the council's improved health outcomes, with several play areas installed at Gorebridge Primary school and Nursery. A play area was also installed at Woodburn Terrace and also at Mayfield Nursery extension which is going to be used as an exemplar by the care inspector and included in the best practice guide. St David's Nursery ongoing play area improvement works being progressed. At Lasswade Nursery the section has been involved in extending the play provision. Three additional Nursery improvements are at the design stage.

Rosewell Park wheeled sport facility ground investigations have been completed. The tender for this project has been issued. This project is being funded from developer contributions and a draft design has been completed for a wheeled sports facility in Auld Gala Park.

Two sites were awarded Green Flags, Kings Park and Straiton Pond. This success was the first submission for Straiton pond. Only two sites out of a possible six were submitted due to financial restrictions. Two different sites will be submitted each year going forward.

The Ranger Service has generated a total of 5,358 hours of volunteer time to maintain areas across Midlothian.

The majority of the Galas and Events have now been successfully completed.

### **Waste Services**

The pilot for a reuse cabin located at Stobhill recycling centre has been extended. The 'Making a difference' idea submitted by a member of the waste team offers local charities the chance to reuse furniture and other bulky items left in our recycling centre.

Subscriptions for the chargeable kerbside garden waste collection service closed on 30 September. The uptake for 2019 was 17,646 properties with 18,516 bins requested realising an income of £648,060.

SEPA has initially verified 2018 recycling rate at 58.2%. For 2018, Midlothian was the third highest performing Local Authority area in Scotland.

### **Travel and Fleet Services**

All drivers who require a Certificate of Professional Competence (CPC) have completed the necessary 35 hours training.

Utilising external funding from the Scottish Government, a new post of Sustainable Transport Project Officer has been approved and will be appointed during quarter 3. The project officer will continue the work began by the intern who was employed in previous quarter.

### **Road Services**

The Roads team have made good progress in quarter 2 of the 2019/20 capital programme for carriageway and footway improvement schemes. 33 individual schemes are being progressed in the programme and 15 have been completed at the end of quarter 2, representing a total of 3.29km and 1.47km of carriageway and footway resurfacing respectively.

The team have also been successful in bidding for a support plus grant to the value of £20,680. This is for bike maintenance and bikeability in schools, a cycle training programme about gaining practical skills and understanding on how to cycle on today's roads safely and with confidence.

Recruitment of the grant funded post for an 'Active Travel Marketing Officer' took place during quarter 2 with an expected start date beginning of November 2019.

Street lighting took on a new apprentice electrician this quarter.

### **Health, Safety and Civil Contingencies**

The Health and Safety team have reviewed the Council's Health and Safety Policy and prepared the Health, Safety and Wellbeing Strategy covering the next 4 year period. These were presented to CMT on the 16th of October 2019 where they were approved. A revised audit/review programme for management arrangements were also presented and approved. Publication of both will be on the Council's intranet.

The Health and Safety team delivered a programme of training which includes driver CPC training to meet a training need for the Council and to avoid having to purchase this training from external suppliers at cost to the Council. This insourcing activity has gained cost savings for the Council. This resulted in all those requiring to be trained by the 9th of September 2019 deadline receiving the required five modules (5 days) training.

The team have been providing a lead to the preparations for a no-deal exit from the European Union. This has been supported by the full time Contingency Planning Officer and a Risk, Safety and Health Adviser supporting preparatory arrangements.

### Challenges and Risks

The services continue to progress through bottom up reviews, with Landscape and Countryside completed, which will endeavour to ensure that the services are best placed to meet financial challenges as well as the challenge of a growing population. These reviews consider all aspects of the internal and external environment and ensure due consideration is given to the optimum vehicle for service delivery.

As part of the decisions taken to achieve a balanced budget for 2018/19 a number of posts within Commercial Operations were deleted. This is exacerbated as there are a number of posts where the staff members are approaching expected retiral. It is crucial therefore that robust plans are in place to ensure that cross skilling continues to be promoted where appropriate and that all opportunities to increase the availability of new talent is explored which will include bringing in young people and making best use of sharing of expertise with other partners, albeit adjoining authorities are reporting the same issues.

Key service challenges include:

#### **Landscape and Countryside Services**

Resourcing staff to carry out the monumental safety work required this winter and in addition the recording system will also need to be upgraded to meet the new burials memorial legislation.

Improve the Playground inspection system and the knowledge of play inspectors.

Updating of the dated schedules used for recharging for Grounds Maintenance tasks and improvements also required to invoicing information.

Due to less burials and lair purchases than last year, burial income is well down compared to budgeted forecast.

An increase in weed complaints have been received from customers and residents due to the impact on the environment after weed killer restrictions were implemented and the weed growth is evident. Alternative control methods are being trialled to evaluate cost and their effectiveness in reporting any policy review to elected members.

Managing the change required to meet savings and communicating changes to Councillors, Staff and the Public. In addition, managing the closure of Vogrie Golf Course and seeking businesses to take over the running and marketing of the Golf Course and the redeployment of staff and increasing Vogrie Country Park income by £70,000. Further to this, the bottom up review has resulted in a number of changes within the service which will require the support of staff and communities alike. For example with the saving of £40,000 from shrub bed maintenance.

The service is continuing to work closely with local communities in an effort to mitigate some of the changes which will impact on the visual amenity of Midlothian. This includes floral displays, grass cutting, allied to the positive work carried out by various groups in the parks around Midlothian. In Quarter 1 the majority of communities have taken on some floral maintenance in their communities. The maintenance of Floral displays at war memorials has been continued at previous levels which will results in an estimated overspend of £25,000. In addition, grass maintenance standards have also been continued at previous levels which will result in an estimated overspend situation for the section in the region of £75,000.

Continued challenges with the general lack of suitably skilled labour is impacting the work in the hard landscape squad. The team have had challenges in recruiting suitable staff this year and have lost two staff.

Ensuring a more holistic approach to tree safety issues for the Council going forward and in addition there may be challenges ahead in dealing with the impact of Ash die back on the Midlothian Tree stock.

Difficulties in delivering the core path plan review with a reduction in staffing and dealing with community asset transfer requests and their implications consulting with Fields and Trust as well as resource to work with Easthouses community to develop proposals for Easthouses Park and secure funding for park proposals.

## **Waste Services**

Absorbing the increasing number of new build housing and the impact of capacity on all collection routes as indicated in the outcome of the recent service review where no additional savings were recognised.

The new charge for kerbside garden waste collections is expected to divert some garden waste to the residual waste stream and this may affect the recycling rate in 2019/20.

The increase in charges for kerbside trade waste collections may have an impact on customer retention and therefore projected income.

Non target materials being presented in the blue bins continues to impact on the additional processing cost charged for these materials.

Midlothian Council is required to have litter zoned all council's land according to the revised methodology, before this June. However it has been put on hold until clarification on the use of OS maps and licencing agreement with Scottish Government for use of Ordinance Survey data and derived data.

Sickness Absence and staff reductions are challenging along with the Medium term Financial Position and impending Management Restructure.

## **Travel and Fleet Services**

Recruitment of vehicle technicians is still a challenge to ensure maintenance of fleet. Challenge to reduce revenue spend across the whole of the services provided by the Travel Team and assist other services to reduce transport and vehicle operating costs.

## **Road Services**

Ongoing pressure on Midlothian's existing road network as housing development and population increase continues. Ongoing constraints on the road maintenance budget will prove a significant challenge to maintain the road network at current condition levels. Currently 35% of the road network in Midlothian is deemed to be in need of maintenance treatment.

New legislation and government requirements, to improve coordination of roadworks, will be rolled out over the next 12 months, including a new Transport Bill, a One Scotland Gazetteer from the Improvement Services, and a new version of the Scottish Road Works Register. Existing internal systems will require to be updated or replaced as appropriate and training provided for relevant staff, whilst maintaining the Service level provision.

Flood risk associated with a privately owned culvert carrying the Loanburn in Penicuik is ongoing. At the end of Q2, a privately appointed contractor began work to repair the partially collapsed culvert, however the risk of flooding to upstream properties remain whilst the repairs are carried out. As required by legislation, the Service will continue to monitor water levels in the Loanburn and take appropriate action (e.g. provision of pumps and personnel) to mitigate flood risk to surrounding properties during periods of heavy rainfall. The Council will seek to recover our costs associated with this service provision.

Concern over the turnover of transportation planning responses and road construction consents. This is due to the large increase in development and limited resources in the current climate.

## **Health, Safety and Civil Contingencies**

The capacity of the team to deliver against all of our priorities have been impacted as a result of a need to increase capacity in CPC driver training beyond the original programme in order to meet a greater element of the demand than had been envisaged at the outset of setting the team up to take on this new area of training.

The team re-established the EU exit working group with the purpose of planning Council responses, in the event of a no deal on the 31st of October 2019 following the UK Governments extension to article 50. The group has been meeting weekly from August onwards as the countdown to the 31 October continues, unless conditions change. The level of resourcing within the team presents an ongoing challenge to provide the desired income stream, adequately monitor health and safety performance and provide the range of support services provided by the team. A revised audit programme and management arrangement review programme have been developed to help manage workload and respond to the Health, Safety and Wellbeing Strategy highlighted above.



# Commercial Operations



## Successes and Challenges

### Corporate Performance Indicators (latest)

5 8 0 6

### Service Plan Actions (latest)

1 18 0

### Service Plan PIs (latest)

5 10 2 0

### Service Risks (latest)

15

### Corporate PIs Off Target as at 31st October 2019

PIs 5

Performance against revenue budget

% of invoices paid within 30 days of invoice receipt (cumulative)

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints at stage 2 complete within 20 working days

### Service Plan Actions Off Target as at 31st October 2019

Actions 1

Develop additional workstreams to achieve income for the Council

### Service Plan PIs Off Target as at 31st October 2019

PIs 5

Number of volunteer hours in countryside sites

Income secured by sourcing third party opportunities through Land and Countryside working on hard and soft landscaping

Income achieved by providing additional training courses to external organisations (cumulative)

Income achieved by Commercialisation

Reduce by £150,000 expenditure on Travel costs

### High Risks as at 31st October 2019

Risks 0

15 Risks at Medium and 0 Risks are high

Key PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

Key Actions

- Off Target
- On Target/Complete
- Data is not yet available

Key PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

Key Risks

- High Risk / Medium Risk
- Data is not yet available





# Communities and Economy

## Performance Report Quarter Two 2019/20

Midlothian 

### Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service is to support, protect and develop communities in Midlothian through demonstrable improvements in their economic, physical and social environments and the report below highlights successes and achievements for Q2 2019/20.

#### Economic Development

**Town centre Capital Fund** – Following receipt of a number of Expressions of Interest, 14 applications were taken to the panel for approval with seven projects receiving funding; ranging from increasing sustainable cycling connections, to public access and community facilities. Projects total £910,000 and will be fully spent by March 2020 and complete by September 2020.

**MBTAG (Midlothian & Borders Tourism Action Group):** Digital Marketing Co-ordinator and project underway and supporting businesses grow their international markets.

**Economic Development Strategy:** Six sectoral sessions undertaken across Midlothian as part of the consultation for the strategy for Growing Midlothian's Economy 2020-25. The draft will be available in Q3 2019.

**Tyne Esk LEADER:** Tyne Esk Past, Present and Future event hosted at National Mining Museum of Scotland, lobbying for continuation of fund post-Brexit. Event opened by Cabinet Secretary for the Rural Economy Fergus Ewing MSP who praised Tyne Esk and wider LEADER for buoying rural development in Scotland since inception.

Extension to John Muir Way co-operation project approved by Tyne Esk LAG. Project awaiting approval from fellow LAG before starting in Aug 19. The £50k Tyne Esk money allocated to this project was extra allocation from SG.

#### Building Standards

Building Standards continue to provide a high level of customer satisfaction against an increasing demand upon the service and local development. In August the Building Standards service were awarded with a CSE (Customer Service Excellence) award for

**Exceeding their 90% target for Timeliness, Level of Information, Staff attitude and Satisfaction with the Service.**

#### Environmental Health

At 30/09/2019 3 of the 4 permanent residential caravan sites (75%) have been issued with their new 5 year licences.

The annual Air Quality Monitoring report was concluded and submitted to Scottish Government & SEPA in accordance with requirements

#### Planning

Planning permission was granted for -

- 1) residential development of approximately 350 dwellings and erection of school on land at Cauldcoats, Shawfair;
- 2) the erection of community facilities including secondary school, primary school, library, leisure facilities, healthcare and business uses at the former Monktonhall Colliery site, Shawfair; and
- 3) the erection of 51 dwellinghouses off the Main Street, Roslin.

### Challenges and Risks

For all services within Communities & Economy the main challenge is working to the budget restrictions and ensuring the service have the skills, expertise and capacity to carry out the functions of that service.

#### Environmental Health

- Request received from Food Standards Scotland seeking pre-audit information on aspects of Food Law enforcement. Decision on audit date tbc.

- Brexit – The national significance to the economy and food safety with regards to Export Health Certificates, as a result of Brexit remains high profile. Limited impact to Midlothian but assistance being sought nationally.
- The new Food Standards Scotland Food premises risk rating system has been introduced and will require significant effort to bring our data management system into functional operation and subsequent use.
- The migration of Uniform to a cloud base format will result in significant short term work to ensure a functioning system is achieved.

[The Private Landlord Registration \(Information\) \(Scotland\) Regulations 2019](#) come into force in September 2019 and require landlords to answer a suite of new questions as part of the landlord registration new application and renewal process. Local Authorities are required to assess 10% of all applications submitted to check compliance. Given that we have in excess of 3000 registered landlords this is estimated to require an additional 0.5FTE officer. Although the landlord registration fees were increased, 80% of the increase for each principal fee has been retained by Scottish Government and the remaining £2 the local authority will receive coupled with the increase of £4 per premises fee is insufficient to enable an increase in staff FTE to undertake the required work. The deletion of the Private Sector Housing Officer post in 2018 as a result of the financial strategy has compounded the situation. A method of addressing this requirement needs to be identified and meantime the matter will be listed on the EH risk register.

### **Economic Development**

The team is at present under resourced, but the review is complete and recruitment underway for a number of posts.


### **Building Standards**

The challenges of meeting statutory timescales and the increase in building warrants within staff capacity remains a high risk. We have tried to recruit to a post in the short-term but all local authorities in this area are in the same position. We will need to review our timescales accordingly.

### **Planning**

- Responding to changes to the Planning System which will result from the Scottish Government approving a new Planning Bill in June 2019.
- Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the Southeast of Scotland which leaves Midlothian and the other Council's in the region without an up to date strategic development plan.
- Maintaining a frontline Planning Service with vacant posts, which are currently being advertised.
- Meeting the increasing customer demand for services arising from the upturn in the housing market and the progression of the Midlothian Local Development Plan and the allocation of new development sites.

# Communities and Economy

Midlothian 

## Successes and Challenges

### Corporate Performance Indicators (latest)

6 7 0 6

### Corporate PIs Off Target as at 31st October 2019

PIs 6

% of service priorities on target / completed, of the total number

% of invoices paid within 30 days of invoice receipt (cumulative)

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

Average time in working days to respond to complaints at stage 1

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints escalated and complete within 20 working days

Key  
PIs

Off Target  
On Target  
Data Only Indicator  
Data is not yet available

### Service Plan Actions (latest)

6 19 0

### Service Plan Actions Off Target as at 31st October 2019

Actions 6

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

Review and assess air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads

Protect communities by undertaking risk assessments of 'regulated' private water supplies in accordance with new legislative requirements and provide guidance and support to improve sub-standard water quality, taking action where necessary

Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document.

Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas

Deliver the Council's regulatory functions with respect to food hygiene and standards regulations

Key  
Actions

Off Target  
On Target/Complete  
Data is not yet available

### Service Plan PIs (latest)

5 22 0 12

### Service Plan PIs Off Target as at 31st October 2019

PIs 5

Risk Assess 1/3 of regulated private water supplies (all regulated supplies to be risk assessed by 2022)

Number of Easter Bush Development Board meetings held per annum

% of food businesses deemed 'broadly compliant' with the food safety legislation

The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government

Consultation with SEPA and Scottish Government and completion of review

Key  
PIs

Off Target  
On Target  
Data Only Indicator  
Data is not yet available

### Service Risks (latest)

7

### High Risks as at 31st October 2019

Risks 0

7 Risks at Medium and 0 Risks are high

Key  
Risks

High Risk / Medium Risk  
Data is not yet available



# Customer and Housing Services

## Performance Report Quarter Two 2019/20

Midlothian 

### Progress in delivery of strategic outcomes

#### Customer Services

An upgrade of telephony systems has led to more comprehensive reporting and increased visibility of calls. Service redesign of the Scottish Welfare Fund is looking to provide an online service which will help drive efficiencies and lead to a better customer journey. Employees and Trade Unions engaged positively with Phase 3 of the Customer Service Review which has focussed on library opening hours. A total of 833 children joined with 485 completing this year's Summer Reading Challenge with over 1600 children attending library events during the summer. The ECALM (Every Child a Library Member) project works closely with Registrar services and has seen 53 new members. The Write Space Bibliotherapy project has launched working with vulnerable young people in Newbattle and Lasswade High Schools.

#### Access to Affordable Housing

Midlothian Council has been consulting with all tenants, housing list applicants and other key stakeholders on changes to the Housing Allocation Policy. A report on the consultation will be considered by elected members later in the year in order that the Policy continues to meet housing need and makes the best use of available housing. A large number of sites now have planning permission and are under construction as part of Midlothian Council's new build council housing programme. Areas with sites under construction or due to go under construction during 2019/20 include:

- Bilston
- Bonnyrigg
- Dalkeith
- Danderhall
- Gorebridge
- Loanhead
- Mayfield
- Newtongrange
- Penicuik
- Pathhead

#### Addressing Homelessness

As a result of the submission of Midlothian's Rapid Rehousing Transition Plan, the Scottish Government announced that Midlothian Council will receive a further £141,000 in funding to support the homeless projects which have been identified in the Plan. This will help support a reduction in the time it takes to provide permanent accommodation to homeless households.

The Housing Support Service is currently going through a tendering process in order that one single support provider contract is in place from 2020/21. This will provide an improved service to households who require housing support services.

### 02. Challenges and Risks

#### Digital Customer

The Online Payments and Services (OPAS) project solution has been approved with the procurement process governed by the Project Board and implementation by a Project Team with members from relevant services. Engagement with Scotland Excel has led to the project moving at pace but there is a risk that if the procurement exercise is not strongly governed and resourced then Midlothian may not get value for money or a solution that meets respective requirements and aspirations.

#### Homelessness

Demand on Homelessness Services continues to present a significant challenge with regard to the strategic objective of moving away fully from the use of bed and breakfast accommodation. In part, this is related to the significant shortage in the supply of affordable housing in Midlothian and the result is a significant length of time for many households spent in temporary accommodation.

Officers are increasing the provision of temporary accommodation in Midlothian to reduce the need for bed and breakfast accommodation. This includes:

- Increased use of properties within the housing stock for temporary accommodation

- Purchases of properties on the open market for temporary accommodation
- Refurbishment of two existing buildings for use as temporary accommodation.
- Conversion of a block of maisonettes for use as accommodation for homeless families.
- Developing an approach to housing first for homeless people with high support needs.
- Upgrading housing support in an HMO to meet support needs.


There is also the need to consider how best to accommodate homeless individuals who have complex needs. During 2019/20 the housing service will be developing its approach to providing 'housing first' to some individuals who need intensive housing support in order that they are able to sustain their tenancy.

### **Welfare Reform**

The additional pressures presented by Welfare Reform are monitored in relation to income disruption to housing rent payments and Council Tax Reduction scheme, evident in increased arrears. The impact in Year 2 of Universal Credit Full Service in Midlothian, has demonstrated that although there continues to be an impact on rent arrears, the impact has been reduced which is likely to have been as a result of temporary accommodation reverting back to Housing Benefit and a reduction in the pace of new claimants applying to Universal Credit. Whilst there is migration of housing costs entitlement to Universal Credit, the accurate and secure administration of Housing Benefit remains with Midlothian Council Revenues Services as required service provision for citizens across Midlothian. Audit Scotland published a Performance Audit report in May 2019 on the Council's Housing Benefit Service, which incorporated an agreed action plan to address the risks identified. Audit Scotland concluded that the proposed actions, including the increased automation of Local Council Tax Reductions notifications from DWP, will make a positive contribution to the continuous improvement of the service. Demand and budget expenditure will continue to be monitored and priorities updated, if required, in relation to the number of applications received to the Scottish Welfare Fund for crisis grants and community care grants.



# Customer and Housing Services

Midlothian 

## Successes and Challenges

### Corporate Performance Indicators (latest)

6 7 0 6

### Service Plan Actions (latest)

4 8 0

### Service Plan PIs (latest)

7 2 0 11

### Service Risks (latest)

5

### Corporate PIs Off Target as at 31st October 2019

PIs 6

Average number of working days lost due to sickness absence (cumulative)

% of internal/external audit actions progressing on target

% of service priorities on target / completed, of the total number

Performance against revenue budget

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

Percentage of complaints at stage 1 complete within 5 working days

### Service Plan Actions Off Target as at 31st October 2019

Actions 4

Prevent homelessness through the delivery of an education programme

Minimise re-let timescales for mainstream housing.

Minimise re-let timescales for temporary accommodation.

Access to homelessness advice & assistance

### Service Plan PIs Off Target as at 31st October 2019

PIs 7

Re-let time permanent properties (days)

Average processing time for new claims (internally calculated)

Average processing time for change of circumstances claim (internally calculated)

Percentage of housing units provided for particular needs with existing and new build stock.

Number of school homeless prevention presentations undertaken





Re-let time temporary accommodation properties

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





### High Risks as at 31st October 2019



Risks 0

5 Risks at Medium and 0 Risks are high

Key PIs  
 Off Target  
 On Target  
 Data Only Indicator  
 Data is not yet available

Key Actions  
 Off Target  
 On Target/Complete  
 Data is not yet available

Key PIs  
 Off Target  
 On Target  
 Data Only Indicator  
 Data is not yet available

Key Risks  
 High Risk / Medium Risk  
 Data is not yet available





# Education

## Performance Report Quarter Two 2019/20

Midlothian 

### Progress in delivery of strategic outcomes

#### Ensuring Excellence and Equity for All Learners

The 2019/20 Education Service plan sets out to combine the indicators and actions of the NIF (National Improvement Framework). The NIF plan has been developed in line with the Single Midlothian Plan; the GIRFEC (Children's services plan 2017-2020) and the Education Service Plan (2019-20) and the South East Regional Collaborative (SEIC) Plan.

In August 2017, the following key requirements as outlined in the Education (Scotland) Act 2016 came into force: pupils experiencing inequalities of outcome; National Improvement Framework; Planning and Reporting. This National Improvement Plan for the Education Service provides a detailed narrative on the actions which were previously outlined in the Education service plan which was published in March 2018.

These duties related to the NIF in particular on education authority duties which are designed to enhance equity and support improvement within schools and across education authorities as provided for in the following statutory provisions. Therefore our priorities for 2019-20 to achieve our commitment to build achieving a World-Class Education Service, our self-evaluation processes have identified clear priorities for continued improvement. We have now transformed these priorities into clear plans of action, and agreed three main priorities areas for the 2019/20 are in line with the NIF. The four priorities going forward are:

- Improvement in attainment, particularly literacy and numeracy
- Closing the attainment gap between most and least disadvantaged children
- Improvement in children and young people's health and wellbeing -Improvement in employability skills and sustained positive school leave destinations for all young people

#### Priority 1 Improvement in attainment, particularly literacy and numeracy

Information from Exam results was released by Scottish Executive in Q2 through the insight tool. This data has been analysed and individual Secondary SSR (Summary Statistical Report) have been created for each High School. These reports are informing attainment visits with Secondary headteachers in Q3.

#### Highlights:

##### Literacy and Numeracy

**S4** - 59% of S4 pupils attained level 5 numeracy, up 5% on last year and 4% above the virtual comparator. 71% of S4 pupils attained level 5 literacy, up 4% on last year and 1% above our virtual comparator.

**S5** - Pupils attaining Numeracy at level 4 & 5 has increased for the 3rd year running above the virtual and National comparator.

**S6** - Pupils attaining Level 5 & 6 literacy has increased from 2017/18 and shows a positive 3 year trend against the virtual comparator.

**A full attainment report will be completed and sent to Council in Q3 2018/19.**

#### Priority 2 Closing the attainment gap between most and least disadvantaged children

A range of stakeholders were consulted about the use of PEF in schools. Use of this funding in Midlothian has supported schools to enhance teaching, support and specialist staffing and apply a range of interventions to support learners to attain and achieve, with most schools using it specifically to raise attainment and increase participation, leading to wider achievement. Schools have also developed shared use of PEF, for example Newbattle schools have top sliced their resources to fund staff to support schools and children across the whole area.

#### Early Learning and Childcare and Family Learning

More than 2,000 three and four year old children in Midlothian received high quality early learning and childcare (ELC) provided by our growing team of committed early years staff.

Our vision sets out a quality universal provision and a family learning approach of high quality, multi-agency, child-centred provisions, tailored and responsive to the needs of the communities in which they sit. The vision brings together the expertise of early learning and childcare professionals, detailed knowledge of our communities and the priorities of our Community Planning Partnership (CPP) of prevention, early intervention and community capacity building. We have revisited our ELC values with our new team in light of expansion in early learning and childcare to 1140 hours by 2020.

The restructured ELC team focuses on ensuring quality provision and we have created a database to identify priorities and target support appropriately and measure impact.

Key actions for the 2019/20 Period are:-

- New team staffing structure in place with focus on the Quality Standard that ensures appropriate leadership, support and challenge
- GIRFEC Early Years Group have clear plan in place
- Detailed calendar sent out to all ELC settings with overview of support activity for session
- 1140 Service Delivery Plan in place and on target
- Develop a provider neutral approach to LA support for ELC settings through the creation and implementation of an Early Years Support Offer
- The LA Offer details the why, what and how to ensure compliance with National Standard
- Service Improvement protocol created and shared with all ELC settings.
- Action plans and targeted support given to settings not meeting National Standard.
- Close working with SEIC EYs network, with membership of Senior Leadership group and all sub groups.

## **Good Time to Be 2**

An ongoing campaign to raise awareness about the opportunity for 2 year old places in ELC continues to ensure that we have families who take up this offer. In accordance with Scottish Government guidelines, we have introduced discretionary funding criteria, following a consultation with representative populations of parents, which means that the discretionary funding will be targeted at children “in need” (CYP Act 2014). The criteria was introduced in September 2019 meaning that families that are above the income threshold could now be approved for the funding if they meet one or more of the identified discretionary criteria. By the end of Q2, a total of 77 eligible 2 year olds have accessed a funded place this year. This figure is in line with the take up from last year (2018/19 Q2 was 81 children) but we expect it to rise over the next quarter with the introduction of the discretionary criteria and our communication strategy.

## **Expansion**

The council has now completed the fifth phase of piloting expanded hours places and by the end of the quarter, 1,205 expanded hour places were available in Midlothian. This works out to be 43% of the places available which is slightly above Scottish Government expectations (40% in August). To meet the increase in the number of staff required to deliver the entitlement in 2020, the council continues to support different routes into the profession. HNC training was offered to staff across the council, we now have four tranches of Modern Apprentices completing their training and Senior Childcare Development Workers and Childcare Development Workers were recruited directly. One further tranche of Modern Apprentices will be recruited in 2019/20 before the steady state level of recruitment is established under the new hours. Recruitment of early years’ staff will continue at a high rate across Scotland at both local authority and funded provider settings as implementation proceeds. The Scottish Childminding Association have been contracted to support, train and bring into partnership childminders in Midlothian.

Planning for the early learning and childcare (ELC) expansion to 1140 hours per year is embedded within the Learning Estate Strategy to ensure a joined-up approach and enable maximum efficiency, as well as aligning short term plans with long term strategy. Overall the expansion plan will deliver 17% more places than the projection population of entitled children in 2020/21. This overprovision allows flexibility and choice for parents, for more children coming forward than expected (including children from other local authority areas), children taking up places in a different learning community to the one they live in, and an increase in deferrals from Primary 1.

To support ELC providers in the private and voluntary sectors to expand their capacities in readiness for the 2020 entitlement, £1.5 million has been made available through our funded provider’s capital grant scheme. Seven projects, from six organisations and totalling 453 places and an indicated £1.3m of funding from the scheme, have been taken through to the next feasibility stage. Due to the variability of detail provided in the initial applications these projects are being funded to carry out a feasibility study to progress the projects to the point where there have certified programmes of works with costs, planning permission and building warrant. The additional capacity at funded providers enabled through the capital grant scheme represents a significant proportion of the places required to successfully deliver the expansion as well as considerably enhancing the flexibility and choice available to parents.

Projects of note which have just opened or are opening shortly include Vogrie Outdoor Early Learning and Childcare Setting and Scots Corner Early Learning and Childcare Setting. Vogrie Outdoor ELC is the Council's first fully outdoor nursery and has received considerable national and international interest. Many sections of the council have been involved in helping get the setting open including but not limited to Planning, Property, Maintenance, Health and Safety, Catering, Facilities as well as the Care Inspectorate and Thrive. The ELC provision at Scots corner is developing in partnership with the MoD in order to facilitate a setting that is run by the council in one section of the building that is run and managed by the 2 SCOTS Unit Welfare team. This unique setting will work closely with families to develop our family learning approach and challenge and develop current areas of practice in supporting Armed Forces families throughout their early learning journey and beyond. The setting will open in early 2020. The development of the ELC and the partnerships that have enabled it to progress are excellent examples of the Armed Forces Covenant in action in Midlothian.

### **Newbattle Summer Programme**

Over the summer, the Newbattle learning community (PEF funded project) delivered a summer programme with a focus on providing food, physical activity and creative arts activities. The programme was supported by 47 staff and 8 volunteers from a wide range of services. Life Long Learning and Employability and Empowering Families Partnership jointly planned, applied for funding and led programme alongside HSP staff team. Partnership working was essential to deliver the holistic interventions. 24 Partners provided a one stop shop through a "Marketplace", giving parents daily support around what mattered to them most. In total, 264 people attended; 176 children (52 under 5s and 41 with additional support needs) from 74 families. During the four week programme, 2340 lunches were served helping to combat holiday hunger.

### **Priority 3 Improvement in children and young people's health and wellbeing**

#### **Exclusions**

By the end of June Primary Exclusions 2019 stood at 117 exclusion incidents. Secondary Exclusions stood at 248 exclusion incidents. At this point this is an overall 10% reduction across Primary and Secondary compared to the same time last year. Secondary schools reduction at over 12 % with compared to last year. The table below outlines the 3 years trend for both exclusions and attendance

<b>School Type</b>	<b>Attendance 18/19</b>	<b>Exclusions per 1,000 18/19</b>	<b>Attendance 17/18</b>	<b>Exclusions per 1,000 17/18</b>	<b>Attendance 16/17</b>	<b>Exclusions per 1,000 16/17</b>
<b>Primary</b>	94.46%	6.4	94.32%	6.57	94.74%	9.72
<b>Secondary</b>	89.92%	25.4	89.84%	37.75	90.10%	38.01

There is a continued trend of reducing school exclusions in Midlothian. An evaluation and review of the Inclusion and Wellbeing Service to support all schools was conducted with subsequent recommendations put into place where possible in the interim in this academic year. This in conjunction with new government legislation has aided schools in reducing exclusions along with Midlothian Council focussed training, support and new documents rolled out across the authority and CIRCLE document to support inclusion. Secondary Schools have made great strides in reducing exclusions this academic year. LAC exclusions continue to be a focus for scrutiny with a reduction overall in this area.

In session 19/20 each Secondary School will receive further support and challenge around reducing these numbers further. This along with the full implementation of the recommendations of the inclusion and wellbeing service review will ensure continued progress.

#### **Attendance**

Attendance rates in 2018/19 for Primary were similar to last session but slightly down on the previous three years 2013-2015. Secondary school attendance has been lower for the last two sessions, dropping 3% since 2012. Attendance continues to be a focus for improvement with work focussing on developing with schools and Children Services an attendance strategy that is reactive to our analysis of the key factors affecting pupil attendance in the wide ranging contexts within Midlothian.

A strategy for improving attendance has been launched by the Principal Educational Psychologist as the lead officer. Universal and targeted approaches to improving school attendance have been planned beginning with an audit of what attendance and mental health initiatives are already in place within schools in Midlothian. Training to secondary DHTs on SEEMIS has been delivered, regular data on trends is provided to schools where requested, and common

themes within primary schools where there has been improved attendance over the past four years have been identified. A professional learning event is planned to bring together Education staff and partners to look at practical ways to improve attendance, share good practice and highlight success in this area. Joint work between the Educational Psychology Service and Children and Families is underway to explore case studies of children who are looked after at home and their school attendance. The result of this work is that the attendance policy is being more consistently followed.

An attendance strategy and scrutiny group has been established and lead by the Principal Educational Psychologist. A well-established Secondary DHT Pupil support network also work with senior staff to address attendance and exclusion issues. A focus on 0% attendance following every holiday to ensure there are no Children missing from Education.

## **Communities and Lifelong Learning**

### **Youth Work**

Youth work programme is now fully operational for 2019/2020, and there is a youth work offer from age 8 to 18 in all school clusters. All youth clubs are offered at low or no cost, with programming and reviewing planned with the young people. Attendance in all of the youth clubs are at a very high level. XX number of weekly attendees and include Duke of Edinburgh Groups, Cooking Groups, Friday night diversionary work and targeted youth work.

A very successful Midlothian Young people Awards Ceremony took place in September with over 50 young people being nominated, celebrating the contribution and achievements of young people.

The Focus Team which work with learners who have additional support need results from April 2019- till now are 39 people moved into Employment, education or training with a further 6 going into volunteering

### **Adult learning performance stats:**

2018/19

Learning Opportunities offered – 403

Number of engagements – 3984

Outcomes – 120 (these will include qualifications achieved in Nat 5 Maths, Higher English and Nat 5 Early Education & Childcare)

2019/20 (so far)

Learning Opportunities offered – 103

Number of Engagements – 1807

Outcomes – 52 (these will include Nat 5 Maths results)

Types of courses offered include:

Nat 5 Maths, Higher English, Health Issues in the Community, Early Education & Childcare, Digital Cooking on a Budget, Digital Skills for Life & Work, Cr&egrave;che Worker Training, Introduction to Health and Social Care, Midlothian Wide Family Summer Programme

There are currently 98 modern apprentices on our apprenticeship programme, including 55 on Midlothian Child Care as part of the early years expansion. In year one of the Foundation apprentice offer, there are 44 young people engaging in this programme. In the Employability Fund, there are 8 participants in the sector based academy which is a full time 6 week programme for learners who were previously unemployed. This programme provides them with learning, work experience and an guarantee job interview. We have secured funding for 20 places for Sector Based Academies this year.

Midlothian and East Lothian are midpoint of a joint pilot offer to young people interested in the construction industry, offering National 4/5 in Construction Trades. This allows young people to attend learning in their own community, addressing a learning gap in both authorise. In additional there an average of 40 Midlothian young people attending the construction courses from Midlothian Schools.

The Community Benefits Working Group have purchased the Cenefits System, and a pilot with the Ogilvie's Builders regarding monitor the community benefits gained for residents of Midlothian.

Communities and Lifelong Learnings only work experience worker has supported, health and safety checked and approved 342 young people Work Experience placements with a further 265 young people approved to attend by November.

### Challenges and Risks

Embed the changes to Higher qualifications: There is a risk that Higher results will be affected next year as a result of new SQA Examination arrangements for Highers at S5 and S6. This will need to be mitigated through close monitoring of pupil progress in schools and work with Curriculum PT and SQA coordinators to gain intelligence of any issues around changes to coursework and the effect of increased exam content.

Ensuring good financial management and real-time information to ensure spending is accurately forecast and monitored within the year at both school and central points.

Further reduction in Devolved School Management (DSM) for schools which was implemented from April 2019 which will further reduce teacher numbers. This will impact on the choices for curricular options in Senior phase at Secondary schools and on absence cover.

Ongoing low uptake of Music instruction which could mean further financial issues going forward for the education budget if as predicted we continue to have a shortfall in income.

Reduction in central staff to ensure that schools are improving outcomes for learners and possible Inspection being graded poorer.

Ensuring the reduction in Communities and LLE (now merged and called Communities and Lifelong Learning) still meets the statutory requirements of delivering an adequate and efficient service.

Rate of demographic growth particularly in the early years and primary school rolls. Keep on track with the learning estate strategy across the council which is challenging due to less staff.

Ongoing work to prepare for the implementation of 1140 hours by 2020: One of the major challenges of the expansion will be the recruitment and training of sufficient staff, by the Council and also across our partner providers, particularly as all other local authorities will be doing the same at the same time.

Full implementation of the new Education (Scotland) act 2015 including preparing primary schools for the full implementation of 25hrs and Gaelic provision; and the requirements of the NIF as new reporting measures come into force.

The potential impact from Brexit could affect employability funding which supports elements of Education especially the third sector.

# Education

Midlothian 

## Successes and Challenges

### Corporate Performance Indicators (latest)

5 8 0 6

### Service Plan Actions (latest)

0 15

### Service Plan PIs (latest)

3 5 0 1

### Service Risks (latest)

7

### Corporate PIs Off Target as at 31st October 2019

PIs 5

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

% of internal/external audit actions progressing on target.

Average time in working days to respond to complaints at stage 1

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints at stage 2 complete within 20 working days

### Service Plan Actions Off Target as at 31st October 2019

Actions 0

No Actions Off Target

### Service Plan PIs Off Target as at 31st October 2019

PIs 3

Improve Secondary School Attendance

Percentage of Midlothian Care Experienced school leavers progressing to positive destinations

Continue to work towards a three year pattern of 95% Sustained Positive Destinations and reduce unknowns to under 100.

### High Risks as at 31st October 2019

Risks 1

6 Risks at Medium and 1 at High

School Capacities/Catchment Areas/Demand for Pupil Places

Key PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

Key Actions

- Off Target
- On Target/Complete
- Data is not yet available

Key PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

Key Risks

- High Risk / Medium Risk
- Data is not yet available



# Finance and Integrated Service Support Performance Report Quarter Two 2019/20

Midlothian 

## Progress in delivery of strategic outcomes

Finance and Integrated Service Support continues to have a strategic focus on securing the financial sustainability of the council, strengthening financial management together with nurturing a highly motivated and effective workforce. All of which are central to the achievement of the Council's priority outcomes and delivery of services to a growing county.

The key activities which support this are:

- a) The delivery of the Council's Medium Term Financial Strategy (MTFS) incorporating Capital Strategy and Capital Investment plans, Reserves Strategy and Treasury Management Strategy together with the development and implementation of a comprehensive Change Programme;
- b) The Workforce Strategy and the Service Workforce Plans;
- c) Delivery of the Integrated Service Support review, reducing the overall cost of providing the Finance and Integrated Support Services and ensuring the service is delivered within the approved budget.

These are supported by:

- . The Digital Strategy and Digital Learning Strategy
- . The Procurement Strategy and Contract Delivery Plan

In their annual report for 2018/19 EY recognised the substantial progress that had been made in addressing the recommendations from previous years which contributed to an improved amber rating for financial management. The EY report reinforces that there is further work to do particularly to improve the longer term financial sustainability of the council. EY made eight recommendations and these are being taken forward by officers across the council.

### Growing Council

Population growth in Midlothian over the next 10-15 years will see Midlothian become the fastest growing Council in Scotland. 0-15 population increase, projected at 20% and 75+ population increase projected to increase by 100% between 2014 and 2039.

This brings the opportunity to support the Council vision of being 'A Great Place to Grow'. As a growing Council this brings the opportunity to redevelop parts of Midlothian, improve infrastructure with a focus on area targeting, improving economic opportunities, improving education and health outcomes.

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 in construction and will see a steady increase in the volume of Council Tax received over time.

The approved, Capital Strategy sets out 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.

### Continued Service Transformation

Continue the significant transformation of service delivery to allow services to be provided within the reduced budget available. In the next 12 months this will require services to be reshaped, business processes to be reviewed and adapted technology solutions progressed, including the continued adoption of automation. These changes are set out in the service savings delivery plan and are designed to deliver savings of £1.1 million. Savings since inception of Finance and Integrated Service Support are predicted to rise to £4.2million (which equates to 42% of the 2019/20 budget) and as such represents a considerable reduction in both financial and human resources.

### 1: Financial Strategy - Achievements

- a) Successful recovery of the £3 million projected 2018/19 budget overspend. Positive outcome for the 2018/19 End of Year Financial reports an underspend of £495,000 which was achieved by everyone working together, demonstrating strict financial discipline. The action taken to address the overspend was also noted positively in the Best Value Assurance Report;
- b) Successful completion and submission of the 2018/19 audited accounts in accordance with the statutory deadline with an unqualified audit opinion;



- c) Completion of Quarter 1 2019/20 Financial Monitoring reports for Council as part of the robust scrutiny of financial performance and subsequent submission of a recovery actions to arrest the projected in year overspend within services;
- d) Update on the Medium Term Financial Strategy 2019/20 to 2022/23 presented to Council 1 October 2019 which provided an update on the progress of the recommendations since the last report on 25 June 2019, and which has been delegated to the Business Transformation Steering Group to develop the next phase of the strategy and identify further measures to address the remaining budget gaps for 2021/22 to 2022/23.

## **2: Workforce Strategy - Achievements**

- a) First Corporate Induction session held in September 2019 ensuring new staff are clear on expected standards of behaviour and the importance of compliance with HR policy;
- b) Implementation of Business Travel and Subsistence Policy to support the move to a hierarchy of travel. Revisions made to enhance current Maximising Attendance at Work policy following a recent internal audit report;
- c) Introduction of safe leave to better support those employee's affected by gender based violence;
- d) Roll out of Financial Wellbeing support for employees recognising that financial management issues is often the underlying cause of stress and depression;
- e) Continuation of a rolling programme of Mentally Healthy Workplace training for Managers;
- f) Training sessions run by our partners at Equally Safe at Work to ensure we continue to progress our work on gender inequality;
- g) Work continues to be undertaken on promoting the EU Settlement Scheme in order to ensure that we comply with our legal requirements and to ensure that we have a workforce in place to deliver vital services to our communities; and
- h) Securing changes to terms and condition in respect of staff travel arrangements, with those changes fully implemented on the 1 October 2019.

## **3: Digital Strategy and Digital Learning Strategy - Achievements**

- a) Property Programmes - Commissioning and/or decommissioning of 11 sites including internal redesign and configuration, along with work across the School estate at Cuiken, Sacred Heart, Woodburn, Mayfield and all the additional requests for Early years expansion to support the wider Property and School programme;
- b) Digital Enabled projects: Improvements in Council Cyber defences has resulted in four new firewalls being installed. The cashless catering system is now in the process of being deployed across the four Midlothian High Schools, which is also integrated with the current online schools payment system.
- c) Digital Strategy Group has prioritised and aligned Council programmes / projects to the wider Digital Strategy, Digital Learning Strategy and National Transformation Programme (Local Government Digital Office);
- d) Continued Asset Management and Investment in Digital Foundations infrastructure and associated services –. Replacement of digital assets continues across the Corporate and School estate;
- e) CyberSecurity resilience: maintained and currently reviewing the latest Scottish Government CyberSecurity action plan that all Councils need to respond to. Compliance: Preparation and Planning of for PSN accreditation;
- f) Working with the Digital Office to manage a Digital Maturity Exercise on behalf of the Midlothian Council management team, findings and summary to be shared with Corporate Management Team;
- g) Business Information and Analytics: introduction to new platform as a service in partnership with NSS, deployment of Tableau Dashboards (Investing in our Workforce, Complaints, Education and Health & Social Care).

## **4: Other Service Improvements**

- a) ISS delivery plan is in place to deliver the £1.1 million savings target for the current financial year. Current projections indicate an in year shortfall against this target which is mostly offset by strict vacancy and cost control. Overall at quarter 2 the service projects a small overspend of £64,000 (0.6%);
- b) Pilot of e-invoicing commenced in August initially for 3 suppliers. The next phase is due to be rolled out week beginning 28th of October with a further 3 suppliers;
- c) Lifelong Learning and Employability course bookings are now Live in Legend;
- d) A new support contract has been signed with Midland, the provider for iTrent, our integrated HR and payroll system, which ensures no increase in budget provision required over the next 5 years.

## **Challenges and Risks**

### **Financial Sustainability**

Given the continuing challenging grant settlements, representing a real terms reduction in core funding together with the impact of a rapidly growing population and greater demand for services, the Council has shifted to a Medium Term Financial Strategy. This complements the existing forward plans for HRA, Capital and Reserves. Delivery of savings plans, both within the MTFs and relating to previous slippage is key and this needs to be monitored closely. Values attached to proposals in the MTFs need to be reviewed further to ensure they sit correctly within a detailed delivery plan. It is important for the Council that the measures in the MTFs are fully developed (where necessary) at pace and also proceed to implementation at pace.

## **UK Decision to leave the EU**

All Council services have been kept abreast of the risks associated with the UK leaving the EU and in particular the risks for a no deal scenario. Services have been directed towards UK Government guidance on how to prepare for a no deal and have been tasked with assessing the potential impact and identifying appropriate risk responses. A Council Cross Service Brexit Working Group has been set up in preparation for a potential No Deal exit from the European Union.

### **1: Financial Strategy**

The need to continue to strengthen financial sustainability and financial management by:

- a) Continue work on developing cost projections and savings proposals to update the Financial Strategy for 2020/21 to 2022/23 and complete the draft 2020/21 Base Budget;
- b) Prepare financial monitoring reports for quarter 2 and continue to work with budget holders to maintain effective control over expenditure and with Heads of Service to develop plans which address and mitigate against overspends;
- c) Work to develop cost projections and the implementation of any additional saving measures to update the Medium Term Financial Strategy won't be until after the government grant settlement is announced in December 2019;
- d) Continued financial support for the Change Programmes and delivery of savings measures. Help shape and lead all strands of the programme, continue to revise savings profiles. Oversight of investment to support transformational change and the assessment of bids against the criteria used for the Capital Receipts Scheme;
- e) Review of the Capital Strategy and the affordability of investment plans principally to reflect the ongoing review of the Learning Estate Strategy;
- f) Continue to strengthen financial stewardship in a climate of reducing budgets and increasing service pressure;
- g) Review and update financial directives and associated documentation.

### **2: Workforce Strategy**

Alongside the Medium Term Financial Strategy 2020/21 to 2022/3 we will continue to implement the Workforce Strategy 2017-2022. This includes a focus on the identified themes over the next five years. The Service Workforce Plans will need to be updated to align to the MTFS, the new leadership structure and detail the projected workforce actions over the medium term.

- a) Identifying alternative service delivery approaches and the impact on service delivery with pressure on available resource;
- b) Securing the improvement in flexibility and productivity throughout the workforce;
- c) Continued development of the Workforce Strategy action plan;
- d) In light of the implementation of the Senior leadership review revisions to the F&ISS workforce plan are no longer appropriate. A new service workforce plan and associated actions will be required for Corporate Solutions which also reflects the Medium Term financial Strategy (MTFS);
- e) Continue to support our leadership community so that they are able to perform to a high standard and deliver on the Change Programme;
- f) Promoting compliance with our policy on the use of agency workers;
- g) Ensuring the adoption of the revised Business Travel and Subsistence Policy across services, which brings a shift from the use of personal vehicles to pool electric cars;
- h) Maintain attendance levels (2017/18 average days lost 7.5 which ranked the Council 2nd best in Scotland) supporting service areas with high or increasing absence levels to deliver interventions to support their service workforce strategies.

### **3: Digital Strategy and Digital Learning Strategy**

- a) Increased threat of cyber/security attacks, e.g. denial of service, ransomware/hackers continues to be an ongoing challenge to mitigate risk and minimise service disruption;
- b) Securing, maintaining Digital skills and experience across the Digital Service teams in order to be able to respond, deliver and protect the organisation;
- c) Maintaining the integrity and compliance of Public Services Network (PSN) ensuring that the Digital Estate and associated technologies inclusive of Business Applications are all up to date and pass rigorous penetration testing which is currently taking place;
- d) Ensuring sustainable investment in digital assets at a time of financial constraints and reduction in resources including the Asset Management Programme:- Microsoft Exchange/Office 365 / Windows 10 upgrade is currently in the preparation and planning stage. Additional Communications and plan to be shared with Directors, Head of Service and Service managers;
- e) Regulatory changes proposed will impact on Council activities if not planned for – for example New Data Protection laws (GDPR) and other compliance requirements such as Payment Card Industry Data Security Standard (PCI-DSS);
- f) Pursuing the transformation of and innovation in service delivery by pursuing digital opportunities, including Automation, Artificial intelligence etc.

**4: Procurement**

- a) Maintaining service provision in response to a significant staff turnover in the team;
- b) To deliver and demonstrate savings through procurement by continuing to review and monitor performance;
- c) Completing the Purchase to Pay project;
- d) As the next stage of the Council's procurement journey, and similar to most other Councils the aim is to deliver a robust contract and supplier management tool by rolling out guidance and training to contract owners;
- e) Deliver actions from Procurement Strategy;
- f) Prepare and submit an annual procurement report for 2019/20 to the Scottish Minister.

**5: Service Improvements / Delivering Excellence**

- a) Delivery of Change Programme and in particular the Integrated Service Support Savings target for 2019/20 of £1.1 million;
- b) Purchase to Pay - Managing transitional arrangements for processing invoices and for Invoice approval, improving 100% first time data capture difficult due to variety and quality of invoice layouts/images.

**Emerging Challenges:**

The emerging challenge is to increase the pace in which change and improvement is being delivered, ensuring that there is clarity on priorities and that strategic outcomes are clearly defined and articulated. Maintaining forward momentum amid a period of structural change.

Assessing the Government grant settlement in December and addressing the remaining budget gap leading to the delivery of a balanced MTFS covering the next 3 years which will support the delivery of a balanced budget for 2020/21.

# Finance & Integrated Service Support



## Successes and Challenges

### Corporate Performance Indicators (latest)

6 7 0 6

### Service Plan Actions (latest)

1 26 0

### Service Plan PIs (latest)

1 2 0 4

### Service Risks (latest)

20

### Corporate PIs Off Target as at 31st October 2019

PIs 6

Performance against revenue budget

% of invoices paid within 30 days of invoice receipt (cumulative)

Average time in working days to respond to complaints at stage 1

Average time in working days for a full response for escalated complaints

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints escalated and complete within 20 working days

### Service Plan Actions Off Target as at 31st October 2019

Actions 1

Achieve contract delivery targets set out in the Contract Delivery Plan

### Service Plan PIs Off Target as at 31st October 2019

PIs 1

Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF)

### High Risks as at 31st October 2019

15 Risks at Medium and 5 Risks are high

DS - Staffing levels and impact on service

DS - Limited staffing resources to meet the IT demands of the Council/inadequate forum for deciding which computer projects are a priority

DS - Compliance - Regulatory, Contractual and Legal

DS - Computer Business Continuity Management

INFOSEC - Access Control - Cyber Security Attack

Key PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

Key Actions

- Off Target
- On Target/Complete
- Data is not yet available

Key PIs

- Off Target
- On Target
- Data Only Indicator
- Data is not yet available

Key Risks

- High Risk / Medium Risk
- Data is not yet available



# Property and Facilities Management Performance Report Quarter Two 2019/20

## Progress in delivery of strategic outcomes

The vision for Property and Facilities Management continues to be one of the delivery of major projects, transforming service delivery and exploring alternative delivery models. These are supported by:

- . Delivering Excellence
- . The Council's Financial Strategy
- . The Council's Capital Strategy (Including Housing Revenue account)
- . The Learning Estate Strategy

Midlothian Council needs to address the demographic growth by maximising its use of assets, whilst changing service design and delivery.

In order to deal with the future demands of a growing and ageing population, Property and Facilities Management continues to adopt a Transformational approach, where we become more efficient and at the same time deliver changes to improve the way we work, the services we deliver and the quality of life experienced by local people.

These changes are evidenced in the delivery of new affordable homes, new schools, improved positive destinations for school leavers and the arrival of the Borders railway as well as new initiatives such as Destination Hillend and partnerships with Third Parties to maximise returns from our land and property portfolio.

The focus for Property and Facilities Management is to address the above through:

- . Maximising the utilisation of the Council's property and land portfolio including progressing sites for the building of additional Social Housing.
- . Rationalisation of the Council office and depot estate to a modern fit for purpose portfolio operating from the minimum number of buildings utilising flexible ways of working whilst retaining a customer focus.
- . Develop a learning estate strategy and programme to deliver Education's vision of centres of excellence and a world class status for facilities which support and enhance this aim.
- . Move towards an asset management plan identifying planned preventative maintenance regimes for properties similar to those operated in our PPP contracts.
- . Review Building Facility Management Services including the development of Integrated Facilities.
- . Introduce renewable sources of energy production to reduce utility costs and the carbon tax including utilising available energy for district heating.
- . Optimise the use of Property assets including industrial estates.
- . Seek commercial opportunities and trading with a wide range of organisations including private and public sector partners.
- . Explore opportunities for partnering arrangements with public and private sector organisations.
- . Deliver and promote healthy nutrition and expand non-core catering services.
- . Redesign service level agreements between facilities services and their clients to ensure service needs are maintained but at a realistic and efficient level including sharing janitorial services between Primary School clusters.
- . Minimise the level of subsidy across services, with a particular emphasis on Sport and Leisure and Facilities Services, towards a self-sustaining status.
- . Review management services with a view to amalgamation where similar disciplines cover a range of functions.

The following successes were achieved by the services:

### **Sport and Leisure**

Three more Midlothian schools have recently been announced as being awarded with the coveted 'Sportscotland Gold School Sport Award' status. Bonnyrigg, Roslin and Tynewater Primary Schools join Cornbank and King's Park Primary Schools and Lasswade High School for excelling in sport across their school.

The School Sport Award is a national, Lottery funded initiative designed to encourage schools to work in partnership with Active Schools and school sports councils to continuously improve physical education (PE) and school sport opportunities. The Sportscotland School Sport Award encourages schools to self-reflect and continuously improve and puts young people at the forefront of the decision making and planning of PE and sport in their school. It also helps schools to increase young people's opportunities and engagement in PE and school sport and puts sport at the heart of their planning, practice and ethos. The award recognises and celebrates successful PE and school sport models.

Midlothian Health and Social Care Partnership have confirmed the commitment to providing funding for Midlothian Active Choices (MAC) and Ageing Well, each year, until 31st March 2022.

This funding does not apply to the Ageing Well funding from the Health Promotion Service, NHS Lothian which is agreed by annual review.

This years 'Walk the Line' event was held in September 2019 with a 3, 5 and 8 mile walk. Over 150 people took part in the Walk the Line event with 23 volunteers. Partners included Newbattle High Pupils, Morrison's and Edinburgh College.

Free to children and held at the Newbattle Community Campus the Lifelong Learning and Employability (LLE) summer camps were a great success due to the working relationship between LLE, Sports Hub Officer and our catering colleagues.

'Paths for All' have granted a total of £24,348.78 from two funds (Walk for Health and the Smarter Choices, Smarter Places funds) in order to recruit a 0.7FTE walk coordinator to continue to deliver and grow the health walk element of the Ageing Well project, whilst also developing new walking groups for the elderly members of the community, people with or at risk of developing diabetes and an active travel initiative for young people's sport and activity clubs.

Sport and Leisure's ninth annual Senior Olympics took place on the 2nd and 4th of July with fifteen teams in total taking part. (78 competing and 66 assisting). The competitors all received medals on the day. The winning teams were, Highbank Heroes and the runners up, Archview Athletes in the care home event and Esk Place Angels winning the sheltered housing and day centres event with Heinsberg Owls receiving the runners up shield.

Sport and Leisure staff have worked closely with the Healthy Working Lives Team on health & wellbeing initiatives this year which means that Midlothian Council has retained the Healthy Working Lives Gold Award for 2019-2020.

### **Building Services**

Successful completion of the demolition of the old Newbattle High School on time and on budget.

Successful completion of the installation of new windows and upgraded insulation to Penicuik Town Hall as part of the total funding of £5,635,000 secured to deliver energy efficiency projects since 2011.

Building Services have identified recovery of Scottish Water contributions to the value £500,000 from projects over 5 years old. £380,000 has been recovered to date.

Funding of £568,368 from the External Window Insulation Scheme (EWI) has been allocated to Midlothian Council to date, with projects in Penicuik and Mayfield ongoing.

Public realm improvements to Gorebridge Main Street are complete.

Lawfield Primary School extension outline design and costs have been negotiated and agreed with the PPP provider. Works have since started on site.

Modular Units at Burnbrae Nursery, Danderhall Nursery, Mayfield Nursery, Lasswade Primary and St. David's Primary have all been handed over and are now operational.

23 houses were successfully handed over by contractor Miller Homes in 2019. Further negotiations are ongoing with other developers at this time. A contract with Barratt Homes in Loanhead to deliver a further 21 homes is currently on



site. Another project with Bellway Homes is to commence on site during 2019. A further 10 homes have been completed in Woodburn with exception of additional sprinkler works due to be completed in November 2019.

Missives have been entered with Barratt Homes to purchase 21 pre-constructed houses and will be available in 2020. Further negotiations are ongoing with other developers at this time.

### **Facilities Management**

The Facilities team were successful in completing the summer holiday works programme in schools with Skanska, Construction and Property Maintenance and resources were in place for the new Burnbrae extension.

As part of the Early Years expansion Pilot, Nursery meal provision is now operational in 25 kitchens. This has been a challenge for the catering team to meet the needs of the nurseries and introduce the new fixed term roles of catering assistants who work with the kitchen and the nursery. The catering team has been working very closely with the Early Years team to achieve a good meal time experience. In addition, the team provided 2,340 meals for the Newbattle Summer Programme.

A new online payment system is now available in Beeslack and Lasswade High School, and Loanhead Cafe. The system will be available from the 7th of October in Newbattle High School & cafe.

PPP 1, Saltersgate pupils decanted from St. David's block 6, area now used for St. David's pupils with complex needs. Woodburn Outreach staff relocated into Dalkeith schools former Autism Spectrum Disorder base.

Lifecycle works completed during the summer holidays including work to floor and wall finishes and swimming pool pump replacement.

Ongoing increased income is being achieved due to the new Synthetic Turf Pitch.

PPP 2, Lawfield Extension construction works underway. Lifecycle works completed during the summer holidays including, CCTV replacement, underfloor heating pump replacement, drinking fountain replacement and carpet and vinyl replacements. In addition, improvements to Wi-Fi throughout the PPP2 schools.

Newbattle Campus, The end of years defects snagging works were completed this quarter with the exception of tree planting, due to season.

School variations completed during the summer holidays including the PE office wall and management suite store and Spa pool water tank leak was repaired.

Combined Heat and Power (CHP) unit was connected to network, BMS software to be updated to suit.

Burnbrae Extension completed for start of new school term in August.

### **Property Assets**

Loanhead Police Station was purchased from Police Scotland on 8 August 2019 for a social housing development.

Land at David Scott Avenue, Mayfield was purchased from Melville Housing Association on 18 September 2019 to provide a secondary access for a social housing development.

Missives concluded on 24 September 2019 to sell the property at 2 The Wisp, Millerhill Road, Danderhall to Paladin Ventures (Cauldcoats Farm) Limited.

Additional resource this quarter has enabled progress with lettings, lease renewals and general property management and has provided support with other priority projects.

## **Challenges and Risks**

### **Sport and Leisure**

Sport and Leisure Services have prepared a staffing structure for the bottom up Cross Cutting Service Review which includes the removal of service management posts.

Further challenges remain with the Medium Term Financial strategy and in addition the Mid Term Financial target of £300,000.

Plans continue with Halls and Pavilions savings within the leisure services to reach a budget saving of £100,000 for Services to communities strand and work is underway with colleagues regarding asset transfer of Pavilions to communities.

Destination Hillend Planning consultants have been appointed and have put an indicative plan in place to enable the planning process to be started. The Funslope tender has been awarded to Snowflex and it is envisaged that the Funslope will be in place within the next quarter.

### **Building Services**

Continued challenges to reduce operating costs whilst maintaining frontline services and buildings. This will be addressed by reviewing all operational/procurement procedures and prioritising work allocations.

Delivery of Major works programmes with a small internal team against a rising market of costs and labour shortage. Four Primary schools, Extensions to Sacred heart and Cuiken Primary schools, New care home at Dundas Buildings, Phase 2 and 3 Housing sites with a target of delivering over 100 units by the end of 2019/20. Woodburn Hub, EWIM 2 inclusive of Buccleuch house. This will be addressed by monitoring workloads and pressure on staff making sure the correct resources are available to assist in these projects.

Building Services along with property Assets are working with other housing developers to secure the affordable element for delivering new build housing for Midlothian. Negotiations are currently underway with Bellway Homes and Mactaggart & Mickel and Barratt Homes to progress housing on further sites.

Discussions are ongoing with planning and education in relation to planning issues about school provisions. Negotiations have commenced to purchase land at Kippielaw to build a new school. Dialogue with Education colleagues continues to provide solutions to the Learning Estate Strategy and Capital Plan.

### **Facilities Management**

Managing absence and vacancies in Cleaning Services has been challenging with the available resource and extra demands of an increasing learning estate in Q2. The Senior Facilities Coordinator role has since been appointed which will assist in managerial cover going forward.

Similarly in Catering, quarter 2 has seen a large number of staff absence due to sickness, many of whom are requiring active management through the Maximising Attendance policy. This has put a strain on the remaining staff resource with office and function staff having to be drafted in as cover.

Recruitment delays back in quarter 1 have caused operational issues with the introduction of the nursery meals in quarter 2 with existing catering staff delivering the service putting additional pressure on the school meal service.

New nutritional regulation has been published with implementation in Aug 2020, some menu changes have started being made e.g. removal of flavoured milk.

Requests for more complex dietary needs are requiring more specialist dietician knowledge than we have available within the service.

Delays in getting equipment repaired has caused production issues and in the case of dishwasher repairs has resulted in having to use disposable products at a time when we have been actively aiming to reduce these.

PPP1, Reducing specification and costs of proposed Saltersgate Playground Works. Proposals for additional car parking areas are currently being costed for the Saltersgate. Adapting Saltersgate for pupils with more challenging needs – i.e. padded protection to radiator covers.


PPP2, Client instructed major change to Lawfield extension after appointment of contractor, there is a requirement from two classrooms to one.

Newbattle Campus, Vandalism to changing rooms incurring Malicious Damage costs.

### **Property Assets**

Income loss due to restricted resource for the letting of retail and industrial units.

# Property & Facilities Management

Midlothian 

## Successes and Challenges

### Corporate Performance Indicators (latest)

6 7 0 6

### Service Plan Actions (latest)

1 22 0

### Service Plan PIs (latest)

7 25 1 4

### Service Risks (latest)

2

### Corporate PIs Off Target as at 31st October 2019

PIs 6

% of invoices paid within 30 days of invoice receipt (cumulative)

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

Average time in working days to respond to complaints at stage 1

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints escalated and complete within 20 working days

Performance against revenue budget

### Service Plan Actions Off Target as at 31st October 2019

Actions 1

Identify and instigate projects, Monitor and support actions to achieve an annual target Carbon reduction in accordance with the requirements of the Climate Change Act (2009).

### Service Plan PIs Off Target as at 31st October 2019

PIs 7

% uptake of Primary School meals - aim to maintain at 11/12 level (quarterly)

% uptake of High School meals (quarterly)

% uptake of Free school meals (Primary 1-3)

Number of attendances per 1,000 population for indoor sports and leisure facilities (cumulative)

Total square metres cleaned per hour

The percentage of properties achieving turnaround time of less than 20 days inclusive of homeless properties

Progress of roughcast programme (cumulative)

### High Risks as at 31st October 2019

Risks 0

2 Risks at Medium and 0 Risks are high

Key  
PIs

Off Target  
On Target  
Data Only Indicator  
Data is not yet available

Key  
Actions

Off Target  
On Target/Complete  
Data is not yet available

Key  
PIs

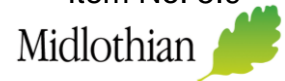
Off Target  
On Target  
Data Only Indicator  
Data is not yet available

Key  
Risks

High Risk / Medium Risk  
Data is not yet available



## Midlothian Council Annual Performance Report – 2019/20



Community Planning partners have previously agreed the following ambitious vision for Midlothian:

“Midlothian – a great place to grow”.

Midlothian Council delivers its priorities through the Community Planning Partnership (CPP) and the Single Midlothian Plan. The Council Change and Transformation programme and individual Service Plans outline how Midlothian Council will deliver its contribution to the Single Midlothian Plan.

The top three priorities for 2019-22 are:

- Reducing inequalities in learning outcomes
- Reducing inequalities in health outcomes
- Reducing inequalities in economic circumstances

The Single Midlothian Plan incorporates five overarching thematic groups which support the achievement of outcomes. This thematic approach is used for quarterly reporting, the themes are as follows:

- Adult Health and Social Care - *Responding to growing demand for adult social care and health services*
- Community Safety & Justice - *Ensuring Midlothian is a safe place to live, work and grow up in*
- Getting it Right for Every Midlothian Child - *Improving outcomes for children, young people and their families.*
- Improving Opportunities for Midlothian - *Creating opportunities for all and reducing inequalities.*
- Sustainable Growth in Midlothian - *Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.*

The Medium Term Financial Strategy (MTFS) was approved by Council in June 2019. The public consultation visionary exercise supporting development of the MTFS highlighted the following key priorities for what Midlothian should be like in 2040!

- **A sense of belonging**  
Pride in communities, working in partnership, transparency in decision making and accessibility in service provision.
- **A balanced infrastructure**  
Manageable housing numbers, vibrant towns, protected green spaces, a clean, carbon neutral environment and improved community transport.
- **Learning and working together**  
High quality education and training, jobs close to where people live, a main provider of local food production, maximising technological solutions.
- **Intergenerational opportunities**  
Reimagined older people services, being able to grow old in the one community, with support and good access to health and social care.

In addition to the visioning exercise the following key themes were explored as part of the consultation programme:

- **Theme 1: One Council - Working with You, For You** - is underpinned by a commitment to deliver a one council strategy which reduces silo working within services, increases cross party working at a political level and uses holistic approaches which place individuals and communities at the heart of our work.

- **Theme 2: Preventative and Sustainable** - responds to Communities telling us strongly that they want to live in a clean, carbon neutral environment with protected green spaces and improved environmentally friendly community transport options.
- **Theme 3: Efficient and Modern** - recognises that Midlothian Council needs to adapt to change by doing things differently to get improved results and increasing financial sustainability by addressing inefficiencies.
- **Theme 4: Innovative and Ambitious** - recognises our ambition for Midlothian and to make sure it is a great place to grow, now and in the future.

### Best Value

Key actions from the Best Value report are now underway including the progression of the Medium Term Financial Strategy and the ongoing implementation of rigorous financial discipline resulting in a projected underspend at the end of this quarter.

### City Deal

An update on progress with the Edinburgh and South East of Scotland City Deal will be presented to the Council on the 12<sup>th</sup> November due to the significant amount of progress made.

### Senior Leadership Review

The first phase of the Senior Leadership Review appointment of Executive Directors is now complete. In addition progress with the appointment of Chief Officers will be presented to Council on 12<sup>th</sup> November.

### Key Drivers for Change – ‘Making a Difference’



The key drivers for change were approved by Council on June 2019 and are now being implemented. Over the course of quarter 2 the emphasis was on moving from silo-based working to holistic working which has also been the basis of the rationale for the Senior Leadership Review. Also approved by Council, we will focus on moving from mixed performance to continuous improvement by refocussing the work of the Performance Team which will be renamed the Continuous Improvement team to ensure that we are data-driven and improve performance based on information gathered. There are excellent examples of improvement across the Council and we are preparing to implement the Customer Service Excellence Standard as a result of the outstanding work undertaken by John Delamar and the Building Services team. This excellent practice will be shared at the next Leadership Forum in order to create a benchmark of excellence for all service areas to strive towards. As we progress through quarter 3 and 4, each of the drivers will be embedded across the Council.



## Progress of Single Midlothian Plan Themes in 2019/20

### **Adult, Health and Care - Achievements**

#### *Responding to growing demand for adult social care and health services*

The Adult Health and Social Care service continues to undergo ambitious redesign. The Midlothian Health and Social Care Partnership 2019-20 Strategic Plan outlines a major programme of activity focused on prevention and early intervention; planned support, treatment and recovery; and unplanned treatment and support. We are achieving this by changing the emphasis of our services, placing more importance and a greater proportion of our resources on our key values.

#### **Integration**

Midlothian Health and Social Care Partnership is progressing work to implement the ambitions of the Strategic Plan. Local Planning Groups have prepared, or are preparing their action plans in line with the Partnership values: prevention, recovery, co-ordinated care, supporting the person not just focussing on the condition. Working with colleagues at the Royal Infirmary there is work underway to investigate how we support people in their community to avoid an unnecessary hospital admission. Services such as Discharge to Assess are already demonstrating great achievements.

#### **Inequalities**

Health and Social Care services remain committed to contributing to reduce health inequalities. Local people, the third sector, public sector and private sector created a plan to prevent type 2 diabetes. This includes supporting people to be healthy, active and engaged in community life. Having a healthy diet and being physical activity are important to reduce risk of type 2 diabetes but so are environmental, financial and social barriers, not just individual lifestyle choices. Actions we are taking forward include increasing capacity of weight management services, training on eating well and moving more as well as strengthening links between services to ensure people are in receipt of all the welfare support they are entitled to.

#### **Technology**

Technology offers a range of tools to support pathway and service redesign in terms of both iterative improvements and transformative initiatives. We continue to proactively engage with the emerging digital agenda in Scotland to maximise the value that technology, in all its forms, can add. We await feedback on our Digital Maturity Assessment conducted in the summer. Our business intelligence and analytics project to deliver an integrated operational resilience dashboard is progressing slower than desired. We continue to progress the necessary and important data privacy impact assessment with the council and NHS and seek support from Digital Services and Lothian Analytic Services respectively as we seek to automate (and ultimately virtualize) data supply. Our TEC Pathfinder project is progressing well. A Project manager has been recruited to support development further.

#### **Learning Disabilities**

Work to establish positive Behavioural Support Services locally is making good progress and is reviving support from all stakeholders. The next phase of Day Service redesign is commencing. Work continues to progress plans in relation to housing, both short term by making best use of the property available and longer term by ensuring needs as considered as part of the Phase 3 Housing Programme.

#### **Self-Directed Support**

Implementation plan has been revised. Practice Development Worker Adults is taking up a new post in November and so priority is now completing specific tasks, and preparing for handover once recruitment has been completed.

#### **Older People**

There have been a range of services developed in the last six months to support the pathways for older people. This includes a Discharge to Assess team (D2A) to support people coming out of hospital who may require some rehab support from a physio and/or OT. There is also a new hospital Inreach Reablement Occupational Therapist focussing on the Medicine of the Elderly wards at the Royal Infirmary. This is to help identify people at an earlier stage prior to discharge and track their progress to have more effective and timely discharges reducing delays and reducing the number of occupied beds days. The Flow Hub is working closely with all key individuals across the acute sites, MCH and community services to ensure an improved outcome and flow for the patients from hospital is achieved. The ECH development projects are finalising drawings for the new builds which still aim to be on stream by Spring 2021. Care at Home continues to deliver an increased amount of care at home hours and a number of work streams continue to be explored to attempt to reduce this gap of unmet need e.g. recruitment of additional locums, reorganising of runs, closer working with external care at home providers, more focussed locality model, closer working with district nursing service etc. The care homes in Midlothian have demonstrated an improvement of grades across the board and have received increased support from the care home support team which provides regular visits and monitoring. The care home support team has increased in workforce with the addition of a band 5 general nurse and a full time



Occupational Therapist providing a range of support, training and guidance to the care homes which has been well received. The voluntary sector continue to provide a range of services and support including over 200 groups and activities available very month. Initiatives are being explored to develop more community cafes across Midlothian providing a drop in resource for older people and/or their carers to access information, support, advice or just a chat. Intergenerational work continues to expand with the care homes and children's nurseries across Midlothian which prove popular with both the residents of the care homes and the young children.

### **Carers**

Since implementation of the Carers Act in April 2018, there have been considerable changes in funding, service demand, and duties on Local Authorities and Health Boards. VOCAL, Midlothian's largest carer service provider recently reported an 18% increase in referrals from new carers; 20% of these being for Parent Carers. There is significant demand for VOCAL services, and for other carer support delivered by other partners. VOCAL are approaching the end of their current contract, a contract which has had additional tasks added/shared by the local authority to response to new duties and responsibilities from the Act. In light of the significant legislative changes, and VOCAL nearing the end of their contract, it was agreed that wider consideration was needed of carer services and spend moving forward. A report was submitted to the Contracts and Commissioning Group to propose a one year extension to the current contract to allow time for carers, stakeholder and provider consultation, service review and redesign to be undertaken, and service procurement to take place for a new contract for carers services from April 2021. Necessary NCA and a programme of review will be taken forward; the process likely beginning in Q4 of 2019/20.

### **Mental Health**

Midlothian Access Point has started to provide supported social prescribing. Supported social prescribing is offered short-term (no more than 5 or 6 times) to support people visit a service or community group that can help people with their mental health needs, or meet face to face/telephone/email to support people with self-management. The Mental Health Strategic Planning group are developing the Mental Health Action Plan reflecting the priorities set out in the Midlothian Strategic Plan 2019-2022.

### **Adults with Long Term Conditions, Disability and Impairment**

Work has commenced to develop a 1 year action plan to take forward actions within the strategies plan and issues identified at the disabled people's assembly. Ongoing activity related to sensory impairment (hearing aid clinics and sensory champions).

## **Community Safety - Achievements**

*Ensuring Midlothian is a safe place to live, work and grow up in*

### **Criminal Justice**

The Criminal Justice team have been settling into the new Number 11 recovery hub. The Substance Misuse team has also moved into Number 11 with the Joint Mental Health team due to arrive in late October. The Team Leaders are already reporting better joint working due to being co-located. The Community Justice Annual Report was agreed by the Community Justice Working Group and the Community Safety and Justice Board, and was sent to Community Justice Scotland in September. The Midlothian Safer Families service, that involves engagement with fathers who have been domestically abusive, continues to slowly develop. We are not looking to open out the service to other referral sources; Health Visitors in particular have expressed an interest in referring to the service. Spring continues to flourish with the move on programme now up and running to support women to leave the service in a positive way.

### **Substance Misuse**

MELD, the main third sector partner are in the process on relocating to No11 and will be fully operational in the building by the end of October 2019. Gateways to Recovery sessions have been re-located to No11. MELDAP continues to lead work in developing responses to changing drug trends. The "drop in" clinic to offer patients who find keeping appointments challenging continues to be a success. This is a partnership with Nurses, Peers and Social Work. The aim is to keep more the chaotic population engaged and reduce unused appointments. A dedicated Womens Peer Support Worker is currently being recruited in Midlothian. A Health Needs Assessment is also underway to make recommendations for future use of our treatment and support provision.

### **Road Services**

Good progress has been made in quarter 2 of the 2019/20 capital programme for carriageway and footway improvement schemes. 33 individual schemes are being progressed in the programme and 15 have been completed at the end of quarter 2, representing a total of 3.29km and 1.47km of carriageway and footway resurfacing respectively.

The Roads Services Team have also been successful in bidding for a support plus grant to the value of £20,680. This is for bike maintenance and bike ability in schools, a cycle training programme about gaining practical skills and understanding on how to cycle on today's roads safely and with confidence.

## **Getting it Right for Every Midlothian Child - Achievements**

*Improving outcomes for children, young people and their families.*

**Permanence and Care Excellence Programme (PACE):** Scottish Government and the Centre of Excellence for Looked After Children view the level of change and improvement for Midlothian's most vulnerable children as a great achievement and have requested that we continue to be part of the PACE programme; and continue to share our learning with other Councils. We have already identified 4 further aims which are:

**Aim 1** – Children who are looked after at home for more than 2 years will have a looked after review looking at their whole period of time being looked after at home.

**Aim 2** – Children who become looked after and accommodated will have a recommendation for Permanence (including a permanent return home) within 30 weeks of becoming looked after and accommodated.

**Aim 3** – Children who have had recommendation for permanence away from home will have the decision ratified by the ADM within 14 weeks of the LAAC review recommended permanence.

**Aim 4** – Court submissions will be lodged within 16 weeks of the ADM sign off.

### **Mental Health**

The Midlothian Early Action Partnership (MEAP) project started in January 2019, to effect system change so that children, young people and young adults get timely and appropriate mental health support. To kick-start the project, three cross-system teams spent 100 days experimenting and testing their ideas. The teams continue to progress ideas since the 100 Day review in June, with six-month follow-up surveys planned for December, involving both Leadership group and the teams involved.

The next stage of the MEAP project was to commission a scoping study to inform a planned mapping of the social and public mental health services for children and young people. This latter piece of work will both inform the focus for project activity and form a baseline for future evaluation. The scoping study involved desk-based research, focus sessions with the Steering Group and young people, the output of which will be a tender document for the main mapping research. This tender document is expected to be completed by end October, ready to publicise in November 2019.

### **Participation**

The Champions board continue to be a big success and were successful in winning a national award. Despite Midlothian having commissioned the application later than many other Councils across the UK, our usage was highest.

### **Child Protection**

At the end of Q2 reporting we had 52 children (27 families) on our child protection register which equates to 3.0 per 1000 of the population compared with the national rate of 2.9. This figure has increased from the last quarter and is slightly above the national average. Nationally there has been a 3% increase in the number of child protection registrations from 2017 (latest figure), however within Midlothian there has been 7% decrease compared to September 2018.

### **Looked after away from Home**

There are 159 children and young people looked after away from home both in and out-with Midlothian. This number is higher than the previous quarter (150 children & young people). The current rate per 1,000 of young people looked after in Midlothian is 8.2 which remains well below the national of 10.6. Nationally there has been a 1% decrease from 2017 to 2018 (latest figure) in the number of children and young people looked after away from home, within Midlothian there has been a 8% increase from September 2018.

### **Looked after at home**

There are 61 children and young people looked after at home. This is the same number as Q1. They have all been reviewed by the Interim Independent reviewing officer. The current rate per 1,000 of young people looked after at home in Midlothian is 3.1 which is lower than the national rate of 3.7. Nationally there has been a significant reduction of children looked after at home (26% reduction from 2008 – 2018 – latest figure) Within Midlothian this number has also decreased by 27% from September 2018.

### **Priority 1 Improvement in attainment, particularly literacy and numeracy**

Information from Exam results was released by Scottish Executive in Q2 through the insight tool. This data has been analysed and individual Secondary SSR (Summary Statistical Report) have been created for each High School. These reports are informing attainment visits with Secondary headteachers in Q3.

#### **Highlights:**

##### **Literacy and Numeracy**

**S4** - 59% of S4 pupils attained level 5 numeracy, up 5% on last year and 4% above the virtual comparator. 71% of S4 pupils attained level 5 literacy, up 4% on last year and 1% above our virtual comparator.

**S5** - Pupils attaining Numeracy at level 4 & 5 has increased for the 3rd year running above the virtual and National comparator.

**S6** - Pupils attaining Level 5 & 6 literacy has increased from 2017/18 and shows a positive 3 year trend against the virtual comparator.

**A full attainment report will be completed and sent to Council in Q3 2018/19.**

### **Priority 2 Closing the attainment gap between most and least disadvantaged children**

A range of stakeholders were consulted about the use of PEF in schools. Use of this funding in Midlothian has supported schools to enhance teaching, support and specialist staffing and apply a range of interventions to support learners to attain and achieve, with most schools using it specifically to raise attainment and increase participation, leading to wider achievement. Schools have also developed shared use of PEF, for example Newbattle schools have top sliced their resources to fund staff to support schools and children across the whole area.

### **Early Learning and Childcare and Family Learning**

More than 2,000 three and four year old children in Midlothian received high quality early learning and childcare (ELC) provided by our growing team of committed early years staff.

Our vision sets out a quality universal provision and a family learning approach of high quality, multi-agency, child-centred provisions, tailored and responsive to the needs of the communities in which they sit. The vision brings together the expertise of early learning and childcare professionals, detailed knowledge of our communities and the priorities of our Community Planning Partnership (CPP) of prevention, early intervention and community capacity building. We have revisited our ELC values with our new team in light of expansion in early learning and childcare to 1140 hours by 2020.

The restructured ELC team focuses on ensuring quality provision and we have created a database to identify priorities and target support appropriately and measure impact.

Key actions for the 2019/20 Period are:-

- \* New team staffing structure in place with focus on the Quality Standard that ensures appropriate leadership, support and challenge
- \* GIRFEC Early Years Group have clear plan in place
- \* Detailed calendar sent out to all ELC settings with overview of support activity for session
- \* 1140 Service Delivery Plan in place and on target
- \* Develop a provider neutral approach to LA support for ELC settings through the creation and implementation of an Early Years Support Offer
- \* The LA Offer details the why, what and how to ensure compliance with National Standard
- \* Service Improvement protocol created and shared with all ELC settings.
- \* Action plans and targeted support given to settings not meeting National Standard.
- \* Close working with SEIC EYs network, with membership of Senior Leadership group and all sub groups.

### **Good Time to Be 2**

An ongoing campaign to raise awareness about the opportunity for 2 year old places in ELC continues to ensure that we have families who take up this offer. In accordance with Scottish Government guidelines, we have introduced discretionary funding criteria, following a consultation with representative populations of parents, which means that the discretionary funding will be targeted at children "in need" (CYP Act 2014). The criteria was introduced in September 2019 meaning that families that are above the income threshold could now be approved for the funding if they meet one or more of the identified discretionary criteria. By the end of Q2, a total of 77 eligible 2 year olds have accessed a funded place this year. This figure is in line with the take up from last year (2018/19 Q2 was 81 children) but we expect it to rise over the next quarter with the introduction of the discretionary criteria and our communication strategy.

## **Improving Opportunities Midlothian - Achievements**

*Creating opportunities for all and reducing inequalities.*

### **Youth Work**

Youth work programme is now fully operational for 2019/2020, and there is a youth work offer from age 8 to 18 in all school clusters. All youth clubs are offered at low or no cost, with programming and reviewing planned with the young people. Attendance in all of the youth clubs are at a very high level. Xxxxx number of weekly attendees and include Duke of Edinburgh Groups, Cooking Groups, Friday night diversionary work and targeted youth work.

A very successful Midlothian Young people Awards Ceremony took place in September with over 50 young people being nominated, celebrating the contribution and achievements of young people.

The Focus Team which work with learners who have additional support need results from April 2019- till now are 39 people moved into Employment, education or training with a further 6 going into volunteering

### **Adult learning performance stats:**

2018/19

Learning Opportunities offered – 403

Number of engagements – 3984

Outcomes – 120 (these will include qualifications achieved in Nat 5 Maths, Higher English and Nat 5 Early Education & Childcare)

2019/20 (so far)

Learning Opportunities offered – 103

Number of Engagements – 1807

Outcomes – 52 (these will include Nat 5 Maths results)

Types of courses offered include:

Nat 5 Maths, Higher English, Health Issues in the Community, Early Education & Childcare, Digital Cooking on a Budget, Digital Skills for Life & Work, Crèche Worker Training, Introduction to Health and Social Care, Midlothian Wide Family Summer Programme

There are currently 98 modern apprentices on our apprenticeship programme, including 55 on Midlothian Child Care as part of the early year's expansion. In year one of the Foundation apprentice offer, there are 44 young people engaging in this programme. In the Employability Fund, there are 8 participants in the sector based academy which is a full time 6 week programme for learners who were previously unemployed. This programme provides them with learning, work experience and a guarantee job interview. We have secured funding for 20 places for Sector Based Academies this year.

Midlothian and East Lothian are midpoint of a joint pilot offer to young people interested in the construction industry, offering National 4/5 in Construction Trades. This allows young people to attend learning in their own community, addressing a learning gap in both authorise. In additional there an average of 40 Midlothian young people attending the construction courses from Midlothian Schools.

The Community Benefits Working Group have purchased the Cenefits System, and a pilot with the Ogilvie's Builders regarding monitor the community benefits gained for residents of Midlothian.

Communities and Lifelong Learning have supported, health and safety checked and approved 342 young people Work Experience placements with a further 265 young people approved to attend by November.

### **Customer Services**

An upgrade of telephony systems has led to more comprehensive reporting and increased visibility of calls. Service redesign of the Scottish Welfare Fund is looking to provide an online service which will help drive efficiencies and lead to a better customer journey. Employees and Trade Unions engaged positively with Phase 3 of the Customer Service Review which has focussed on library opening hours. A total of 833 children joined with 485 completing this year's Summer Reading Challenge with over 1600 children attending library events during the summer. The ECALM (Every Child a Library Member) project works closely with Registrar services and has seen 53 new members. The Write Space Bibliotherapy project has launched working with vulnerable young people in Newbattle and Lasswade High Schools.

## **Planning**

Planning permission was granted for -

- 1) Residential development of approximately 350 dwellings and erection of school on land at Cauldcoats, Shawfair;
- 2) The erection of community facilities including secondary school, primary school, library, leisure facilities, healthcare and business uses at the former Monktonhall Colliery site, Shawfair; and
- 3) The erection of 51 dwelling houses off the Main Street, Roslin.

## **Economic Development**

**Town centre Capital Fund** – Following receipt of a number of Expressions of Interest, 14 applications were taken to the panel for approval with seven projects receiving funding; ranging from increasing sustainable cycling connections, to public access and community facilities. Projects total £910,000 and will be fully spent by March 2020 and complete by September 2020.

## **Economic Development Strategy**

Six sectoral sessions undertaken across Midlothian as part of the consultation for the strategy for Growing Midlothian's Economy 2020-25. The draft will be available in Q3 2019.

## **Tyne Esk LEADER**

Tyne Esk Past, Present and Future event hosted at National Mining Museum of Scotland, lobbying for continuation of fund post-Brexit. Event opened by Cabinet Secretary for the Rural Economy Fergus Ewing MSP who praised Tyne Esk and wider LEADER for buoying rural development in Scotland since inception.

Extension to John Muir Way co-operation project approved by Tyne Esk LAG. Project awaiting approval from fellow LAG before starting in Aug 19. The £50k Tyne Esk money allocated to this project was extra allocation from SG.

## **Landscape and Countryside**

In contributing positively to the council's improved health outcomes, with several play areas installed at Gorebridge Primary school and Nursery. A play area was also installed at Woodburn Terrace and also at Mayfield Nursery extension which is going to be used as an exemplar by the care inspector and included in the best practice guide. St David's Nursery ongoing play area improvement works being progressed. At Lasswade Nursery the section has been involved in extending the play provision. Three additional Nursery improvements are at the design stage.

Rosewell Park wheeled sport facility ground investigations have been completed. The tender for this project has been issued. This project is being funded from developer contributions and a draft design has been completed for a wheeled sports facility in Auld Gala Park.

Two sites were awarded Green Flags, Kings Park and Straiton Pond. This success was the first submission for Straiton pond. Only two sites out of a possible six were submitted due to financial restrictions. Two different sites will be submitted each year going forward.

The Ranger Service has generated a total of 5,358 hours of volunteer time to maintain areas across Midlothian.

## **Sport and Leisure**

Three more Midlothian schools have recently been announced as being awarded with the coveted 'Sportscotland Gold School Sport Award' status. Bonnyrigg, Roslin and Tynewater Primary Schools join Cornbank and King's Park Primary Schools and Lasswade High School for excelling in sport across their school.

The School Sport Award is a national, Lottery funded initiative designed to encourage schools to work in partnership with Active Schools and school sports councils to continuously improve physical education (PE) and school sport opportunities. The Sportscotland School Sport Award encourages schools to self-reflect and continuously improve and puts young people at the forefront of the decision making and planning of PE and sport in their school. It also helps schools to increase young people's opportunities and engagement in PE and school sport and puts sport at the heart of their planning, practice and ethos. The award recognises and celebrates successful PE and school sport models.

Midlothian Health and Social Care Partnership have confirmed the commitment to providing funding for Midlothian Active Choices (MAC) and Ageing Well, each year, until 31st March 2022.

This funding does not apply to the Ageing Well funding from the Health Promotion Service, NHS Lothian which is agreed by annual review.

This years 'Walk the Line' event was held in September 2019 with a 3, 5 and 8 mile walk. Over 150 people took part in the Walk the Line event with 23 volunteers. Partners included Newbattle High Pupils, Morrison's and Edinburgh College.



Free to children and held at the Newbattle Community Campus the Lifelong Learning and Employability (LLE) summer camps were a great success due to the working relationship between LLE, Sports Hub Officer and our catering colleagues.

Sport and Leisure's ninth annual Senior Olympics took place on the 2nd and 4th of July with fifteen teams in total taking part. (78 competing and 66 assisting). The competitors all received medals on the day. The winning teams were, Highbank Heroes and the runners up, Archview Athletes in the care home event and Esk Place Angels winning the sheltered housing and day centres event with Heinsberg Owls receiving the runners up shield.

Sport and Leisure staff have worked closely with the Healthy Working Lives Team on health & wellbeing initiatives this year which means that Midlothian Council has retained the Healthy Working Lives Gold Award for 2019-2020

## **Sustainable Growth - Achievements**

*Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.*

### **Access to Affordable Housing**

Midlothian Council has been consulting with all tenants, housing list applicants and other key stakeholders on changes to the Housing Allocation Policy. A report on the consultation will be considered by elected members later in the year in order that the Policy continues to meet housing need and makes the best use of available housing. Midlothian Council's Strategic Housing Investment Plan was approved during 2018. This sets out strategic investment priorities for affordable housing over a 5-year period. The Council continues to identify future sites for development as part of the programme of 1,000 new council homes being developed. In Q1 the Council was able to hand the keys to new tenants in Danderhall, with 23 homes built by Miller Homes. These are the first council homes to be built as part of the plans for Shawfair in Midlothian.

### **Building Standards**

Building Standards continue to provide a high level of customer satisfaction against an increasing demand upon the service and local development. In August the Building Standards service were awarded with a CSE (Customer Service Excellence) award for **Exceeding their 90% target for Timeliness, Level of Information, Staff attitude and Satisfaction with the Service.**

### **Waste Services**

The pilot for a reuse cabin located at Stobhill recycling centre has been extended. The 'Making a difference' idea submitted by a member of the waste team offers local charities the chance to reuse furniture and other bulky items left in our recycling centre.

Subscriptions for the chargeable kerbside garden waste collection service closed on 30 September. The uptake for 2019 was 17,646 properties with 18,516 bins requested realising an income of £648,060.

SEPA has initially verified 2018 recycling rate at 58.2%. For 2018, Midlothian was the third highest performing Local Authority area in Scotland.

## **Additional Areas of Interest**

Internal Council actions/activities supporting the delivery of agreed outcomes

**Medium Term Financial Strategy:** The development and implementation of the Medium Term Financial Strategy is an important step-change and one which will provide greater certainty for the local communities we serve and our employees. The Working With You, For You public consultation has informed the strategy and this year, we have made the step change and presented a strategic budget – one which will invest in Midlothian to help it fulfil its potential to be a great place to grow.

### **1: Financial Strategy - Achievements**

- a) Successful recovery of the £3 million projected 2018/19 budget overspend. Positive outcome for the 2018/19 End of Year Financial reports an underspend of £495,000 which was achieved by everyone working together, demonstrating strict financial discipline. The action taken to address the overspend was also noted positively in the Best Value Assurance Report;
- b) Successful completion and submission of the 2018/19 audited accounts in accordance with the statutory deadline with an unqualified audit opinion;

c) Completion of Quarter 1 2019/20 Financial Monitoring reports for Council as part of the robust scrutiny of financial performance and subsequent submission of a recovery actions to arrest the projected in year overspend within services;

d) Update on the Medium Term Financial Strategy 2019/20 to 2022/23 presented to Council 1 October 2019 which provided an update on the progress of the recommendations since the last report on 25 June 2019, and which has been delegated to the Business Transformation Steering Group to develop the next phase of the strategy and identify further measures to address the remaining budget gaps for 2021/22 to 2022/23.

## Emerging Challenges

**Growing Council:** Population growth in Midlothian over the next 10-15 years will see Midlothian become the fastest growing Council in Scotland. 0-15 population increase, projected at 20% and 75+ population increase projected to increase by 100% between 2014 and 2039.

This brings the opportunity to support the Council vision of being 'A Great Place to Grow'. As a growing Council this brings the opportunity to redevelop parts of Midlothian, improve infrastructure with a focus on area targeting, improving economic opportunities, improving education and health outcomes.

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 in construction and will see a steady increase in the volume of Council Tax received over time.

The approved, Capital Strategy sets out 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.

**Homelessness:** Demand on Homelessness Services continues to present a significant challenge with regard to the strategic objective of moving away fully from the use of bed and breakfast accommodation. In part, this is related to the significant shortage in the supply of affordable housing in Midlothian and the result is a significant length of time for many households spent in temporary accommodation. To address this, additional investment in temporary accommodation is being made in addition to investment in new affordable housing. There is also the need to consider how best to accommodate homeless individuals who have complex needs. During 2019/20 the housing service will be developing its approach to providing 'housing first' to some individuals who need intensive housing support in order that they are able to sustain their tenancy.

### Welfare Reform

The additional pressures presented by Welfare Reform are monitored in relation to income disruption to housing rent payments and Council Tax Reduction scheme, evident in increased arrears. The impact in Year 2 of Universal Credit Full Service in Midlothian, has demonstrated that although there continues to be an impact on rent arrears, the impact has been reduced which is likely to have been as a result of temporary accommodation reverting back to Housing Benefit and a reduction in the pace of new claimants applying to Universal Credit. Whilst there is migration of housing costs entitlement to Universal Credit, the accurate and secure administration of Housing Benefit remains with Midlothian Council Revenues Services as required service provision for citizens across Midlothian. Audit Scotland published a Performance Audit report in May 2019 on the Council's Housing Benefit Service, which incorporated an agreed action plan to address the risks identified. Audit Scotland concluded that the proposed actions, including the increased automation of Local Council Tax Reductions notifications from DWP, will make a positive contribution to the continuous improvement of the service. Demand and budget expenditure will continue to be monitored and priorities updated, if required, in relation to the number of applications received to the Scottish Welfare Fund for crisis grants and community care grants.

**Care at Home:** Increasing demand on Care at Home services continues to be a major challenge to deliver the care and support needed. This is heavily impacting on assisting hospital discharges and supporting people at home in the community who require increased care and support. This is supporting a shift in the balance of care, and keeping people safely at home for as long as is safely possible. The Care at Home team are developing a vision for the future, as well as considering appropriate structures for the teams moving forward.

**Road Services:** Ongoing pressure on Midlothian's existing road network as housing development and population increase continues. Ongoing constraints on the road maintenance budget will prove a significant challenge to maintain the road network at current condition levels. Currently 35% of the road network in Midlothian is deemed to be in need of maintenance treatment.

New legislation and government requirements, to improve coordination of roadworks, will be rolled out over the next 12 months, including a new Transport Bill, a One Scotland Gazetteer from the Improvement Services, and a new version of the Scottish Road Works Register. Existing internal systems will require to be updated or replaced as appropriate and training provided for relevant staff, whilst maintaining the Service level provision.



Flood risk associated with a privately owned culvert carrying the Loanburn in Penicuik is ongoing. At the end of Q2, a privately appointed contractor began work to repair the partially collapsed culvert, however the risk of flooding to upstream properties remain whilst the repairs are carried out. As required by legislation, the Service will continue to monitor water levels in the Loanburn and take appropriate action (e.g. provision of pumps and personnel) to mitigate flood risk to surrounding properties during periods of heavy rainfall. The Council will seek to recover our costs associated with this service provision.

**Children's Services:** Children's Services budget continues to remain a significant and ongoing challenge. This is as a result of several factors, such as secure care, young people who require a high level of specialised care and who have severe and complex needs and those young people who are 16+ and require somewhere to live. These 3 work streams are complex and difficult to plan for and all of them require significant amounts of funding. Young people with severe and complex needs often come into care around 14/15 years of age when their parents despite their best intentions can no longer offer them adequate care due to their increased needs. To date we have opened two additional houses to accommodate 5 young people who cannot live independently and shall require ongoing support. We have commissioned two different agencies to provide their package of care and support. As a result of continuing care legislation this means that the 5 young people will have the right to reside in these houses until the age of 21

**Embedding of new Higher qualifications:** There is a risk that Higher results will be affected next year as a result of new SQA Examination arrangements for Highers at S5 and S6. This will need to be mitigated through close monitoring of pupil progress in schools and work with Curriculum PT and SQA coordinators to gain intelligence of any issues around changes to coursework and the effect of increased exam content.

# Midlothian Council

## How we are performing

Corporate Performance Indicators (Latest)

 6  5  6  0



Off Target



On Target



Data Only Indicator



The Data is not available yet

# Balanced Scorecard Indicators

## Half Year Report 2019/20

Midlothian 

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

Customer/Stakeholder		Financial Health	
<ul style="list-style-type: none"> <li>• Responding to growing demand for Housing and Adult Social Care services</li> <li>• Ensuring Midlothian is a safe place to live, work and grow up in</li> <li>• Improving outcomes for children, young people and their families</li> <li>• Creating opportunities for all and reducing inequalities</li> <li>• Growing the local economy and supporting businesses</li> </ul>		<ul style="list-style-type: none"> <li>• Maintaining financial sustainability and maximising funding sources</li> <li>• Making optimal use of available resources</li> <li>• Reducing costs and eliminating waste</li> </ul>	
Internal Processes		Learning and Growth	
<ul style="list-style-type: none"> <li>• Improving and aligning processes, services and infrastructure</li> </ul>		<ul style="list-style-type: none"> <li>• Developing employee knowledge, skills and abilities</li> <li>• Improving engagement and collaboration</li> <li>• Developing a high performing workforce</li> </ul>	

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

## Balanced Scorecard (not including SMP)

### SMP Key Priority Indicators

Reducing the Gap in Economic circumstances



Reducing the Gap in Health Outcomes



Reducing the gap in Learning Outcomes



### Customer Perspective Performance Indicators



### Financial Health PIs



### Learning and Growth PIs



### Internal Process PIs

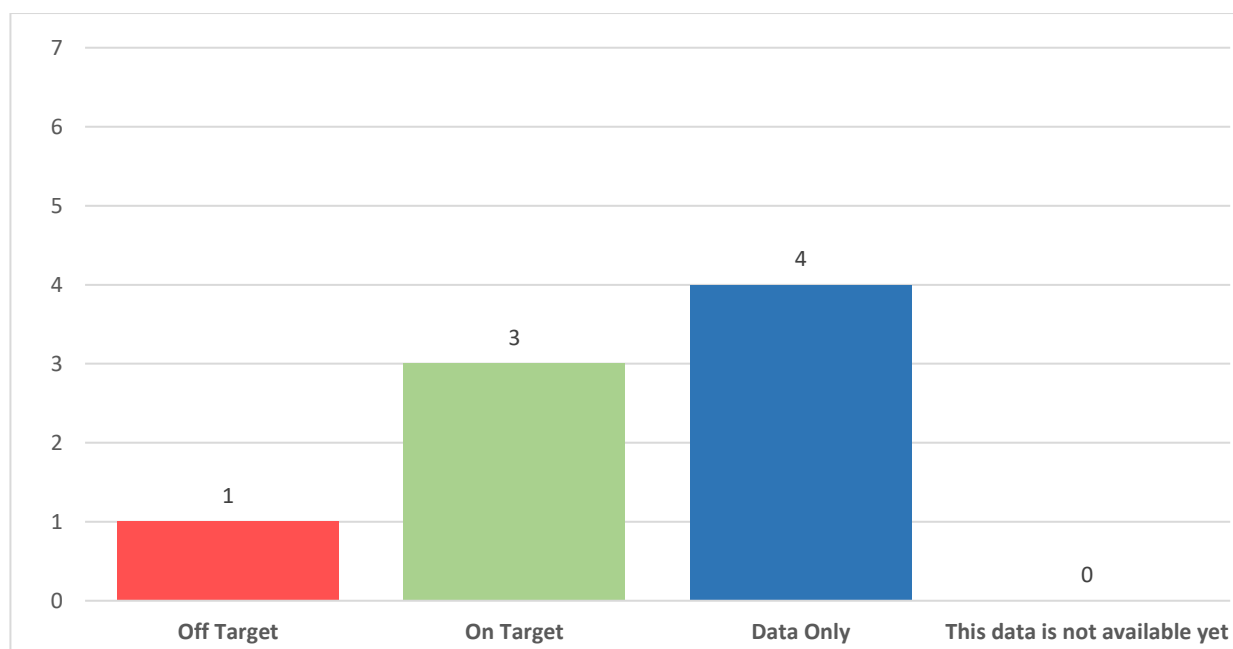


Off Target On Target Data Only Indicator The Data is not available yet

## Single Midlothian Plan - Key Indicators

Due to a refresh of the Single Midlothian Plan Indicators. The full suite of indicators will be reported at the year end.





# Customer Perspective Adult, Health and Care



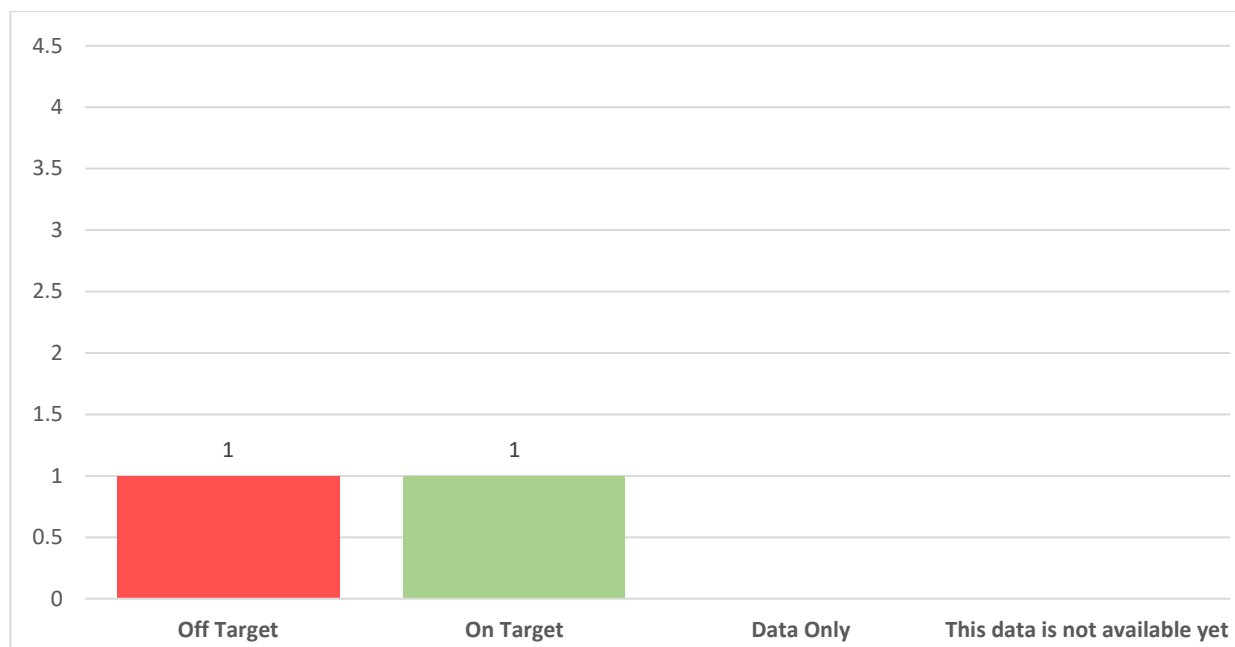
## 1. Adult Health and Care

Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
Reduce the number of emergency admissions for people aged 75+	3,876	2,257	2,785	2,797	660			<b>Q2 19/20:</b> Data Only Extracted dataset now includes admittance to the emergency assessment and observation unit which is inflating the actual number of emergency admissions.
Number of women offenders from Midlothian who engage with support services	N/A	9	13	13	11			<b>Q2 19/20:</b> Data Only There are currently 11 women actively engaging with support services (SMS, Spring, Places for People, CGL).
Percentage of women offenders from Midlothian who engage with support services	N/A	55.5%	50%	54%	91%	50%		<b>Q2 19/20:</b> On Target There are 12 women on CPO's, 11 are actively engaging on their orders.
Total number of carers receiving an adult carer support plan of their care needs (Accumulative)					310			<b>Q2 19/20:</b> Data Only





Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
Decrease the percentage of falls which result in a hospital admission for clients aged 65+	4.79%	5.03%	3.8%	7%	4.3%	6%		<b>Q2 19/20:</b> On Target
Maintain at zero the number of patients delayed in hospital for more than 2 weeks at census date	1	11	16	20	10	0		<b>Q2 19/20:</b> Off Target Delays reduced from previous quarter.
Offer immediate mental health assessments at the Midlothian Access Point	N/A	395	237	287	246	200		<b>Q2 19/20:</b> On Target
Number of Health & Social Care staff who have participated in face to face or on-line training	N/A	N/A	1,741	1,595	232			<b>Q2 19/20:</b> Data Only

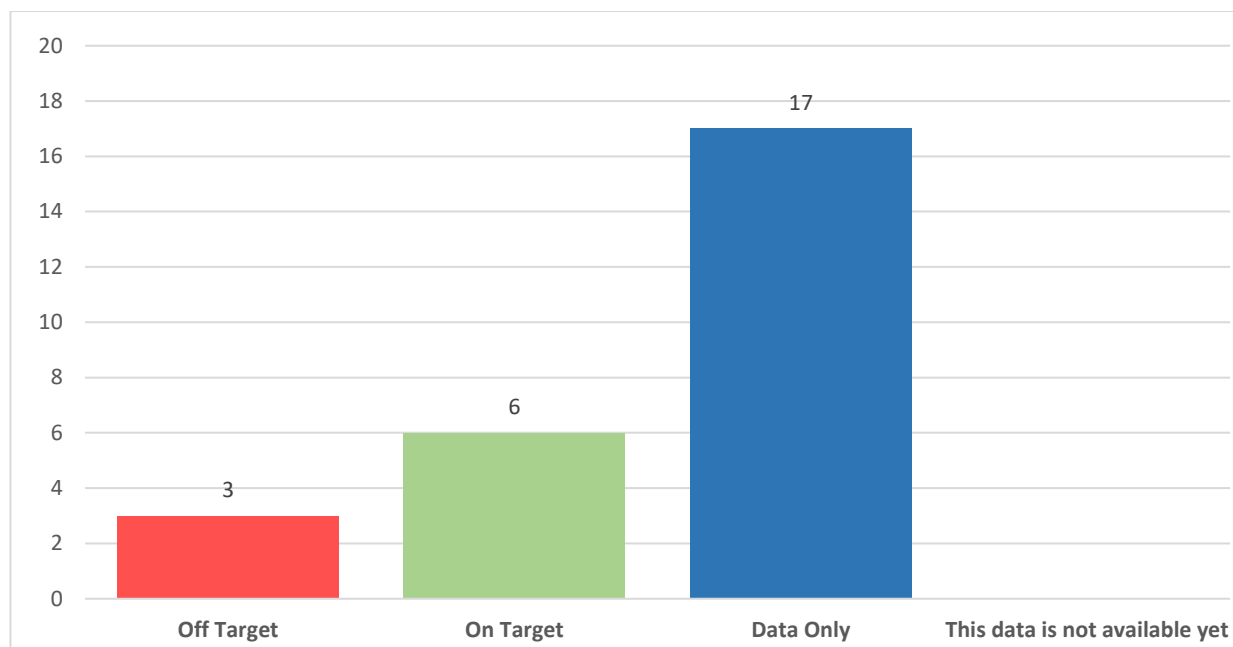
## Customer Perspective - Community Safety











## 2. Community Safety








Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
% of satisfactory complete Community Payback Orders	N/A	78.7%	67%	68%	55%	80%		<b>Q2 19/20:</b> Off Target 21 out of 38 community payback order successfully completed in period July to September. Satisfactory completion is affected by non attendance of offenders, and this is outwith the control of Council.
Percentage of all street light repairs completed within 7 days (cumulative)	96.2%	98.5%	90.6%	100%	100%	100%		<b>Q2 19/20:</b> On Target 116 out of 116 faults recorded were repaired within 7 days.






## Customer Perspective - GIRFEC



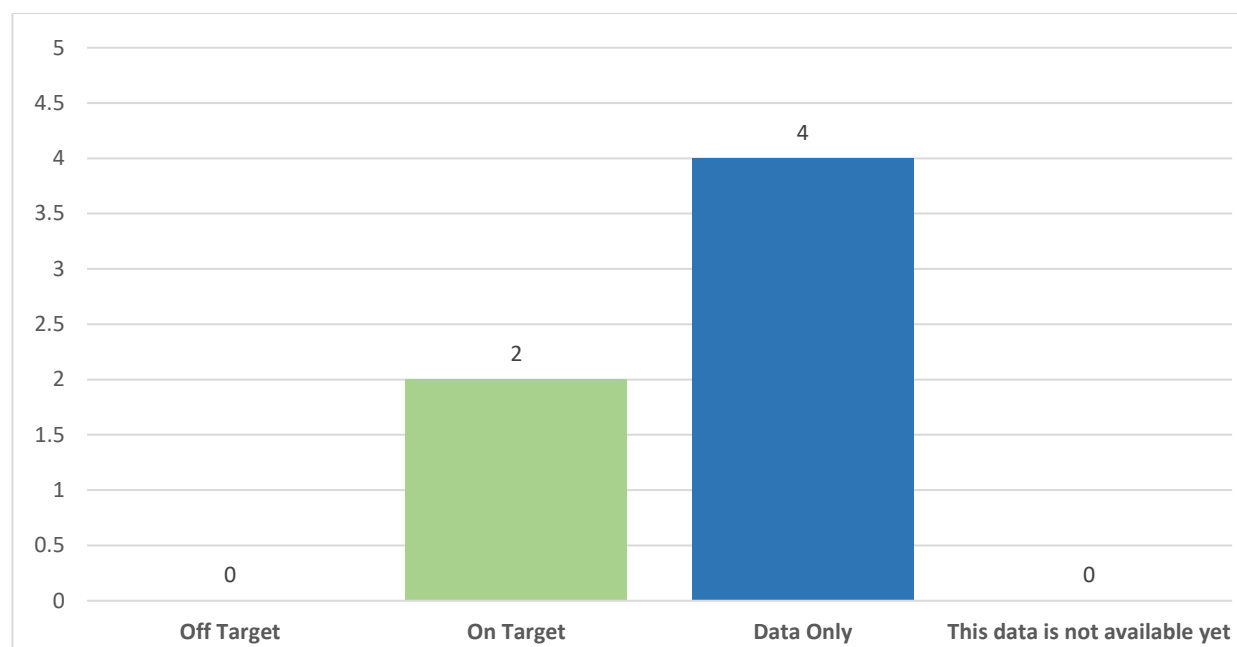
### 3. Getting it Right for Every Midlothian Child

Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20	Target	Status	Note
	Value	Value	Value	Value	Value			
Number of outcome focused assessments undertaken (cumulative)	N/A	180	1,006	1,241	719			Q2 19/20: Data Only Q1 - 397, Q2 - 322
Number of referrals to the duty service (cumulative)	N/A	4,764	4,893	5,519	3,019			Q2 19/20: Data Only Q1 - 1587, Q2 - 1432
Number of foster carers going through prep groups on a quarterly basis (cumulative)	N/A	43	53	23	17			Q2 19/20: Data Only
Number of new foster carers approved (cumulative)	N/A	9	5	5	0			Q2 19/20: Data Only
Number of foster carers de-registered quarterly (cumulative)	N/A	5	3	4	1			Q2 19/20: Data Only
Number of permanence LAAC Reviews happening quarterly (cumulative)	N/A	34	16	37	11			Q2 19/20: Data Only Q1 - 10, Q2 - 1
Number of children matched in quarter – (average months from perm LAAC to matching panel) (cumulative)	N/A	19	12	6	3			Q2 19/20: Data Only Q1 - 1, Q2 - 2
Number of places taken at residential houses - capacity 12	N/A	10	10	7	13	12		Q2 19/20: Data Only Not cumulative - snapshot figure

Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
The number of children living in kinship care	192	171	66	53	69			<b>Q2 19/20:</b> Data Only Not cumulative - snapshot figure
The number of children living in foster care	192	171	86	63	72			<b>Q2 19/20:</b> Data Only Not cumulative - snapshot figure
Number of Midlothian children on the Child Protection Register	N/A	54	36	51	52			<b>Q2 19/20:</b> Data Only Not cumulative - snapshot figure
Rate per 1,000 population of Midlothian children on the Child Protection Register in relation to the Scottish average	N/A	3.2	2.2	3	3			<b>Q2 19/20:</b> Data Only The National figure is 2.9
% of Child Protection plans which have integrated chronology	N/A	79%	94%	96%	98%			<b>Q2 19/20:</b> Data Only
Rate per 1,000 of Midlothian Looked After Children AT HOME in comparison with the Scottish average	N/A	3.7	3.7	4.2	3.1			<b>Q2 19/20:</b> Data Only The National rate is 3.7
Rate per 1,000 of Midlothian Looked After and Accommodated Children in comparison with the Scottish average	N/A	10.7	9.4	7	8.2			<b>Q2 19/20:</b> Data Only The National rate is 10.6
The number of looked after children and young people not in residential placed outwith Midlothian	55	51	24	16	13			<b>Q2 19/20:</b> Data Only
The number of young people who are allocated/engage with Through Care and After Care service	83	88	90	65	52			<b>Q2 19/20:</b> Data Only Not cumulative - snapshot figure
Child Protection: % of Core Group meetings held within a 8 week period.	N/A	80%	100%	99%	97%	100%		<b>Q2 19/20:</b> Off Target 2 core groups for 1 family outwith timescale rescheduled to allow all agencies to attend.
Child Protection: % of Core Group meetings held within 15 days for Initial	N/A	87%	93%	87%	100%	100%		<b>Q2 19/20:</b> On Target
Reduce exclusions in Primary schools	140.14	101	74	94	1.87	7.5		<b>Q2 19/20:</b> On Target Exclusion rate per 1,000 Primary pupils at the end of the Q2 2019/20 School year was 1.87 (17 exclusions). Comprehensive plans in place to reduce Primary Exclusion below 15 per 1,000 for the 2019/20 School year.
Reduce exclusions in Secondary schools	315	318	299	210	2.81	20		<b>Q2 19/20:</b> On Target Exclusion rate per 1,000 Secondary pupils at the end of Q2 2019/20 School year was 2.81 (15 exclusions). Comprehensive plans in place to reduce Secondary Exclusion below 40 per 1,000 for the 2019/20 School year.

Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
Improve Primary School attendance	94.08%	95%	94.5%	94.86%	95.83%	95%		<b>Q2 19/20:</b> On Target
Improve Secondary School Attendance	90%	90.24%	89.4%	89.34%	90.78%	91.5%		<b>Q2 19/20:</b> Off Target Attendance rate for Secondary pupils at the end of Q2 2019/20 School year was 90.78%. Comprehensive plans are in place to increase Secondary attendance to 91.5% for the 2019/20 School year.
Number of eligible 2 year olds in receipt of Early Learning and Child Care	115	171	161	184	180			<b>Q2 19/20:</b> Data Only
Achieve greater than the Scottish average in the annual school meals census (Primary Schools)	72.8%	76.1%	72.9%	70.7%	70.3%	60.4%		<b>Q2 19/20:</b> On Target Report published Sept 19. Average school meal uptake in Scotland is 60.4%. Midlothian remains well above average and 3rd in uptake for mainland Councils.
Achieve greater than the Scottish average in the annual school meal census (High Schools)	70.1%	59.8%	62.2%	62.3%	60%	45.2%		<b>Q2 19/20:</b> On Target Report published Sept 19. Average secondary school uptake in Scotland is 45.2%. Midlothian remains well above average and 3rd in uptake for mainland Councils.



# Customer Perspective - Improving Opportunities for Midlothian



## 4. Improving Opportunities for Midlothian

Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20	Target	Status	Note
	Value	Value	Value	Value	Value			
Number of calls received regarding Scottish Welfare Fund	7,391	7,806	9,181	9,607	2,406			<b>Q2 19/20:</b> Data Only 2406 Scottish Welfare Fund calls received
Number of calls leading to application to Scottish Welfare Fund	4,220	4,270	4,754	5,116	1,317			<b>Q2 19/20:</b> Data only 1317 applications received - 779 awarded, 512 refused, 25 declined.
% of applications to Scottish Welfare Fund dealt with within 48 hours	97.94%	93.68%	92.3%	95.03%	96.35%			<b>Q2 19/20:</b> Data Only 96.35% claims decided within 48 hours. 1269 applications on target from a total of 1317.
Number of Midlothian Active Choices (MAC) attendees during quarter (quarterly)		5,253	9,263	11,433	2,603			<b>Q2 19/20:</b> Data Only Number of attendees during quarter to MAC (Midlothian Active Choices) activities. 2,385 class attendees. 218 one to one consultations











Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
								Total for quarter two = 2,603. cumulative total to Q2 =5,681
Number of activities offered by Ageing Well to 50+ age groups (quarterly)	24	23	23	15	16	15		<b>Q2 19/20:</b> On Target 41 groups/classes per week. 16 Different activities offered during this quarter. Number of visits this quarter 5,325. Also reached 574 people through local events. 49 active volunteers this quarter donating 1,578 hours.
Tone zone retention rate (quarterly)	56.66%	55.25%	49.25%	53.5%	62%	58%		<b>Q2 19/20:</b> On Target Retention figures for quarter 2 show 62% which is an increase of 15% from quarter 2 last year.



# Customer Perspective - Sustainable Growth and Housing



## 5. Sustainable Growth

Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20		Status	Note
	Value	Value	Value	Value	Value	Target		
% premises to have access to next generation broadband Target – 98% by Dec 2017	78.5%	98.1%	98.1%	98.4%	98.4%	98%		Q2 19/20: On Target
Number of young people receiving support through the Youth Homelessness Service	263	192	150	160	56			Q2 19/20: Data Only
Number of homeless households accommodated in Midlothian Temporary Accommodation at quarter end (snapshot)	520	467	418	413	419			Q2 19/20: Data Only
Number of new build properties	N/A	59	107	85	59			Q2 19/20: Data Only
Re-let time permanent properties (days)	52 days	48 days	50 days	49 days	52 days	45 days		Q2 19/20: Off Target An improvement in performance from Q1 by 4 days. A decrease in the average days with Building Services from 46 days in Q1 to 43 days. Building Services key actions is to increase

Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
								resource capacity by appointing a multi trade contractor from mid-November and to review void process with Housing Services. Average days with Housing Services is 9 days.
Number of environmental awards e.g. Green flags	5	5	5	2	2	2		<b>Q2 19/20:</b> On Target Green Flags awarded to Kings Park and Straiton Pond. Limited to 2 due to budget restrictions.
Reduction in energy consumption on Non Domestic operational property stock per annum	57,284	47,402	50,754	47,524	11,477	11,524		<b>Q2 19/20:</b> On Target Based on the projected annual figure, an annual saving of 12,262 tCO is required (or 3065.3 per quarter). The Q2 actual is 5068 and forecast for year is 11,477 which is below the 12,262 tCO annual target.
Number of new Business Start Ups assisted (cumulative)	173	168	158	376	16			<b>Q2 19/20:</b> Data Only
Number of individuals involved in Community Schemes	N/A	1,580	1,771	2,431	1,744	1,225		<b>Q2 19/20:</b> On Target 1744 participants, 116 groups.
The percentage of Council fleet which is 'Green' (cumulative)	2.1%	4.68%	5.41%	5.34%	8.2%	6%		<b>Q2 19/20:</b> On Target Currently 22 Ultra Low Emission Vehicles (ULEV) which is based on 267 vehicles on fleet. 2 vehicles are due to be returned to leasing company and future increases in ULEV vehicles will be dependent on funding and available budget.
% of total road network resurfaced (cumulative)	1.15%	1.1%	1.3%	1.67%	0.48%	0.48%		<b>Q2 19/20:</b> On Target 3.29km in total of carriageway resurfaced to end of Q2.
% of waste going to landfill per calendar year (quarterly)	34.0%	33.0%	40.9%	N/A	N/A	35.0%		<b>Q2 19/20:</b> Data not available for Q2. Awaiting information from our contractors, returns into waste data flow will be available at Q3 2019/20. In Q1 9.95% of Mixed Municipal Waste was landfilled.
Proportion of housing adaptations requested and completed	100%	100%	100%	100%	100%	100%		<b>Q2 19/20:</b> On Target To the end of September 2019. 210 minor adaptations have been completed and 13 Major

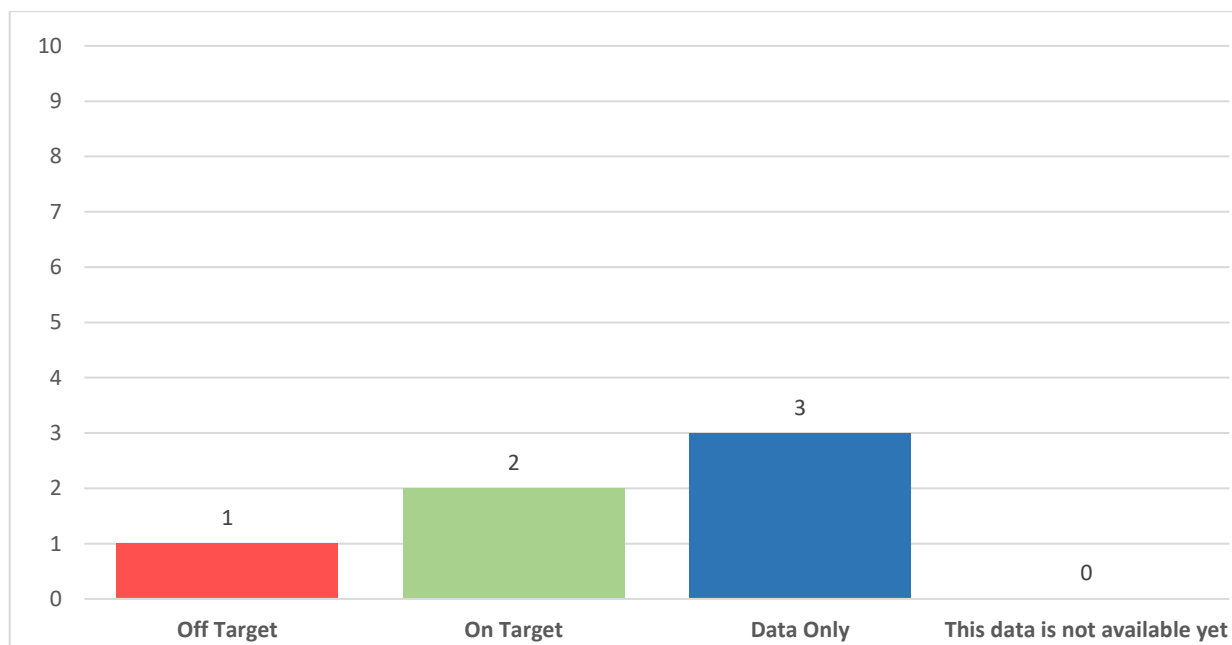
Performance Indicator	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
								adaptations of ramps and wet floor bathrooms have been completed.
The % of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%	100%		<b>Q2 19/20:</b> On Target 100% of Midlothian Council houses have modern facilities. (Still 479 exemptions highlighted which reflect rate of 93.24%).
Number of void properties re-let	219	258	280	309	51			<b>Q2 19/20:</b> Data Only


# Financial Health Perspective







Short Name	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
Performance against revenue budget	£191.344m	£198.446m	£202.932m	£203.596m	£3.004m	£3.436m	✓	<b>Q2 19/20:</b> On Target Full detail of Q2 performance against budget and the impact on the General Fund Reserve is provided in the Financial Monitoring – General Fund Revenue report which will be presented to Council on 12th November.


## Learning and Growth Perspective



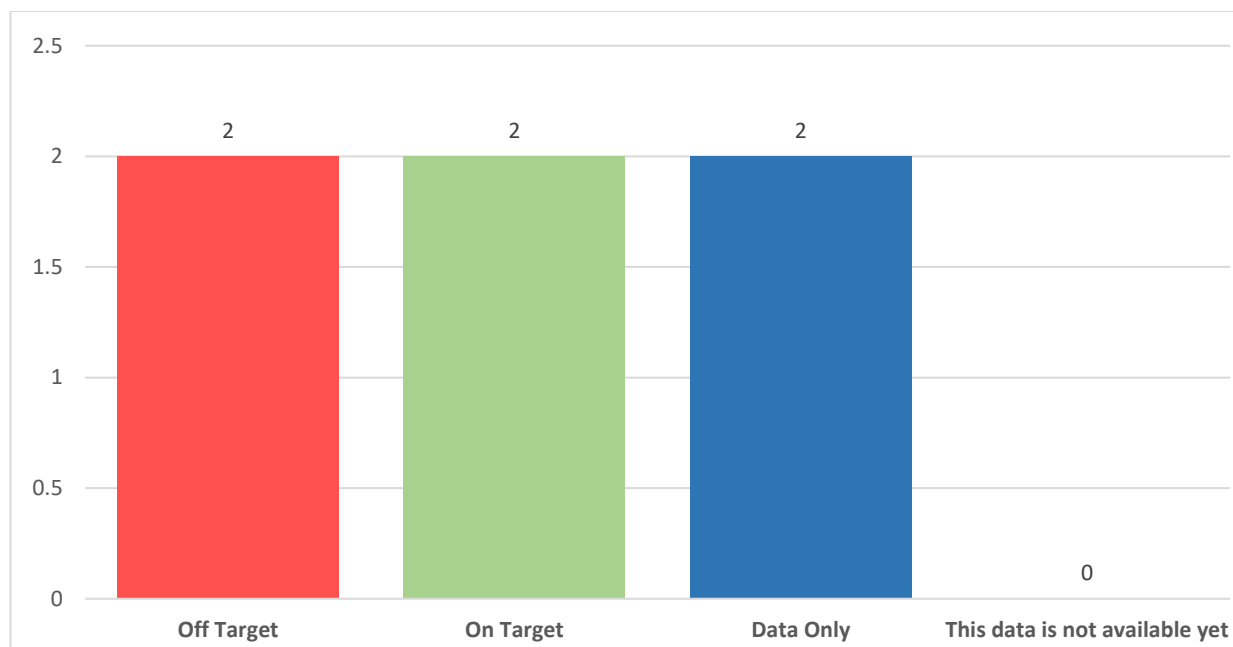
Short Name	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
Corporate Indicator - Sickness Absence Days per Employee (All employees)	8.29	8.34	7.5	8.55	2.12	1.88		<b>Q2 19/20: Off Target</b> The 'Wellness@Midlothian' project continues to make progress, work on targeted intervention is now underway. The top five areas within the council for sickness absence have been identified and the Human Resources Business Partners will be working with relevant Service Managers to further analyse the findings with a view to determining suitable interventions. Work is also underway to create a training programme to roll out face to face training within areas with high absence levels. Specific workplace resilience training and mentally









Short Name	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
								<p>healthy workplace training will continue to be rolled out throughout the organisation. It is also planned to re-launch the functionality of MiTeam to remind Managers of its use in the Maximising Attendance at Work process.</p> <p>All services should review absence data to identify if any additional interventions are required.</p>
Progress against Council's mainstream report (Equality and Diversity)	N/A	100%	100%	100%	100%	100%		<b>Q2 19/20:</b> Equality and Diversity Report 2017/19 published on our website
Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)	44.6%	47.0%	49.0%	49.2%	50.3%	50.0%		<b>Q2 19/20:</b> On Target Positive trend of 50.3% of women in the top 5% continues. This figure does not include teaching staff. The Council's workforce is approximately 75% female and 25% male. We are committed to monitoring gender information and determining any appropriate positive action.
Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees	4.59%	2.97%	2.32%	3.94%	3.08%			<b>Q2 19/20:</b> Data only The gender pay gap indicator is a measurement of average female pay versus average male pay within the organisation and the figures show that the Council has more male staff at higher rates of pay by 3.08%.
Corporate Indicator - Teachers Sickness Absence Days (LGBF)	4.17 days	4.94 days	4.59 days	5.15 days	0.78 days			<b>Q2 19/20:</b> Data only Discussions with our trade union colleagues is underway where areas with a high prevalence of stress related absence have been identified. A specific training session will be held with Head and Depute Head Teachers. It is

Short Name	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
								anticipated that in conjunction with the Wellness@Midlothian project plan there will be further positive change in the levels of sickness absence in the future.
Corporate Indicator - Local Government Employees (except teachers) sickness absence days (LGBF)	9.90 days	9.64 days	8.59 days	9.86 days	2.66 days			<p><b>Q2 19/20:</b> Data only</p> <p>The 'Wellness@Midlothian' project continues to make progress, work on targeted intervention is now underway. It is anticipated that in conjunction with the 'Wellness@Midlothian' project plan there will be further positive change in the levels of sickness absence in the future.</p> <p>Specific workplace resilience training and mentally healthy workplace training will continue to be rolled out throughout the organisation. It is also planned to re-launch the functionality of MiTeam to remind Managers of its use in the Maximising Attendance at Work process.</p> <p>A pilot of the Maximising Attendance Workflow will commence shortly within Roads Services. In conjunction with other local authorities and the University of Edinburgh, Human Resources are piloting an 'Absenteeism in Waste Services' project to enable access to expertise to better understand trends and factors influencing absence across local authorities.</p>

## Internal Processes Perspective



Short Name	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
% of internal/external audit actions progressing on target.		26.67 %	58.73 %	66.67 %	87.01 %	85%		<b>Q2 19/20:</b> On Target. The outstanding actions are being addressed by the relevant managers within each Service.
% of high risks that have been reviewed in the last quarter		100%	100%	100%	100%	100%		<b>Q2 19/20:</b> 8 High Risks reviewed in the last quarter and are on target.
Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	73.67 %	74%	74.33 %	91.27 %	92.3%			<b>Q2 19/20:</b> Data Only Percentage of adults satisfied with leisure facilities using Viewpoint system show 92.30%.
Total number of complaints received (quarterly)	4,756	5,947	5,216	5,107	1,604			<b>Q2 19/20:</b> Data Only
Percentage of complaints at stage 1 complete within 5 working days	94.87 %	91.69 %	87.72 %	87.72 %	86.45 %	95%		<b>Q2 19/20:</b> Off Target Whilst detailed reports at quarter end are available to better understand the service position for each quarter an unexpected delay to the roll-out of a monthly Service Complaints

Short Name	2015/16	2016/17	2017/18	2018/19	Q2 2019/20			
	Value	Value	Value	Value	Value	Target	Status	Note
								Dashboard has prevented the opportunity to remedy unfavourable statistics throughout the quarter as originally planned. The reason for the delay has now been addressed and roll-out of service level dashboards is imminent.
Percentage of complaints at stage 2 complete within 20 working days	88.14 %	54.39 %	66.67 %	73.33 %	87.5%	95%		<b>Q2 19/20: Off Target</b> Whilst detailed reports at quarter end are available to better understand the service position for each quarter an unexpected delay to the roll-out of a monthly Service Complaints Dashboard has prevented the opportunity to remedy unfavourable statistics throughout the quarter as originally planned. The reason for the delay has now been addressed and roll-out of service level dashboards is imminent.

**Midlothian Council Statutory Report to Scottish Ministers on Public Bodies Climate Change Duties 2018/19****Report by Mary Smith, Director: Education, Communities & Economy****1 Purpose of Report**

The purpose of this report is to inform Cabinet and Performance Review and Scrutiny Committee of the Council's statement of compliance with Climate Change Duties for 2018/19, a copy of which is available in the CMIS Member's Library, and to recommend its submission to Scottish Government by the due date of 29 November 2019.

**2 Background**

- 2.1 Since 2007, all Scottish local authorities have been signatories to Scotland's Climate Change Declaration; publicly committing themselves to reducing greenhouse gas emissions, taking steps to adapt to climate change impacts and working in partnership, including with communities, on climate change.
- 2.2 The Climate Change (Scotland) Act 2009 set economy-wide (not organisational) emissions reduction targets. It introduced a statutory requirement for public bodies to undertake "climate change duties" and to operate in the way best calculated to contribute to delivering these targets and to help deliver any Scottish programme for adapting to the impacts of a changing climate. Scotland's Climate Change Adaptation Programme was published in 2014 and sets out Scottish Ministers' objectives, policies and proposals to tackle the impacts of climate change and achieve the set targets within the Act. The Act was amended in September 2019, when the Scottish Government voted to strengthen its targets for cutting greenhouse gas emissions. It now requires a 75% cut in emissions by 2030 (compared to a 1990 baseline) and it set a net-zero emissions target for 2045.
- 2.3 The Climate Change (Duties of Public Bodies: Reporting Requirements) (Scotland) Order 2015 requires local authorities and other major public bodies to report to Scottish Ministers each year on what they have done to comply with the above duties, the focus being estate and operational activity. Local authorities must submit reports by the end of November in respect of the preceding financial year.
- 2.4 The format of, and information to be supplied in the annual report is prescribed by secondary legislation. Public bodies report by completing an extensive online pro-forma which forms part of a national database. A copy of the Council's submission is available in the CMIS Member's Library. Section 3 of this report provides a summary of the proposed submission.

- 2.5 The section of the report entitled “Recommended Reporting: Reporting on Wider Influence” is non-statutory and primarily relates to activity and emissions beyond the Council’s estate and operational activity, i.e. by others but able to be influenced by the Council. Public bodies are encouraged to complete what they can within this. The 2018/19 report year has this section more heavily populated than has been the case previously.

### **3 Summary of the Statutory Report to Scottish Ministers on Public Bodies Climate Change Duties 2018/19**

- 3.1 This section provides a summary of and explanatory notes in respect of the Statutory Report to Scottish Ministers on Public Bodies Climate Change Duties 2018/19 (hereafter referred to as the *submission*).

#### **STATUTORILY REQUIRED SECTION**

##### **PART 1: PROFILE OF REPORTING BODY**

- 3.2 The Council’s submission provides commentary against set actions/targets and technical data. This section of the report provides a summary of the key findings on both the statutory (Parts 1 – 5) and non-statutory sections of the Council’s submission.
- 3.3 During the report year, the Council employed 3,729 full-time equivalent staff and its revised budget was £204,256,884.
- 3.4 The Council provided local authority services during the report year to a National Records of Scotland (NRS) mid-2018 estimated population of 91,340. This was an increase of 1.4% on the mid-2017 estimate; the highest percentage increase of all Scottish Local Authorities over the period. From mid-2008 to mid-2018, Midlothian has seen the second highest such population increase in Scotland at 12%, behind the City of Edinburgh at 13% and considerably higher than the next highest increase of 8.7% in Glasgow. NRS project that Midlothian will have the highest percentage population increase of all Scottish local authority areas over the period 2016 to 2041 at 30%, compared to 5% for Scotland as a whole. These figures are indicative of the challenges and opportunities faced by the Council in addressing climate change.
- 3.5 The report year fell within an ongoing period of considerable financial constraint and organisational change for the Council, which, coupled with increasing service demands and customer expectations has served to intensify the challenge of addressing climate change. These circumstances should also be viewed against the recent approval by the Scottish Parliament of more ambitious emissions reductions targets and the declaration of a climate emergency by the Scottish Government and UK Parliament.

## **PART 2: GOVERNANCE, MANAGEMENT AND STRATEGY**

### **Governance and Management**

- 3.6 Political leadership in respect of and responsibility for Council climate change action lies with its Cabinet. In previous years, a cross-divisional Climate Change & Sustainable Development Group of officers reported to the Corporate Management Team (CMT) and to Cabinet in turn. Cabinet has also previously referred the Council's Public Bodies Climate Change Duties (PBCCD) Report to the Performance Review and Scrutiny Committee for evaluation.
- 3.7 While the Climate Change & Sustainable Development Group did not meet during the reporting year, a review of the Council's Climate Change Strategy has been instigated in this time. This has yet to be approved, and will go before CMT later in 2019 and then to Cabinet, but currently proposes re-instating the Climate Change and Sustainable Development Group alongside a review of its composition, remit and meeting schedule.
- 3.8 The head of the Council's Planning Team has historically been the chair of the Climate Change and Sustainable Development Group and this department has also been responsible for the recent review of the Climate Change Strategy and drafting a Climate Change Action Programme. If approved, this latter document will instigate various measures which are aimed towards reducing the Council's carbon footprint. These will be referenced in later PBCCD Reports, which are completed by an officer in the Planning Team. This member of staff also has the responsibility of compiling a list of pro-environmental and carbon reduction activities that the Council is currently doing (in the form of a Climate Change Audit).
- 3.9 The Council previously prepared two Carbon Management Plans (CMPs), however the second expired in 2016 and since then a carbon reduction target has been included in the Property and Facilities Management Service Plan. The new Climate Change Strategy proposes re-instating the Carbon Management Board to oversee the preparation of a new CMP which will be reviewed at regular intervals and align with the timeframe of the new Strategy.
- 3.10 The Resources division's Property & Facilities Management service has previously led on the CMP and chaired a Carbon Management Team. This cross-divisional group (including building, waste, street lighting and fleet interests) is intended to report to a Carbon Management Board comprising Directors and the Head of Property & Facilities Management.
- 3.11 Other important contributors in relation to climate change activity within Properties & Facilities Management include:
- An Energy Assistant Development Officer, whose work includes monitoring energy consumption within the Council's estate;



- A Planned Maintenance Manager, whose work includes managing home insulation projects for fuel poor households;
  - Staff who work on various energy efficiency projects across the Council's estate under the Non-Domestic Energy Efficiency Framework and similar projects within new-build schools.
- 3.12 Staff with important roles for climate change activities that are located in the Council's Commercial Operations service (also part of the Resources Directorate) include:
- An Active Travel Marketing Officer whose role involves promoting cycling and walking across the area, such as by working on projects to provide facilities and equipment for staff;
  - A School Travel Plan Co-ordinator. These document the measures that schools do to reduce unnecessary car use, encourage healthy and sustainable travel options and increase safety for children getting to and from school. They also apply to staff.
- 3.13 In-house "Integrated Impact Assessments" accompany each of the Service Plans for Council departments. These are completed by the relevant Head of Service and are used to identify whether proposals will have environmental impacts, and if so, what they are and their magnitude. They require the author to rate whether such proposals have high or low relevance to environmental matters and to also provide further detail on how they may or may not impact on more specific environmental issues, including climate change adaptation, enhancing biodiversity and resource/energy efficiency.

### **Strategy**

- 3.14 As stated above, the Council's Climate Change Strategy is being reviewed at the time of writing. Its draft form proposes the following objectives:
- To make a commitment to stop contributing to climate change;
  - To raise awareness about the impacts and risks from a changing climate;
  - To take a "One Council" approach to reducing carbon emissions and putting this objective at the heart of our organisational activities, processes and decisions;
  - To encourage people, businesses and communities to make a climate change commitment;
  - To lead by example and provide climate change leadership to our partners, communities and businesses;
  - To develop our resilience and ability to adapt to the impacts and risks of a changing climate;
  - To monitor and publicly report our climate change progress.
- 3.15 The Single Midlothian Plan has five medium-term outcomes, one of which is titled "Sustainable Growth".

It includes the goal that “Environmental limits are better respected, in relation to waste, transport, climate change and biodiversity”. The Plan also identifies priorities for the specific year to which it refers. These include the increased use of renewable energy and sustainable travel.

- 3.16 Other key Council plans and strategies with a connection to estate/operational aspects of climate change include:
- The Property and Facilities Management Service Plan - this identifies how energy efficiency, renewable energy and carbon reduction projects form part of the “Key Service Areas” for various departments within the wider service;
  - The Commercial Operations Service Plan – this identifies the importance of, for example, the utilisation of the Council's fleet and passenger transportation arrangements in reducing its carbon footprint;
  - The Capital Investment Strategy – its vision for capital planning is based on the themes within the Single Midlothian Plan, one of which is “Sustainable Growth”. Under this theme, the Capital Investment Strategy includes various environmental objectives, such as promoting low and zero-carbon technologies.
- 3.17 Priorities for climate change governance, management and strategy for 2019/20 are as follows:
- To finalise and then seek management and Cabinet approval of the draft Climate Change Strategy and Climate Change Action Programme;
  - To re-instate the Carbon Management Board to oversee the preparation of a new Carbon Management Plan which will be reviewed at regular intervals and align with the timeframe of the new Strategy;
  - To re-instate the Climate Change and Sustainable Development Group, alongside a review of its composition, remit and meeting schedule;
  - To develop an online staff training module on the Council's work on climate change and ways that staff can change their behaviour to reduce their contribution to it;
  - To review and update the Council's web site, staff Intranet and social media accounts to ensure the currency of climate change content and validity of external web links.

## **PART 3: CORPORATE EMISSIONS, TARGETS AND PROJECTS**

### **Emissions and Targets**

- 3.18 Estate/operational emissions for the purposes of the submission are those arising from the use of mains electricity, mains (i.e. natural) gas, mains water, heating and fuel oils, diesel and petrol. Table 3b of the submission breaks these down for the report year. Table 3a of the submission shows that estate/operational emissions are estimated to be equivalent to just over 16,000 tonnes of carbon dioxide.

- 3.19 Comparisons of emissions in different reporting years are somewhat hindered due to different sources being considered in different years. For example previous submissions have included those arising from commuting and staff use of private motor vehicles and excluded emissions associated with stair lighting, door entry systems and Christmas/festive lighting. However, the data in the 2018/19 report in this respect is generally comparable to that from 2017/18 and it shows a fall in emissions of 27% between the two years. Despite the above caveat, it is also apparent that this is the continuation of a pattern that has been taking place since at least 2006/07.
- 3.20 A major factor in the declining extent of the Council's carbon footprint is the continued decarbonisation of grid electricity. 0.49kg of CO<sub>2</sub> equivalent was emitted per kWh of electricity generated in 2014/15, but in 2018/19 this figure was 0.28kg of CO<sub>2</sub>e/kWh, equating to a fall of 43%. It implies that a large part of the reduction in emissions from Council activities is not down to its own efforts, but is coincidental: in other words that the increased generation of renewable energy in Scotland is the driver.
- 3.21 Despite this observation, it should be recognised that considerable efforts *are* being made by the Council to directly reduce its own emissions. These include:
- The increased use of electric vehicles – the Council now has 21 of these (3 owned and 18 leased);
  - The replacement of 911 street lights with LED lanterns (which use five times less energy) during 2018/19 compared to a target of 700.
  - The implementation of various projects across the Council estate to reduce electricity and gas consumption, which saved an estimated 400 tonnes of CO<sub>2</sub> during the year.
- 3.22 The 2018/19 submission also reports an increase in the amount of renewable electricity generated by the Council compared to previous years. This is due to output from the photovoltaic system at Roslin Primary School being included during the reporting year (in addition to installations at Gore Glen and Bilston Primary Schools). The Council generated just under 18,000kWh of green electricity in 2018/19, which, for comparison, is approximately equivalent to the annual power use by Danderhall or Newtongrange libraries.
- 3.23 The release of around 350tCO<sub>2</sub>e was also avoided due to changes in the extent and operation of the Council's estate, further contributing to a fall in its carbon footprint. Some increased energy consumption was seen across its building portfolio owing to 2018/19 being the first full reporting year that the Newbattle Community Campus and the Loanhead Centre were open and the construction of several modular units on the Council's educational facilities. However, these were offset by events such as the demolition of Paradykes Primary School and Nursery, Newbattle High School and Nursery, Mayfield Leisure Centre and Newbattle Pool.

## **PART 4: ADAPTATION**

- 3.24 This part sets out how the Council has assessed current and future climate-related risks, arrangements for managing them and adaptation actions. It references the role of the Midlothian Local Development Plan 2017 and its Strategic Flood Risk Assessment as well as the Forth Estuary Local Flood Risk Management Plan in determining future climate risks (specifically flooding). The latter also assists in managing and adapting to such risks alongside internal Council documents which include the Severe Weather Plan and Winter Service Policy and Operational Plan. The submission also notes the role of the Midlothian Green Network Supplementary Guidance in enabling the natural environment to contribute to climate change mitigation and adaptation, for example in ensuring habitat connectivity to allow the movement of species.
- 3.25 Part 4 of the submission also requires public bodies to demonstrate progress in delivering the goals within the Scottish Climate Change Adaptation Programme. To this end, the Forth Estuary Local Flood Risk Management Plan, The Midlothian Green Network Supplementary Guidance and the Local Biodiversity Action Plan are assisting in maintaining the climate-readiness of the natural environment. These and the Midlothian Local Development Plan ensure the consideration of climate change impacts in reaching planning decisions. Meetings between the Council's Planning Team and a representative of the Roads Service with Scottish Water, SEPA and Scottish Natural Heritage are listed against another outcome of the Scottish Government's Adaptation Programme, namely the importance of having climate-ready buildings and infrastructure. The Council's desire to apply the Energy Efficiency Standard for Social Housing is also referred to in this portion of the submission.

## **PART 5: PROCUREMENT**

- 3.26 This part sets out how procurement policies and activity have contributed to compliance with climate change duties. It notes the prominence within the Procurement Strategy of considering environmental matters when buying goods and services and that tender processes use the European Single Procurement Document, which includes standard question sets on environmental compliance and policy to help ensure that tenderers have an appropriate history and overall approach to environmental considerations. This section of the submission also refers readers on to relevant pages of the Public Contracts Scotland website where they can inspect the practical application of these principles.

## **RECOMMENDED REPORTING PART: REPORTING ON WIDER INFLUENCE (NON-STATUTORY PART)**

- 3.27 Table 1a of this part of the submission shows that the Midlothian area's per capita level of greenhouse gas emissions (those emissions considered by the UK Government to be at least influencable by the Council) have reduced from 6.47 tonnes CO<sub>2</sub> in 2006 to 4.68 tonnes in 2016 (the latest year for which an official figure is available). This equates to a reduction of 28%. The table also shows that the Midlothian area's total emissions have fallen from 528,000 tCO<sub>2e</sub> in 2008 to 414,000 tCO<sub>2e</sub> in 2016. The transport sector accounts for the largest share of this figure and emissions from this source have fallen less than the industry/commerce and domestic sectors over the same period.
- 3.28 Table 5 sets out key actions related to area-wide climate change activities that are not readily amenable for inclusion elsewhere within the submission. These have been informed by work in compiling a "Climate Change Audit", or list of projects and strategies that the Council does to promote pro-environmental goals. Examples provided include the funding of the Midlothian Ranger Service (to support habitats and biodiversity), investment in energy efficiency and renewable energy projects using Salix funding, activities of the Waste Awareness Team (which assists in reducing landfill emissions) and various active travel initiatives.

## **4 Report Implications**

### **Resource**

- 4.1 Previous reporting to the Corporate Management Team noted that the Council's services were not adequately resourced to fulfil the requirements of the Climate Change (Scotland) Act. This was highlighted in a report by Internal Audit from April 2018 which noted that governance arrangements – specifically the Carbon Management Board and Climate Change & Sustainable Development Group – were not being put into practice. The resourcing of these groups and cascading of information from them is integral to the effective completion of future submissions, as a dedicated section of the report on these topics is required.
- 4.2 Similarly, the full completion of other portions of the pro-forma depends on the resourcing of key departments whose work requires to be reported on within it, particularly Planning and Estates. Collaboration between these teams (and other relevant services and posts), and the communication of the need for this collaboration, is also essential in providing the fullest possible response to the Scottish Government and to avoid the risks noted in paragraphs 4.3 and 4.4 below.

## **Risk**

- 4.3 Under the Climate Change (Scotland) Act, Scottish Ministers may instruct investigations into compliance. The Scottish Government intends to assess reports on compliance to monitor progress and their guidance states that responsibility for compliance with the public bodies' climate change duties and reporting rest with the reporting organisation, which will run the risk of legal challenge or reputational damage if compliance cannot be demonstrated. It should be noted that earlier in 2019, a group of environmental lawyers wrote to 100 local authorities in England to warn them of the risk of legal action should they not adequately address their obligations in relation to planning for climate change.
- 4.4 The reporting requirements for the submissions from public bodies are gradually becoming more stringent each year. For example, this year's note that "it is untenable for a public body not to have some form of [carbon reduction] target set and monitored". This direction of travel implies that any deficiencies in resourcing climate change work within the Council are more likely to be exposed in later years.

## **Single Midlothian Plan and Business Transformation**

- 4.5 Themes addressed in this report:

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

## **Key Priorities within the Single Midlothian Plan**

- 4.6 The impact of unchecked climate change would be significant, including detrimentally impacting economic growth, increasing the risk to properties and businesses from flooding and extreme weather, higher costs and a lower quality of life. The Low Carbon Scotland – Meeting Our Emissions Reductions Targets 2013 - 2027 (June 2013) report acknowledges that our economy's sustainability is dependent on a low carbon transition. Scotland's Economic Strategy (March 2015) acknowledges that in the decades to come, climate change will continue to be a key challenge that all economies face and will only increase in importance; and that the Scottish economy is well placed to benefit from the development of the low carbon economy.

## **Impact on Performance and Outcomes**

- 4.7 Climate change was incorporated into the priorities in the Single Midlothian Plan 2018/19 and related Council 2018/19 Service Plans.

## **Adopting a Preventative Approach**

- 4.8 The Scottish Parliament Finance Committee has identified climate change as a major area of policy where preventative spending could have positive consequences. The impacts of a changing climate are likely to fall hardest on the disadvantaged, for example in terms of higher energy bills and greater vulnerability to flooding.

## **Involving Communities and Other Stakeholders**

- 4.9 Communities and stakeholders have not been involved in the preparation of the proposed report.

## **Ensuring Equalities**

- 4.10 No actions with people implications are proposed that would necessitate Equalities Impact Assessment.

## **IT Issues**

- 4.11 There are no IT issues arising directly from this report.

## **5 Recommendations**

It is recommended that Performance Review and Scrutiny Committee note:

- (a) The attached proposed report as this Council's Report on Compliance with the Public Bodies Climate Change Duties for 2018/19;
- (b) That this report had been submitted to Scottish Ministers by 29 November 2019.

**05 November 2019**

### **Report Contact:**

Richard Lamond 0131 271 3464  
richard.lamond@midlothian.gov.uk

**Background Papers:** Midlothian Council Statutory Report to Scottish Ministers on Public Bodies Climate Change Duties 2018/19