

Midlothian's profile

 92,460

people live in Midlothian

We are one of the smallest Local Authority in mainland

Scotland but the **Fastest Growing.**



18% of people are over 65

20% are under 16

Inequalities: Midlothian is made up of **115** (SIMD) data zones,

10 of which fall within the **most deprived areas**, giving Midlothian a **8.7%** local share of data zones within the 20% most deprived areas in Scotland.

Working population (aged 16-64) of **57,100** with **1,700** unemployed

1,100 people furloughed as of September 2021, 600 males and 500 females

Life expectancy at birth is:



Health Conditions

The leading cause of death rates for both males and females is **Heart diseases and dementia.**



Females
81.7 years



Males
77.7 years

Midlothian's growing and ageing population

Data source: Midlothian Council Area Profile (nrsscotland.gov.uk), SIMD - gov.scot, nomis.web.co.uk



Population rise

The population of Midlothian is projected to increase from 91,340 to 103,945 by 2028. An increase of 13.8%, which compared to a projected increase of 1.8% for Scotland as a whole. Midlothian is projected to have the highest percentage change in population size out of the 32 council areas.



Increase in households

The number of households in Midlothian is projected to increase from 39,122 to 45,374 by 2028. This is a 16% increase, which compares to a projected increase of 4.9% for Scotland as a whole. Midlothian is projected to have the highest percentage change in household numbers out of the 32 council areas.



Increase in over 75s

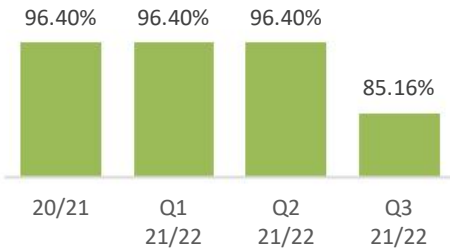
The 75 and over age group is projected to see the largest percentage increase (+40.9%). As people live for longer many more people will be living with frailty and/or dementia and/or multiple health conditions. This will pose challenges for all our health and social care services whilst also changing the face of some of the local communities.

Place Q3 21/22 performance report

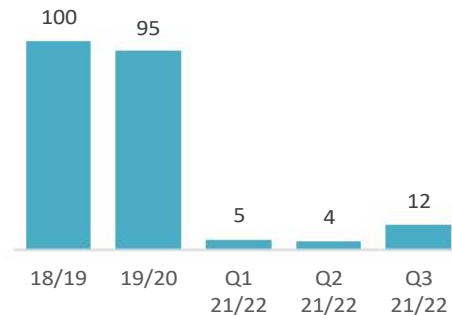
A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Trend Data

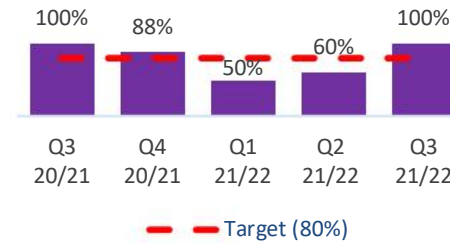
% of Councils housing stock meeting Scottish Housing Quality Standard (SHQS) criteria (Target 100%)



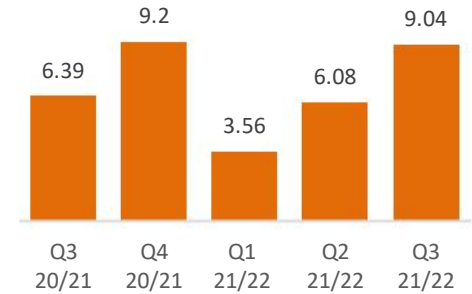
Number of major adaptations completed



% of building warrant assessments processed within 10 days rather than nationally adopted target of 20 days



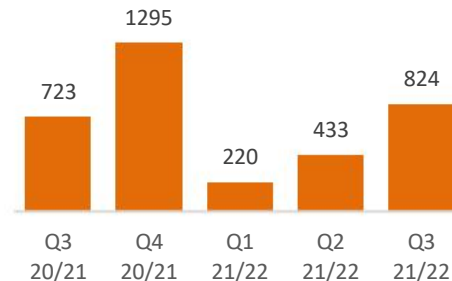
Average number of working days lost due to sickness absence (cumulative)



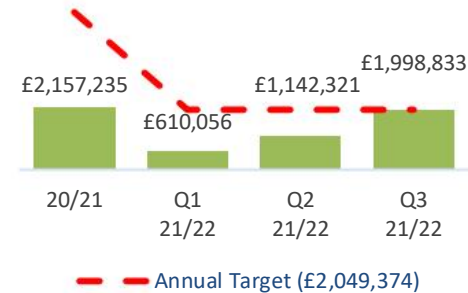
Number of complaints recieved



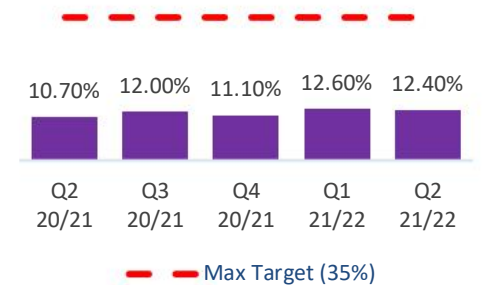
Total savings in street lighting carbon emissions (Tonnes) (cumulative)



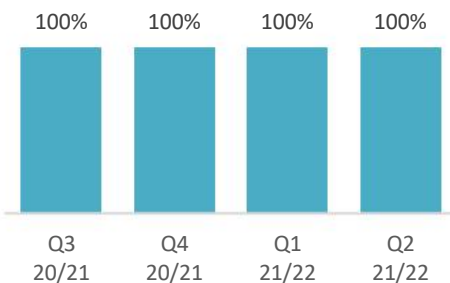
Achieve 5% reduction of target in transport costs



% of waste going to landfill per quarter



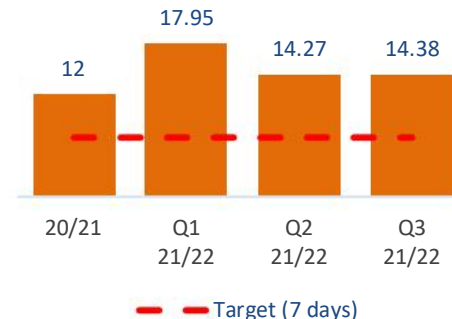
Proportion of fly tipping incidents removed within 5 working days



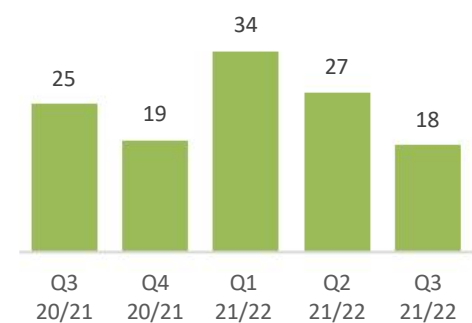
Number of environmental awards e.g. Green flags



Average days to complete non-emergency repairs



Number of out of control dog investigations conducted



Building Services

7 Targeted indicators, 3 data only indicators

3 off Target

Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.

Continue to deliver the additional programmes of work identified by the house condition surveys to maintain Scottish Housing Quality Standard for the Councils housing stock.

Deliver the Energy Efficiency Standard for Social Housing (EESH) programme.

Continue to improve the delivery of Building Maintenance services through the review of mobile working, process improvements, income and productivity.

Implementation of the Local Authority Carbon Management Plan and General Services Capital programme.

Key highlights

- Building standards continues to provide a high level of customer satisfaction against an increasing demand. This quarter all building warrant assessments were processed in 10 working days rather than the nationally adopted 20 working day timescale.
- The latest review of progress on Midlothian Council's affordable housing programme indicates that the Council is on track to have 1000 affordable homes either built or under construction in the five years of this administration by the end of March 2022. Most recently, Midlothian Council has signed contracts with Dandara and Barratt, who are already on site delivering 18 affordable homes in Shawfair and 53 affordable homes in Roslin respectively.
- Works are now underway at Polton Street in Bonnyrigg, where Midlothian Council is working closely with the Midlothian Health and Social Care Partnership to build 46 homes with onsite care, as well as an Intermediate Care Facility providing interim and respite care for up to 40 short term residents and a new Day Services facility to support older people in the refurbished former Bonnyrigg Infant School. All of the new build elements of this development will be built to the exacting Passivhaus standard, ensuring exceptionally high levels of energy efficiency and low utility bills for our residents.
- Other sites due to have works being on site before March at Conifer Road, Mayfield (72 homes), Newbyres Crescent, Gorebridge (75 homes), Burnbrae Road, Bonnyrigg (20 homes), Bonnyrigg High Street (20 homes) and the former Newbattle High School site where 92 homes are to be built. All of these homes will be for social rent. Homes at Burnbrae Road and the former Newbattle High School are also built to a Passivhaus standard. Midlothian Council's programme of homes to be built to the Passivhaus standard is the largest in Scotland and one of the largest in the UK.
- 12 major adaptations were completed this quarter as requested by Occupational therapists.

Areas of improvement

Average time to complete non-emergency repairs continues to remain off (7 day) target. Whilst suppliers are reporting that they are getting closer to pre-pandemic production levels, there are supply chain issues that are being seen now through reduced delivery capacity. These restrictions have been challenging although there are some improvements from 17.95 days in Q1 compared to 14.38 days in Q3 and contrasts with local authorities where full repairs and planned maintenance services have not yet resumed from the Pandemic.

Due to changes in the Energy Efficiency regulations affecting the SHQS criteria we now have 431 houses failing EESH which is reflected in the figures above. House surveys are being carried out and work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria back up to target will commence in Q4.

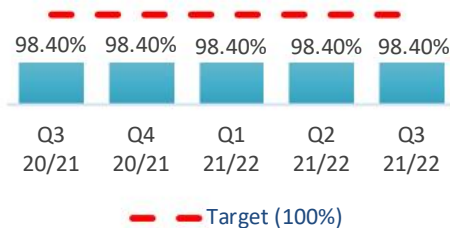
88.71% of completed first priority housing repairs within 24 hour target

87.7% of completed second priority housing repairs within 7 day target

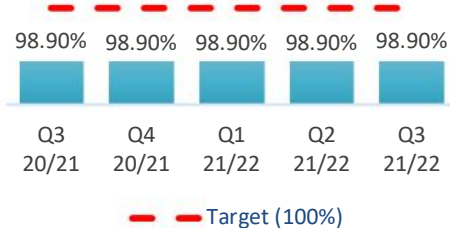
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



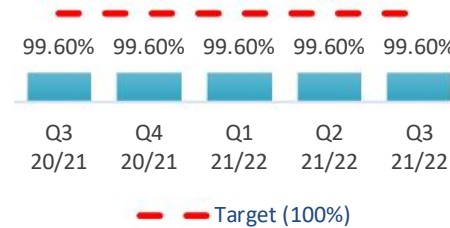
% of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria (Target 100%)



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



% of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria



Property and Facilities Management

0 targeted indicators

6 data only indicators

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

Support the delivery of the Economic Renewal Strategy through the letting and sale of PIA properties.

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

Continue to deliver Building Rationalisation and hybrid working.

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

Increase revenue throughput the commercial sector of catering services.

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

Key highlights

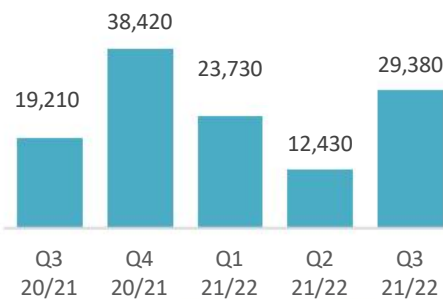
- **Net Zero:** GIS staff are contributing gathering and uploading on to GIS details of Heat mapping, Energy Performance Data (housing) and associated socio/economic data to inform LHEES and EESH programmes.
- **Property Asset Web Site:** In conjunction with Economic Development a Property enquiries web page was successfully launched this quarter, with resultant improved enquiry forms, and virtual viewings leading to significant increase in offers & enquiries.
- **Newtongrange Library:** Approval obtained to progress to a full business case for a new library space in conjunction with the Parish Church. Offer submitted to acquire site to the rear of Church has been accepted (subject to missives) as part of HRA development and linked to wider proposals for the Library site.
- **Energy Centre:** Positive progress made with regard to initial Midlothian Energy Business plan and initial capital projects. Agreement regarding energy centre progressing with solicitors.
- Master plans for Stobhill depot has progressed significantly nearing the point of submission to planning. Good progress is being made with regard to proposals to integrate Blue Light Services into a campus site arrangement on the site. The proposed solution satisfies Fire and Ambulance requirements to access the A7 directly allowing potential early disposal of a site for these services to be released whilst not impacting negatively on the Depot proposal and optimising potential land values for surplus site (subject to planning).
- School dining rooms opened this quarter to resume normal school meal provisions across primary and secondary schools.
- Cleaning and Janitorial Services continued support across all council buildings and schools in response to ongoing COVID cases.

Areas for improvement

Significant gathering and funding data requirements (condition, heat loss, environmental quality for Energy Performance Certificate (EPC), simplified Building Energy Model (SBEM) and Building Information Modelling (BIM) will be a significant challenge. Mapping this data, developing a programme of prioritised works involving significant data and cross service working against a background of staff and financial constraints.

Due to Covid 19 enhanced cleaning and janitorial services has continued to take place during Q3 in all schools, resulting in continued increased weekly hours. To note, graphs below reflect 52 days in quarter 3.

Total hours used for cleaning in **primary schools**



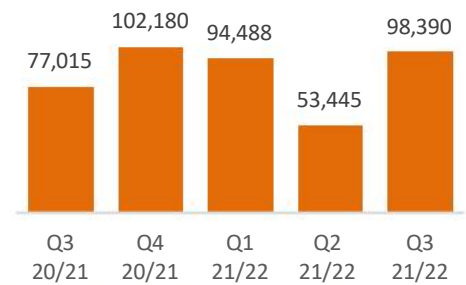
Total hours used for cleaning in **secondary schools**



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



Number of Free school meals provided (Primary 1-3) (quarterly)



Asset based

Modern

Hub and Spoke

Preventative

Housing

5 targeted indicators, 0 data only indicators

3 indicators off target

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

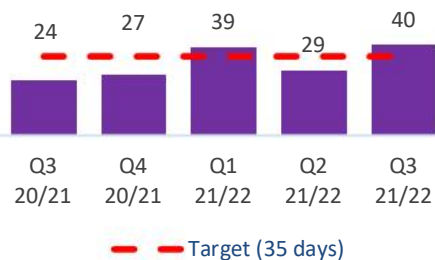
Key highlights

- Midlothian Council's Strategic Housing Investment Programme (SHIP) was submitted to the Scottish Government in November 2021. To address the need for affordable housing, the SHIP details potential sites for 2,446 new affordable homes to be built between 2022/2022 and 2026/27.
- There were 4,320 active housing applicants placed on the Common Housing Register at the end of this reporting period.
- 327 permanent homes have been provided to housing list applicants via the common housing register since 1 April 2021. 107 permanent homes were provided to housing list applicants during this reporting period.
- 8 new affordable council homes were completed at Bilston. The allocations were prioritised to local residents via Local Lettings Initiatives. 10 further properties were purchased from the open market.
- 95% of new tenants were very satisfied with their new council home and experience with the Housing Team. 100% of new tenancies were sustained after 12 months.
- The Equally Safe Housing and Homelessness Policy was approved this quarter and is currently being implemented. It has been developed with Midlothian Women's Aid and Mid and East Lothian's Public Protection Team taking into account the specific needs of those experiencing domestic abuse and upcoming legislative changes.
- During this reporting period, 75 households were assessed as homeless, with 282 households assessed since 1 April 2021. It is anticipated there will be a decrease in the overall number of homeless households assessed during 2021/22 as compared to 493 households assessed during 2020/21. Since 1st April 2021, 571 households have been provided with advice and assistance compared to 515 for 2020/21.
- To comply with the Scottish Housing Regulator's Regulatory Framework, the Council approved the Annual Assurance Statement providing full assurance that it is meeting legislative and regulatory standards.

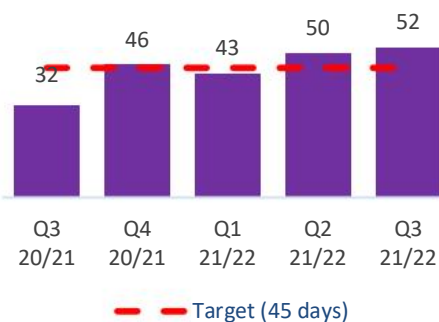
Areas for improvement

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge for Q4 2021/22 will be an increase in homelessness as the financial measures put in place to protect households during the Covid pandemic are now withdrawn, alongside the recent increase in energy, food and fuel costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan 2021/22.

Re-let time temporary accommodation properties (Days)



Re-let time permanent properties (calendar days)



99 weeks wait time until homeless applicants receive a permanent housing option, although slightly off targeted 100 weeks, improved position compared to **127** weeks in Q1 and **103** in Q2. To note: The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024.

77 weeks was length of time homeless applicants spent in Temporary accommodation. Lets to legacy homeless applicants resulting in increased time spent in temporary accommodation. To date, an average of 71 weeks spent in temporary accommodation compared to 93 weeks for 2020/21.

Neighbourhood Services

14 targeted indicators, 1 data only indicator

3 off target

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

Key highlights

- Good progress with annual Capital Works Programme for carriageway resurfacing, despite ongoing impact of Covid-19 on available resources and increased restrictions due to the Omicron variant, and the use of external contractors only to deliver the remainder of the programme from the start of Q3. The first phase of carriageway and footway resurfacing within some Bonnyrigg estates was completed during Q3 by our in-house resource. Carriageway, footway reinstatements, and drainage improvements were carried out on the B7003 through Roslin Glen.
- Successful delivery of the first half of winter service including response to a number of storms. Very positive engagement with communities on Storm Arwen in particular on social media platforms. Land services/kick start staff have been bolstering roads staff numbers to ensure winter readiness. The winter service manual was revised in partnership with service areas and communities. Road Services have worked with Property Services to carry out a review and condition survey of all grit bins, as well as responding to individual community requests and this is now available to view via the Council's website, using the GIS platform public domain mapping system for assets to show locations and facilitate requests in real time.
- Scottish Government's Recycling Improvement Fund were successful. Funding has been received for an additional vehicle to operate kerbside food waste collection in rural areas, and for in-cab technology for all waste collection vehicles.
- Contracts for glass and dry mixed recycling have been extended to allow the service to prepare for the introduction of the Deposit Return Scheme and plan for the implications of the forthcoming Extended Producer Responsibility.
- The Corporate Communications team lead on the promotion of work delivered by the University of Edinburgh and Waste Services staff on the carbon content of waste.
- Landscaping project works: Tender documents for patchworks at Easthouses Park and North Middleton/Roslin Pump track have been prepared. Tender documents issued for Waterfall Park, Kings Park and grant aided pond restoration works at Vogrie.
- Midlothian Outdoor Festival took place in October with 23 Covid compliant events. 428 participants attended which involved over 500 hours of volunteer and staff time. Evaluation rated the festival as 83% excellent and 17% good.
- The ranger service continues to engage with communities and volunteers on various initiatives such as a restock of 320 native species at Jubilee Woods by a corporate volunteer group and all completing all tree works following tree surveys carried out in September.

Areas for improvement

Limited progress with annual Capital Works Programme for footway resurfacing due to focus on carriageway works. 2.44km of footway resurfaced to end of Q3. Focus to date is mainly on carriageway schemes. We aim to complete 7 footway schemes in Q4 using external contractors plus the Residential Streets Programme footways. Our annual target has been increased from 0.56% to 0.76% to include the Residential Streets Programme work which started this quarter.

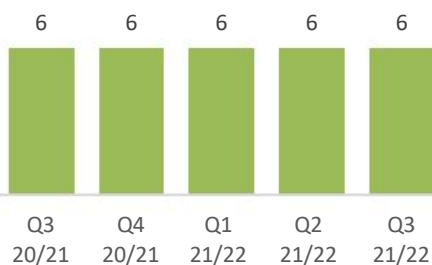
100% of all street lights completed within 7 days

0.34% of footpath network resurfaced up to Q3

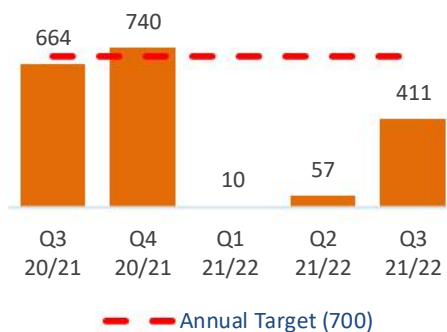
8.2% of Council fleet which is 'Green'

£77,500 spent on staff travel costs this quarter, costs have significantly decreased from previous years due to remote working.

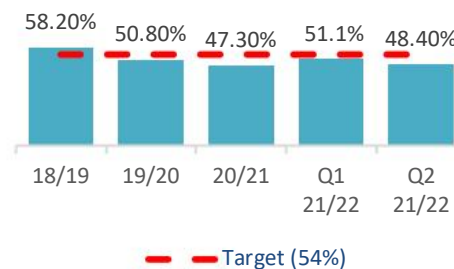
Number of parks for which quality plans have been implemented (cumulative)



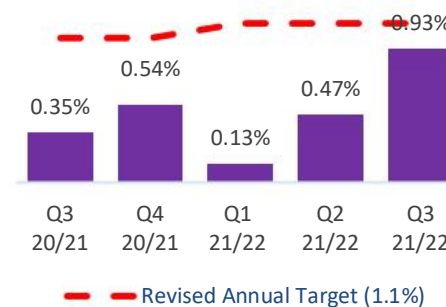
Number of lighting columns replaced (cumulative)



% of total household waste that is recycled (Tonnes) (cumulative)



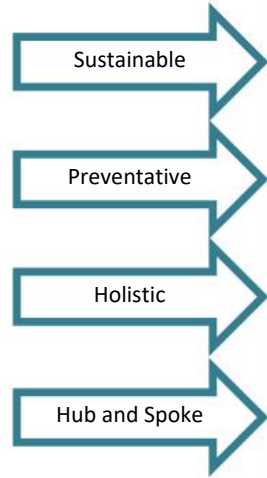
% of total road network resurfaced (cumulative)



Planning and Economy

2 targeted indicator, 1 data only indicator
1 indicator slightly off target

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



Key highlights

- 11 local businesses have signed up to the Midlothian Business Carbon pledge. Businesses benefit from developing a tailored action plan with our Business Gateway team to support the net zero agenda. Two businesses have been working with our Digital Officer to develop a feature and both now have our Pledge logo on their website.
- The Economic Development team, with other departmental support continued to process the discretionary fund. At the end of Q3 the full fund was allocated with two applications in progress.
- Tyne Esk LEADER Scottish Rural Parliament project got underway with Community Enterprise Ltd procured as delivery partner. Desk research, engagement with connector orgs, identification of lesser heard voices accomplished and engagement with Scottish Rural Parliament initiated. Project aims to develop new needs based funding strategy for Tyne Esk LEADER for funding allocation going forward. It does this using the Scottish Rural Parliament 21 recommendations: how does rural Midlothian/East Lothian align/differ?
- Town centre Capital fund, of the seven applications approved (£910,000) all projects are now complete with Penicuik Town Hall completing this quarter. Further public realm works have also recently received funding through the Place Based Investment Fund.
- At its meeting in October 2021 the Planning Committee determined to grant planning permission for a significant strategic planning application for the erection of a two storey intermediate care facility (30 bedrooms and 10 one bedroom rehabilitation flats); a three storey extra care housing building (39 one bedroom flats and 7 two bedroom flats); and the conversion of a single storey listed building to create a day care space on land to the south west of Bonnyrigg town centre, Polton Street, Bonnyrigg.
- Funding has also been allocated to progress plans for the regeneration of Newtongrange village centre and Dalkeith town centre.

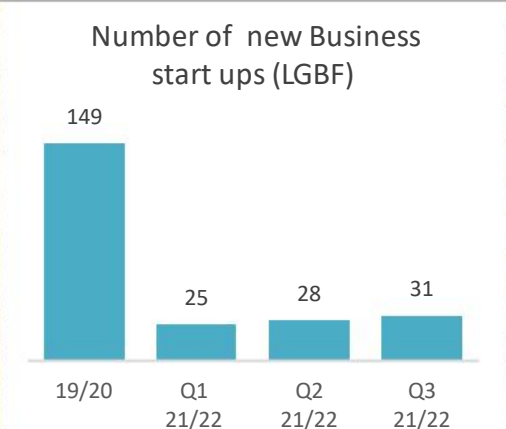
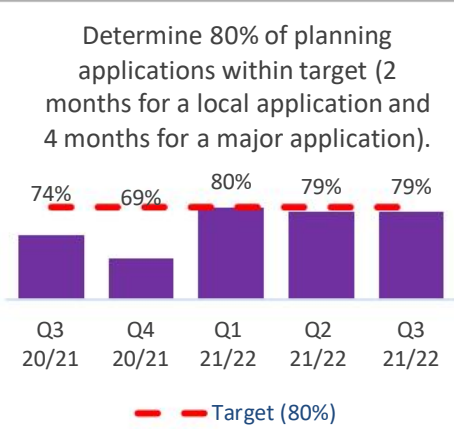
Areas for improvement

Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the South East of Scotland that leaves Midlothian and the other Council's in the region without an up to date strategic development plan.

Number of Business starts ups remain low after impact from Covid, however the total number of start-ups for the year to date 2021/2022 represents an increase of 68% for the same period in 2020/2021. Initiatives in place to promote and encourage businesses where possible in the current climate.

Remaining **discretionary fund** processed during Q3, full funds awarded now totalling **£1,561,947.00**

8,701 visits to Locate in Midlothian' site during Q3. Total number of visits since April 2021 is **16,985** exceeding our annual target



Protective Services

4 targeted indicators, 6 data only indicators

1 off target

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

Key highlights

- Covid Testing programme has introduced a wider outreach programme distributing LFD test kits in our communities and educating the general public regards the correct usage of the testing devices. Teams are operating from a variety of locations including at high footfall retail outlets in order to maximise take up.
- Work was undertaken in Q3 to procure a mobile Covid-19 testing unit and we expect delivery of the vehicle, which can accommodate both mobile testing and LFD distribution throughout Midlothian in Q4.
- As a result of active involvement or advice by the Trading Standards Service refunds of at least £2,500 are known in Q3 further to the near £40,000 in the first half of the year. There was also a refund for a local business of £1,136 in relation to a faulty payment and ordering system.
- As part of Operation CeCe Scotland, Trading Standards are tasked by HMRC with investigating illegal and counterfeit cigarettes in retail premises. Following intelligence reports a number of shops were visited in November 2021 at which time the tobacco detector dog identified a quantity of illegal cigarettes and counterfeit tobacco at one premises. They were all seized and enquiries continue.
- 74 primary inspections were carried out this quarter (exceeding our annual target). The number of inspections annually is dependent on the number of business premises risk assessed for inspection.
- A total of 203 Trading Standards consumer complaints have been received this financial year with 191 completed. Of the 191, 155 were completed within 14 days, 81.8%. 55 out of 67 complaints were completed in 14 days in quarter 3 giving a rate of 91%. It should be understood that completion is not always within service control as responses from complainants and traders can cause delay. In addition to consumer complaints, we were proactive in accepting 60 Notifications from Advice Direct Scotland this financial year. Of the 52, 39 of them were completed within 14 days. These are where most refunds come.

Areas of improvement

Slight reduction in the number of Public Health requests responded to this quarter compared to 75.45% in Q1 and 72.38% in Q2. The Environmental Health team has been impacted by the diversion of resources to proactively deal with the COVID-19 pandemic.

Intelligence logging although off target remains strong and one of the highest in Scotland for our authority size. Figures are dependent on justifiable intelligence.

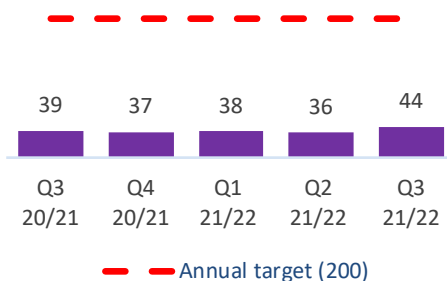
24,744 home test kits handed out across all locations, significant increase from 1,407 in Q2.

5.5% of dog control investigations requiring statutory enforcement action.

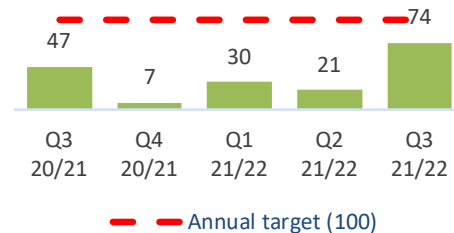
71.5% of all Public Health service requests responded to, with **50.7%** responded to within required timescale.

39 COVID tests undertaken at asymptomatic test

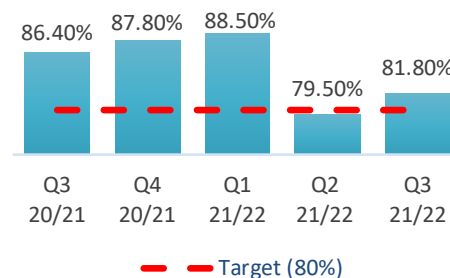
Number of intelligence logs made (quarterly)



Number of primary inspections conducted quarterly



% of consumer complaints completed within 14 days (cumulative)



% of Tobacco retailers visited (cumulative)

