

## Communities and Economy Quarter One Performance Report 2018/19



### Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service is to support, protect and develop the communities in Midlothian through demonstrable improvements in their economic, physical and social environments. We will achieve this by:

- Providing for optimal social, economic and physical environments for our communities.
- Growing the Midlothian economy through supporting new and expanding businesses, attracting inward investment and promoting key employment sectors.
- Acting as a key driver in the development of our most disadvantaged communities.
- Maintaining high standards of public health, consumer confidence and public safety.
- Maintaining overall environmental quality, meeting housing need, and promoting Midlothian as open for business through a pro-active and responsive planning service.

Progress in Q1 can be summarised under the following four headings.

#### Overall Strategy

- Approval by Council of the terms of the full City Deal for the Edinburgh and South East Scotland city region, which will bring substantial new investment to Midlothian.
- Response provided to Scottish Government's consultation on the Review of the Planning System.
- Approval by Council of the 2018/19 Food Service Plan and associated food enforcement policies.

#### Serving Communities

- Participatory budgeting activity, working with three primary schools to decide on allocation of funding to projects to reduce the cost of the school day; over 550 people involved.
- Provision of support to groups established through 'Pink Ladies', including working with a group to secure £20,000 of Military Covenant funding for intensive support to female family members of veterans.
- Support for the establishment of a clothing library and banking services in Penicuik Town Hall.
- Support for some 80 community organisations through funding, asset transfer, and one to one support/supervision; use of new community support agreement to help manage expectations and to evaluate the quality of support.
- Penicuik Business Improvement District: implementation of crime deterrence measures to support town centre businesses.
- Completion of air quality monitoring as part of the Annual Air Quality Progress reports.
- Preparation of the 'Missing Share Policy' to assist in the implementation of common repairs to property.
- Improved data sharing arrangement with Police Scotland to tackle the increasing incidence of out of control dog reports.

#### Economic Development

- Tyne/Esk LEADER programme of Scottish Government and EU funding to support the rural economy in East and Midlothian: over 60% of funds now allocated to projects making it one of the highest performing LEADER programmes in Scotland.
- Activity through the Midlothian Borders Tourism Action Group to promote tourism across the two areas, including tourism businesses engagement and innovation events, analysis of data/trends to inform policy, launch of a new visitor pass, and a travel trade development programme to assist businesses.
- Promotion of two major events at Dalkeith Country Park in June; attendance in excess of 22,000.
- Co-ordinated response across relevant Council services to the sudden failure of Crummock (Scotland) Ltd, and other company closures, through activity with Skills Development Scotland include an event in Dalkeith to provide support and direction for former employees of Crummock.

- Continued support to the Midlothian Science Zone group and the Easter Bush Development Board, particularly in relation to strategic road access to the Bush employment and research centre.
- Digital Scotland Superfast Broadband roll out: continued work to reach coverage targets, and initial discussions with external partners on roll out of Local Full Fibre Networks.

#### **Service Development and Improvement**

- Review of the current Trading Standards partnership with East Lothian Council is underway and due for completion in Q3.
- Performance in the handling of planning applications and building warrant application remains high despite increases in number and pressure on resources.

### **Emerging Challenges and Risks**

- Implementation of the Council's agenda for 'Delivering Excellence' and the approved financial strategy across all functions of Communities and Economy.
- Complete a service review of the Economic Development Section.
- Further establish the Trading Standards Partnership with East Lothian Council.
- Action to implement the provisions of the Community Empowerment Act 2015.
- Preparation of a corporate Climate Change Action Plan.
- Complete business cases to enable implementation of projects under the City Deal for the Edinburgh and South East Scotland City Region.
- Action on the master planning and related work towards redevelopment of Mayfield Town Centre.
- Measures to address the impact of the scale and speed of new housing development on infrastructure, most notably roads, public transport, schools/education, health services, and community facilities.
- Retain a focus on town centres, to commence the TH and CARS scheme at Penicuik, implement the provisions of the master plan at Newtongrange, and BiD development at Dalkeith.
- Complete the review of the Midlothian Biodiversity Action Plan.
- Continue to work with partners to tackle the strategic local transport issues at Easter Bush to enable further unconstrained planned development.
- Managing the consequences of changes in the benefits system through Welfare Reform.
- Finalise and implement the terms and operation of a scheme of effective participatory budgeting.
- Service review of the Environmental Health service to implement the Council's Financial Strategy.
- Service review of the Planning service to implement the Council's Financial Strategy.
- Completion of a new Midlothian Economic Development Strategy.
- Promote and secure the provision of small business units.
- Maintain performance levels in Business Gateway.
- Complete allocation of LEADER funding to eligible projects.
- Maintain performance levels in Building Standards.
- Improve performance in the handling of major planning applications.
- Maintain progress in the programme of preparation of supplementary guidance and planning guidance.
- Action to implement the changes consequent on the review of food safety regulation in Scotland.

### **Suggested changes to priorities in Service Plan**

#### **Q1 18/19:**

Please delete the following actions and PI's:-

CE.P.4.2a











CE.P.7.4 and 7.4a

CE.P.10.3a





CE.P.11.13a

# Communities and Economy PI summary Q1 2018/19

## Outcomes and Customer Feedback

Priority	Indicator	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	23	8	9		Data only				
	Average time in working days to respond to complaints at stage 1	6.2	2.57	4.71		Q1 18/19: On Target		5	Number of complaints complete at Stage 1	7
									Number of working days for Stage 1 complaints to be Completed	33
	Average time in working days to respond to complaints at stage 2	9.33	6	0		Q1 18/19: On Target		20	Number of complaints complete at Stage 2	0
									Number of working days for Stage 2 complaints to be Completed	0
	Percentage of complaints at stage 1 complete within 5 working days	55%	85.71 %	57.14 %		Q1 18/19: Off Target Work is ongoing within the service and with Complaints Officer.		95%	Number of complaints complete at Stage 1	7
									Number of complaints at stage 1 responded to within 5 working days	4
	Percentage of complaints at stage 2 complete within 20 working days	100%	100%	100%		Q1 18/19: On Target		95%	Number of complaints complete at Stage 2	0
									Number of complaints at stage 2 responded to within 20 working days	0

## Making the Best Use of our Resources

Priority	Indicator	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£3.515 m	£4.394 m	£3.464 m		Q1 18/19: Recovery plan to address the projected overspend is being developed with additional regular monitoring to track delivery of this plan.		£3.464 m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.98	1.24	1.97		Q1 18/19: Off Target Long and mid term absence under review.		4.50	Number of days lost (cumulative)	155.52
									Average number of FTE in service (year to date)	78.93

## Corporate Health








Priority	Indicator	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	75.75 %	96.15 %	91.67 %		<b>Q1 18/19:</b> On Target 44 of 48 actions on target.			Number of service & corporate priority actions	48
									Number of service & corporate priority actions on tgt/completed	44
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	95%	95%		<b>Q1 18/19:</b> On Target		95%	Number received (cumulative)	88
									Number paid within 30 days (cumulative)	84
06. Improve PI performance	% of PIs that are on target/ have reached their target.	52.17 %	86.54 %	79.55 %		<b>Q1 18/19:</b> Off Target 35 out of 44 Priority indicators on target. Action plans in place to meet targets Q2-4 18/19.			Number on tgt/complete	35
									Total number of PI's	44
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%		<b>Q1 18/19:</b> No high risks			Number of high risks reviewed in the last quarter	0
									Number of high risks	0








## Improving for the Future







Priority	Indicator	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target	100%	0%	100%		<b>Q1 18/19:</b> On Target Climate change reporting targets due in Q2.		90%	Number of internal/external audit actions on target or complete	0
									Number of internal/external audit actions in progress	9

# Communities and Economy Action report Q1 2018/19









## Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.1.1	01. Delivering Excellence - Economic	Implement Delivering Excellence across the service	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Service reviews are on target, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.
CE.P.1.2		Complete a service review of Economic Development	31-Mar-2019		50%	<b>Q1 18/19:</b> On Target Economic development service review drafted for submission to CMT in Q2, and implementation in Q3.
CE.P.1.3		Complete a review of the Environmental Health Service	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Initial assessment completed in context of VSER and vacancies; main review underway.
CE.P.1.4		Complete a review of the Planning Service	31-Mar-2019		25%	<b>Q1 18/19:</b> On target Review is required to prepare for proposed arrangements under which the private development sector would fund elements of the service.
CE.P.1.5		Work with partner authorities to implement a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2019		50%	<b>Q1 18/19:</b> On Target Full City Deal agreed by all partners in June 2018 and due for formal signing in August 2018. Work will continue on completing business cases for all projects.
CE.P.2.1	02. Maximise economic development and business investment from the opening of the Borders Rail Line	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	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Ongoing projects include tourism destination development, food and drink showcase completed, hotel study completed, website development ongoing. Masterplanning projects at Newtongrange well advanced.
CE.P.3.1	03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Two Local Action Group meetings were held during this quarter with two projects being assessed and approved. One was the LAG's first cooperation project that required more development work than standard applications require. One already funded project was also subject to a Scottish Government On The Spot inspection and was found to be a good quality project with robust documentation.








Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.4.1	04. New jobs and businesses are located in Midlothian	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Implementation continuing including through Business Gateway, Supplier Development Programme, Regional Selective Assistance, BIDS and tourism initiatives.
CE.P.4.2		Prepare and publish full review of Midlothian Economic Development Strategy	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target This will be a product of the current review of the Economic Development Service.
CE.P.5.1	05. Maintain progress on the implementation of the Easter Bush Master Plan	Continue to liaise with the Scottish Government on transport infrastructure solutions to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Ground conditions survey of proposed A701/702 road scheme due for completion in August 2018. City deal programme projects completion of scheme in 2022. Funding package comprises City Deal, Council funding and developer contributions.
CE.P.6.1	06. Fewer people are victims of crime, abuse or harm	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2019		15%	<b>Q1 18/19:</b> Off Target 100% of workplace incidents (requiring intervention) and service requests were attended to within time. No Planned campaign inspection work has been carried out in Q1.
CE.P.6.2		Deliver the Council's regulatory functions with respect to food hygiene and standards regulations	31-Mar-2019		21%	<b>Q1 18/19:</b> Off Target Some inspections cannot be reported yet but are within the allowed 28 day window. At time of reporting high risk food hygiene inspections are 16% off target with medium and Low risk 28% off target. High risk food inspections will be conducted early in Q2. Medium risk food standards are 50% off target (3/6 inspections). 98% service requests attended to within time. In overall terms, 21% of the work achieved within time parameters.
CE.P.6.3		Implement the new Residential Caravan Site Licensing Regime	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target All caravan sites are currently licensed. Work is ongoing to bring all 4 sites into line with the requirements of the new licensing regime which comes into force in May 2019. All sites have been engaged with and inspections carried out.
CE.P.6.4		Identify mechanisms to further promote good dog control. Seek to introduce a Commercial Dog Walkers Registration Scheme	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Liaison with Police Scotland continues to ensure that all cases reported regards dog behaviour are investigated by the correct agency. A report proposing the introduction of a registration scheme for professional dog walkers is to be brought before Cabinet in 2018.











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.1	07. There is a reduction in inequality in health outcomes	Protect public health through the development of a mechanism to assist private sector owners to progress common repairs	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The review of the Midlothian Council Statement of Assistance is continuing. The 'missing share' procedural element has been developed. The process will provide a mechanism for repayment through a charging order being applied to the title deeds of any defaulting owner. The Missing Share procedure has been completed and will be submitted to Committee for approval as part of the Council's Statement of Assistance. Limited progress has been made on wider Statement of Assistance in Q1 due to other higher priority work.
CE.P.7.2		Ensure the Council works towards meeting the Clean Air for Scotland (CAFS) objectives	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Data for inclusion in The Midlothian Council Annual Progress report has been reviewed and corrected for bias. This will be submitted to Scottish Government for scrutiny in Q2. Convene a joint working group with relevant LA services including Development Management, Building Standards, Transportation, Environmental Health.
CE.P.7.3		Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The Scotland Excel Framework continues to be used for securing contaminated land consultancy services and reactive work has continued. The peer review process for remediation in terms of development requires to be finalised – it is expected this will conclude in Q3.
CE.P.7.4		Deliver specific parts of the Joint Health Inequalities Partnership Plan *Remove*	31-Mar-2019		0%	*Remove*
CE.P.7.5		Support and meet the challenge to drive forward sustainable economic development. Set challenging performance targets for building warrant applications which benefit economic development.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Building Standards continue to meet the challenge of providing a fast track building warrant application service for those application which are seen to provide economic benefit to the Midlothian area. Building Standards continue to engage through 'one to one' meetings with relevant housing developers and agents to understand the needs and challenges and assist where ever possible to make the building warrant process efficient and consistent.
CE.P.7.6		Continue to deliver a high quality customer focused Building Standards service.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Midlothian Building Standards continues to provide a high quality standard of service to its customers, underpinned by clear and transparent communications. The service also understands its customer and stakeholder types and their differing needs. These insights and actions are taken and utilised to bring about a continuous improvement to the customer experience, which is regularly measured and assessed in the form of Customer Service Excellence audit. The service also has in place a continuous improvement plan, which form






Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						part of the nationally adopted Performance Framework which is updated quarterly and submitted to the Scottish Government on an annual basis.
CE.P.8.1	08. Trading Standards	Further establish the Trading Standards Partnership with East Lothian.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The TS Partnership is to undergo an evaluation process over Summer 2018. During the early part of Q3 a decision will be taken on its future. ELC did not proceed with the recruitment of a permanent replacement Principal TSO, however an agency officer was recruited at the end of May and will be ELC Team Leader/PTSO until September.
CE.P.8.2		Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The APSE benchmarking figures for 17/18 will be produced for both authorities, however each authority's Pls remain out of kilter with each other. It is to be hoped that the evaluation of the Partnership will address this issue.
CE.P.8.3		Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The national launch (Scotland) of Operation Monarda 2018 took place in Midlothian at Dalkeith CAB on 18 May. This operation targets rogue traders and bogus callers. Two officers attended the launch and over two days TS officers joined police patrols across Midlothian to search for rogue traders and enforce or advise where necessary. An officer also participated in events at local supermarkets and a scam awareness day was held at Penicuik CAB. Press releases were put out through the Midlothian Advertiser and on the Council's, Police Scotland's and CAS's social media.
CE.P.8.4		Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The number of logs are lower than for the same quarter last year, but input remains good and generally above that of most other LAs.
CE.P.8.5		Routine risk assessed primary inspections to traders.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target
CE.P.8.6		Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target
CE.P.8.7		Resolution of consumer complaints.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The completion rate continues to be maintained.
CE.P.8.8		Enhanced tobacco enforcement.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Routine advice visits to retailers have met the 20% target already (23%). The total number of tobacco/NVP retailers registered in Midlothian with the SG is down from 127 to 100. No test purchasing has been carried out, but it is hoped this can be organised for later in the year.























Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.9	08. Trading Standards	Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The Police LALO has handed over all call blockers (x50) to TS, so it is now TS's responsibility to allocate and install the devices to those in apparent need. Eight devices have now been installed. It is possible that with the numbers now held, some call blockers will be offered to East Lothian colleagues for installation with appropriately vulnerable residents.
CE.P.8.10		Develop the pest control service by expansion to non-residential property	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Performance will only be measureable following the main pest season (Summer).
CE.P.9.2	09. Midlothian is an attractive place to live, work and invest in	Complete adoption of Local Biodiversity action plan (LBAP) which through its implementation seeks to raise the profile of biodiversity issues in Midlothian	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target The Local Biodiversity Action Plan (LBAP) has been drafted and is subject to consultation with our biodiversity partners. The Council's biodiversity partners have requested an extended period of time to respond to the consultation – agreeing the extension of time request has resulted in a delay in reporting the LBAP to elected members.
CE.P.9.3		Draft a corporate climate change action plan.	31-Mar-2019		0%	<b>Q1 18/19:</b> Off Target The Climate Change Plan has not been drafted because of other work priorities.
CE.P.9.4		Investment and actions in town centre	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target A phase 2 bid has been submitted for the Penicuik Heritage project which if successful could secure £2.58m of external funding towards town centre improvements – in response the Heritage Lottery Fund has awarded the Council £1.96m of funding, a separate bid for £0.62m is pending consideration by Historic Environment Scotland. Environmental improvements and 5 high priority buildings, 14 medium priority buildings and 20 reserve buildings have been identified for improvement. The adoption of the MLDP advances planning policies to protect and enhance Midlothian's town centres.
CE.P.9.5		Manage the CO2 gas ingress to properties in Gorebridge	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.
CE.P.10.2	10. Poverty levels in Midlothian overall are below the Scottish average	Welfare Rights Team will train advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Some staff development has been undertaken advice is being offered to third sector partners by phone. However priority has been given to bringing in ESF arrangements and delivery of UC/ PIP services to the public which has reduced the level of training being delivered.

















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.10.3	10. Poverty levels in Midlothian overall are below the Scottish average	Welfare Rights Team will meet targets for ESF funded activities	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target ESF project went live on 1/4/18 and in Q1 24 caselink clients have been registered and receiving support.
CE.P.11.11	11. Delivering Excellence - IOM	Deliver a Community Action Plan in each of the priority areas in partnership with the community planning partners	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Three plans exist for Dalkeith, Gorebridge and Mayfield. All require further updating, especially Mayfield, to meet the requirements of the statutory guidance.
CE.P.11.12		Provide bespoke and online training via a new Learn Pro Module on the Community Empowerment Act	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Training offered to 3500 staff via bulletin but uptake has been slow with only 20 completing the course to date. Will continue to promote to increase uptake.
CE.P.11.13		Work with Mayfield In It Together group to undertake assessment of options for redevelopment of Mayfield Town Centre	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Preparatory work has started.
CE.P.11.2		Research in-school child poverty measures and interventions	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Two research post-graduates have been recruited from Edinburgh University via NUS Dissertations for Good. The research will be to identify ways of increasing uptake of free school meals and maximising Pupil Equity Funding.
CE.P.11.3		Deliver the actions in the child poverty plan, and prepare new plan to meet the requirements of the Child Poverty Act	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Work has begun with Glasgow Caledonian University to ensure plans are in line with guidance.
CE.P.11.5		Provide support to the third sector and community groups to increase their capacity	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target 81 completed in first quarter. Community Support Agreements have been developed for groups that require extensive support.
CE.P.11.6		Test new approaches to funding that enable more community involvement in budgeting decisions	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Work has commenced with Primary Schools to develop new models.
CE.P.11.8		Manage a clear process for asset transfers	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target 15 organisations are being supported through an expression of interest and one formal one being considered. Asset Transfer Framework prepared and presented to Council in August 17.
CE.P.11.9		Manage at least three capital programmes	31-Mar-2019		25%	<b>Q1 18/19:</b> On Target Funding secured for two capital projects through the Scottish Government's Capital Regeneration Fund. Newtongrange project underway, Rosewell project delayed due to an unsuccessful lottery application.













Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
P.IOM.CE.1.2	11. Delivering Excellence - IOM	Reduce barriers to learning by poverty proofing the school day with the Child Poverty Action Group in 11 primary schools in the priority areas. Extend this offer to all primary schools.	31-Mar-2019		63%	<b>Q1 18/19:</b> On Target Programme of work going well. 7 of the 11 schools have completed the Participatory Budgeting programme, the remaining 4 are scheduled for next term. Work receiving very positive feedback from the Scottish Government.
P.IOM.CE.4.1		Complete Neighbourhood Plans in all of the 16 Community Council areas. Agree a schedule of Neighbourhood Plan reviews	31-Mar-2019		75%	<b>Q1 18/19:</b> On Target 15 Neighbourhood Plans Completed covering all 16 Community Council areas. Reviews ongoing, there is challenge to ensure the plans meet the requirements of Locality Planning in the priority communities.
P.IOM.CE.4.5		Manage clear processes for community groups to improve access to the CPP decision making as part of the Community Empowerment Act, including Participation Requests	31-Mar-2019		50%	<b>Q1 18/19:</b> On Target Process for Participation Requests established. More work needed to ensure community groups can directly inform CPP decision making.

## Service Priority Performance indicators









PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.P.1.3a	01. Delivering Excellence - Economic	Completion of review of Environmental Health Service	New for 2018/19		25%			<b>Q1 18/19:</b> On Target Initial assessment completed in context of VSER and vacancies; main review underway.	100%	
CE.P.1.4a		Processing of building warrant applications handled electronically at all stages	New for 2018/19		68.3%			<b>Q1 18/19:</b> Off Target The new application process rolled out across Scotland by Scottish Government is needing "bed in" at Council level.	70%	
CE.P.1.1a		Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	2	1	0			<b>Q1 18/19:</b> On Target Service reviews are on target, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.	3	
CE.P.1.1b		Extent of savings achieved	£270,000.00	£270,000.00	£133,000.00			<b>Q1 18/19:</b> Data Only		
CE.P.1.2a		Completion of review of Economic Development Service	85%	25%	50%			<b>Q1 18/19:</b> On Target Economic development service review drafted for submission to CMT in Q2, and implementation in Q3.	100%	
CE.P.1.5a		Extent of direct City Deal investment in Midlothian	N/A					<b>Q1 18/19:</b> N/A Final approved City Deal proposal indicates about 40% (including A720 Sheriffhall upgrade)		










PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.P.1.5b	01. Delivering Excellence - Economic	Extent of indirect City Deal investment in Midlothian	N/A					<b>Q1 18/19:</b> N/A Final approved City Deal proposal indicates about 75% in or within 10 miles of Midlothian.		
BS.CE.P.2.1a	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of new business start-ups assisted in Midlothian area of Borders Rail Line corridor	202	53	25			<b>Q1 18/19:</b> Data Only		
CE.P.2.1b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor (cumulative)	9	6	14			<b>Q1 18/19:</b> Data Only 6 businesses have received 1:1 support. 2 businesses participated in travel trade development programme.		
CE.P.2.1d		Number of inward investment / indigenous investment enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)	34	18	57			<b>Q1 18/19:</b> Data Only		
CE.P.2.1c		Number of new businesses locating in Borders Rail Corridor (cumulative)	80	34	22			<b>Q1 18/19:</b> Data Only		
BS.CE.P.3.1a	03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas	Number of LEADER projects funded (cumulative)	16	6	6			<b>Q1 18/19:</b> Data Only		
CE.P.3.1b		Number of businesses participating in LEADER application process by submitting an Expression of Interest (cumulative)	20	6	4			<b>Q1 18/19:</b> On Target Programme is now beginning it's wind down.	10	











PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.P.3.1c	03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas	Number of new jobs created through LEADER (cumulative)	3	2	0			Q1 18/19: On Target	3	
CE.P.3.1d		Number of training opportunities created through LEADER (cumulative)	0	0	0			Q1 18/19: Data Only		
CE.P.3.1e		Amount of leader funding allocated	£1,330,339	£376,848	£399,431			Q1 18/19: On Target		Total LEADER programme is c. £3.4m over period 2015-2020
CE.P.4.1a	04. New jobs and businesses are located in Midlothian	Number of new Business Start Ups assisted (cumulative)	158	34	25			Q1 18/19: Data only		
CE.P.4.1b		Number of account managed businesses accepted by Scottish Enterprise (cumulative)	2	1	0			Q1 18/19: On Target	2	
CE.P.4.1c		Number of business related training workshops held	New for 2018/19		13			Q1 18/19: On Target	30	
CE.P.4.2a		Completion of review *Remove*						Request removal		
CE.P.5.1a	05. Maintain progress on the implementation of the Easter Bush Master Plan	Number of Easter Bush Development Board meetings held per annum	2	1	0			Q1 18/19: On Target Most recent meeting of EBDB held on 06/03/2018. Regular meetings held with MSZ (sub group of EBDB).	2	
CE.P.6.1a	06. Fewer people are victims of crime, abuse or harm	Carry out Health and Safety intervention campaigns within the year in accordance with the latest HSE guidance on local priorities; likely to be continuation of the control of risk around	3	1	0			Q1 18/19: Off Target No Planned campaign inspection work has been carried out in Q1	3	

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
		warehouses, and in the beauty industry.								
CE.P.6.2a	06. Fewer people are victims of crime, abuse or harm	% of food businesses deemed 'broadly compliant' with the food hygiene legislation	81%	80%	82%			<b>Q1 18/19:</b> Off Target Broad compliance = 82% This is significant step towards reaching the challenging set target.	84%	
CE.P.6.4a		Dog owners observed during dog fouling patrols as picking up dog waste	0%	0%	99%			<b>Q1 18/19:</b> Data Only		
CE.P.6.3a		% of residential caravan sites licensed	100%	100%	100%			<b>Q1 18/19:</b> On Target Preparations ongoing for the new licensing regime.	100%	
CE.P.7.4a	07. There is a reduction in inequality in health outcomes	Number of actions completed as a percentage	New for 2018/19		25%			<b>Q1 18/19:</b> On Target	100%	
CE.P.7.3a		Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports – particular emphasis on quality and reporting times	N/A	25%	25%			<b>Q1 18/19:</b> On Target The Scotland Excel Framework continues to be used for securing contaminated land consultancy services and reactive work has continued. The peer review process for remediation in terms of development requires to be finalised – it is expected this will conclude in Q3.	100%	
CE.P.7.5a		Local target for building warrant assessment at 15 days rather than nationally adopted target of 20 days (Average time below 10 days)	100%	86%	100%			<b>Q1 18/19:</b> On Target		















PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.P.7.5c	07. There is a reduction in inequality in health outcomes	Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	25%	25%			Q1 18/19: On Target		
CE.P.7.6a		Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	92.5	93.8	95.6			Q1 18/19: On Target		
CE.P.7.1a		Investigate a scheme to secure common repairs on private sector or mixed tenure residential property and make it available to private sector owners	66%	25%	90%			Q1 18/19: On Target	100%	
CE.P.7.2a		Convene a joint working group with relevant Council services including Development Management, Building Standards, Transportation, Environmental Health with a view to maintaining air quality thereby protecting human health	66%	25%	25%			Q1 18/19: On Target Preparatory work for the operation of this group has taken place. Expected this group will convene in Q2.	100%	
CE.P.8.10a	08. Trading Standards	Increase in income	N/A					Request deletion		
CE.P.8.1b		Level of integrated practices achieved	N/A					Request deletion		

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.P.8.1a	08. Trading Standards	Focus on recruitment - % of staff appointed	80%	10%	10%		↓	<b>Q1 18/19:</b> Off Target ELC did not proceed with the recruitment of a permanent replacement Principal TSO, however an agency officer was recruited at the end of May and will be ELC Team Leader/PTSO until September.		
CE.P.8.2a		The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators	75%	25%	25%		↓	<b>Q1 18/19:</b> On Target		
CE.P.8.3a		Number of active interventions.	140	35	29		↓	<b>Q1 18/19:</b> On Target	115	
CE.P.8.4a		Number of logs made	365	107	73		↓	<b>Q1 18/19:</b> Off Target Fewer logs have been made because Trading Standards have assessed that there has been less information or complaints as requiring to be logged as intelligence.	360	
CE.P.8.5a		Number of primary inspections conducted.	153	31	46		↓	<b>Q1 18/19:</b> On Target	125	
CE.P.8.6a		Number of criminal investigations instigated.	16	6	6		↓	<b>Q1 18/19:</b> On Target	16	
CE.P.8.7a		Percentage of consumer complaints completed within 14 days.	88%	91.6%	88.7%		↑	<b>Q1 18/19:</b> On Target	85%	
CE.P.8.8a		Percentage of tobacco retailers visited annually.	19.7%	1.6%	23%		↑	<b>Q1 18/19:</b> On Target	20%	
CE.P.8.9a		Participation in safety initiatives	4	0	0		↓	<b>Q1 18/19:</b> Off Target Due to other priorities.	6	

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.P.9.2a	09. Midlothian is an attractive place to live, work and invest in	Adoption of the LBAP	New for 2018/19		25%			<b>Q1 18/19:</b> On Target The Local Biodiversity Action Plan (LBAP) has been drafted and is subject to consultation with our biodiversity partners. The Council's biodiversity partners have requested an extended period of time to respond to the consultation – agreeing the extension of time request has resulted in a delay in reporting the LBAP to elected members.	100%	
CE.P.9.4c		Draft Supplementary and Planning Guidance as required by the Midlothian Local Development Plan.	New for 2018/19		25%			<b>Q1 18/19:</b> On Target i) Green Networks Supplementary Guidance referred to Scottish Ministers ii) Special Landscape Areas Supplementary Guidance subject to consultation iii) Food and drink and other non-retail uses in the town centre subject to consultation.	100%	
CE.P.9.1a		The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	86%	96%	74%			<b>Q1 18/19:</b> Off Target 74% of planning applications have been determined within target.	80%	78% of planning applications were determined within target in 2015/16.
CE.P.9.3a		Adoption of the plan	75%	25%	20%			<b>Q1 18/19:</b> Off Target Due to other work priorities the Climate Change Plan has not been drafted.	100%	
CE.P.9.4b		Implementation of the 5 year Penicuik Heritage Project following the submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES)	100%	25%	25%			<b>Q1 18/19:</b> On Target Project funding determined a start on 01/08/2018.	100%	

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
		funding bid in March 2018.								
CE.P.9.5a	09. Midlothian is an attractive place to live, work and invest in	Full attention at all times to monitoring of gas levels, with any necessary action being taken timeously	Yes	Yes	Yes			<b>Q1 18/19:</b> On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.	Yes	
CE.P.10.1a	10. Poverty levels in Midlothian overall are below the Scottish average	Implement the actions in the review	85%	25%	25%			<b>Q1 18/19:</b> On Target The internal and external review of Advice Services is complete and approved at Council in May 2018. Work is underway to implement the internal one stop arrangements with partners from across council directorates. ESF funding has reduced council costs for 1 year.		
CE.P.10.2a		Number of staff participating	New for 2018/19		25%			<b>Q1 18/19:</b> On Target The welfare rights team offers support to internal departments on benefit advice and supports the wider Midlothian local advice services on benefit issues.	100%	
CE.P.10.3a		Numbers of support and guidance sessions for working aged adults who suffer from mental health issues that contribute to their financial deprivation *REMOVE*	N/A					Request removal		
CE.P.11.10a	11. Delivering Excellence - IOM	Have a simplified, transparent grants programme that supports the outcomes in the Single Midlothian Plan	New for 2018/19		25%			<b>Q1 18/19:</b> On Target A revised grants programme has been developed. An engagement and communication programme has been completed and informed the content of the recommendations.	100%	

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.P.11.11a	11. Delivering Excellence - IOM	Robust plans that comply with the Locality Outcome Improvement statutory guidance	New for 2018/19	3			Q1 18/19: On Target	3		
CE.P.11.12a		Training offered to 3500 staff and volunteers with a take up of at least 150	New for 2018/19	20			Q1 18/19: Off Target Training offered to 3500 staff via bulletin but uptake has been slow with only 20 completing the course to date. Will continue to promote to increase uptake.	150		
CE.P.11.13a		Completion of masterplan report, following community consultation and identification of resources *REMOVE*	N/A				Request removal			
CE.P.11.2a		Undertake 2 primary research projects with Edinburgh University to identify ways of increasing uptake of free school meals and maximising Pupil Equity Funding	New for 2018/19	2			Q1 18/19: On Target	2		
CE.P.11.5a		Provide bespoke 1-1 support to community and voluntary groups on funding, capital projects, governance, income generation, influencing and organisational development	New for 2018/19	81			Q1 18/19: On Target	80		
CE.P.11.8a		15 organisations are supported through an expressions of interest and all organisations that apply for a formal	New for 2018/19	15			Q1 18/19: On Target	15		

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
		transfer are responded to within the statutory timescales. An Asset Transfer Framework is approved by Council								
CE.P.11.9a	11. Delivering Excellence - IOM	Additional funding secured, capital projects delivered		2				<b>Q1 18/19:</b> On Target	3	

# Published Local Government Benchmarking Framework - Communities and Economy



## Economic Development and Planning

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	New measure for 2012/13		8%	6.83%	12.33%	8.57%	15.47%	16/17 Rank 9 (Second Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).
ECON2	Cost of Planning per Application	£3,765.74	£3,606.37	£4,145.05	£4,672.05	£4,744.68	£3,879.10	£4,982.63	16/17 Rank 23 (Third Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 19 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)	New measure for 2012/13		26.3 weeks	54.9 weeks	9.9 weeks	7.9 weeks	8.4 weeks	16/17 Rank 11 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 16 (Second Quartile).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	New measure for 2013/14			23.14	22.73	19.91	18.62	16/17 Rank 14 (Second Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 8 (Top Quartile)

## Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	New measures for 2012/13		£4,273.50	£4,368.36	£8,189.31	£6,362.28	£5,642.70	16/17 Rank 16 (Second Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 28 (Bottom Quartile).
ENV5b	Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)			£8,855.65	£13,282.17	£8,606.89	£9,715.07	£10,190.72	16/17 Rank 5 (TOP Quartile). 15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).