Notice of meeting and agenda



Cabinet

Venue: Council Chambers,

Midlothian House, Dalkeith, EH22 1DN

Date: Tuesday, 13 June 2017

Time: 11:00

John Blair Director, Resources

Contact:

Clerk Name: Gordon Aitken Clerk Telephone: 0131 271 3159

Clerk Email: gordon.atiken@midlothian.gov.uk

Further Information:

This is a meeting which is open to members of the public.

Recording Notice: Please note that this meeting will be recorded. The recording will be publicly available following the meeting. The Council will comply with its statutory obligations under the Data Protection Act 1998 and the Freedom of Information (Scotland) Act 2002.

2 Order of Business

Including notice of new business submitted as urgent for consideration at the end of the meeting.

3 Declarations 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 Minutes

No Minutes to be considered at this Meeting.

5 Public Items (Education Interest)

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	THE CABINET IS INVITED (A) TO CONSIDER RESOLVING TO DEAL WITH THE UNDERNOTED BUSINESS IN PRIVATE IN TERMS OF PARAGRAPH 3 OF PART 1 OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973 - THE RELEVANT REPORT IS THEREFORE NOT FOR PUBLICATION; AND (B) TO NOTE THAT NOTWITHSTANDING ANY SUCH RESOLUTION, INFORMATION MAY STILL REQUIRE TO BE RELEASED UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 OR THE ENVIRONMENTAL INFORMATION REGULATIONS 2004.	

7 Private Items (Education Interest)

No private reports with an education interest to be discussed at this meeting.

8 Private Items (No Education Interest)

- 8.1 Objections to Proposed Disabled Person's Parking Place Parking Bay at 2 Monksrig Road, Penicuik Report by Head of Commercial Operations
 - 3. Information relating to any particular applicant for, or recipient or former recipient of, any service provided by the authority.

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Cabinet - Membership, Terms of Reference and Allocation of Portfolios

Report by John Blair, Director, Resources

1 Purpose of Report

This report sets out the membership and terms of reference of the Cabinet and invites consideration of the portfolios to be allocated to each of its elected Members.

2 Membership

On 23 May 2017, the Council:-

- (a) appointed Councillor Milligan as Leader of the Council and noted that in accordance with Standing Order 1.1, the Leader of the Council would be the Convener of the Cabinet;
- (b) appointed Councillor Muirhead as Depute Leader of the Council, and noted that in terms of Standing Order 1.1 the Depute Leader of the Council would be the Depute Convener of the Cabinet; and
- (c) agreed that the remaining Cabinet elected Members be Councillors Curran, Hackett and Imrie.

The Council also noted that when dealing with Education matters, the Cabinet's membership would require to be supplemented by the three statutory religious representatives required under Section 124 of the Local Government (Scotland) Act 1973. These are:-

- (i) Church of Scotland Reverend Ruth Halley;
- (ii) Roman Catholic Church Mr Victor Bourne and
- (iii) "Third Religious Representative" Mr Matin Khan.

In general terms, Cabinet agendas will be structured so that any business requiring the attendance of the religious representatives will be clearly identified at the beginning of the relevant public or private sections.

3 Terms of Reference and Portfolios

The Scheme of Administration (appended to Standing Orders), specifies that the Members of the Cabinet will each have a portfolio as determined by the Cabinet.

The terms of reference of the Cabinet as detailed within the Scheme of Administration, appended to Standing Orders are detailed below:

Business - The Cabinet shall be responsible for the following:-

"All matters not otherwise the responsibility of the Council itself or one of the other bodies included in this Scheme, including in particular:-

- (i) Developing and implementing operational policy within the Council's approved budget and strategic policy framework.
- (ii) Making recommendations to the Council on major new policy proposals.
- (iii) Assuming collective responsibility for the co-ordination of corporate policies associated with the portfolios of the Members.
- (iv) Approving the Corporate Governance and Risk Management framework.
- (v) Liaising with the Performance Review and Scrutiny Committee.
- (vi) Liaising with the Corporate Management Team.
- (vii) Developing, through the Council's community leadership role, community planning in Midlothian by working in partnership with relevant external organisations.
- (viii) Considering service delivery proposals following option appraisal of Best Value reviews. (Note: Reports of this nature will be submitted to Council rather than Cabinet for the duration of the Business Transformation Programme.)

At the discretion of the Chair, any Council Member may be invited to address the Cabinet on issues relating to their area.

Decisions of the Cabinet shall be subject to the "call-in" procedure described under the Performance Review and Scrutiny Committee.

<u>Meetings</u> - The Cabinet will normally meet on a six weekly cycle (subject to breaks for the summer recess, Christmas/New Year holidays and school holidays). The Council will decide on the schedule of meetings for the Cabinet, usually on a rolling basis which will be published.

Quorum – The quorum for meetings of the Cabinet will be 3 elected Cabinet Members.

<u>Minutes</u> –The Minutes of the Cabinet will be recorded by the Officer clerking the meeting and submitted to the next ordinary meeting of the Cabinet for approval. They will also be submitted to the Council both for information and to allow the Council to consider any recommendations contained in them. Meetings of the Cabinet will also be webcast subject to the exemptions contained within the Local Government (Scotland) Act 1973."

4 Report Implications

4.1 Resource Implications

There are no resource implications arising directly from this report.

4.2 Risk Implications

In accordance with the Scheme of Administration the Cabinet is to determine the portfolios of its elected Members. Failure to do so could impede the discharge of business.

4.3 Policy Implications

Strategy

There are no strategy implications arising from this report

Consultation

No consultations have been undertaken in connection with this report.

Equalities

An equalities impact assessment has not been required in connection with this report.

Sustainability

There are no sustainability implications arising from this report.

5 Recommendations

The Cabinet is invited to:-

- (a) note its membership and terms of reference; and
- (b) consider the portfolios to be allocated to each of its elected Members.

25 May 2017

Report Contact: Name Gordon Aitken Tel No 0131 271 3159

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Inspection of Hawthorn Children and Families Centre

Report by Joan Tranent, Head of Children's Services

1 Purpose of Report

This report outlines the outcome of the above unannounced inspection as carried out by the Care Inspectorate in March 2017.

2 Background

- 2.1 Hawthorn Children and Families Centre is based in Mayfield. The service is registered to provide a care service to a maximum of 48 children aged from birth to eight years and an outreach service to families in their own home. The main purpose of the service is to work with the most vulnerable children, in partnership with their parents/carers. The centre also works with children with a disability or affected by disability. The centre aims to ensure the safety of children through early intervention and within this, ensure they achieve the optimum health, development and educational attainment.
- 2.2 The Care Inspectorate is the independent scrutiny and improvement body for care and children's services and they inspect every registered care service, local authority social work departments and child protection teams on a regular basis to make sure that providers are meeting standards required and are working to improve the quality of care for everyone., Every time they inspect these services they produce an inspection report.
- **2.3** Based on the findings of this inspection the Care Inspectorate awarded the following grades:

Quality of Care and Support	Grade 6 – Excellent
Quality of Environment	Not assessed
Quality of Staffing	Grade 5 – Very Good
Quality of Management and Leadership	Not assessed

The report and grades represent the Care Inspectorate assessment of a quality themed inspection. This targeted approach means that they looked at identified aspects focusing on children's experience under two quality themes – Care and Support and Staffing.

2.4 The Inspection Team noted the following strengths:

- They looked at the service's child protection policy and procedures and noted that staff receive annual child protection training and were familiar with the processes to be followed. Staff were confident in their roles with regard to protecting and safeguarding children.
- The service offered a quality preventative service to protect the most vulnerable children across Midlothian.
- There was evidence that children received excellent support for their health and wellbeing needs from management and staff. Many children presented with complex needs and we evidenced that the staff were committed to providing a service which promoted positive outcomes.
- Staff demonstrated that they knew the personal care and support needs of individual children very well and responded in a caring and professional manner. Strong relationships with parents, children and other agencies Page 9 of 418

- had helped staff to develop strategies to support children's early learning additional support needs.
- Staff worked well as a team and the management team were visible within play rooms and active in their support of the staff.

2.5 The Inspection Team reported that the authority could do better in the following area:

The service should continue to use the children's wellbeing indicators to describe and underpin some of the photographs and events displayed throughout the centre.

3 Conclusion

The Care Inspectorate concluded that Hawthorn Children and Families Centre continues to maintain the excellent level of care and learning opportunities offered to all children and families. There were no requirements or recommendations from this inspection.

4 Report Implications

4.1 Resource

There are no resource implications arising from this Inspection Report.

4.2 Risk

The Care Inspectorate regulate all care services in Scotland using the <u>National Care Standards</u>, set out by the Scottish Government, as a benchmark for how each type of service should perform. These standards are the minimum that children and young people should expect when using care services.

If the standards are not being fully met, the Care Inspectorate would note this in the inspection report and require the service manager to address these. The Care Inspectorate could impose an additional condition on the service's registration if the provider persistently, substantially or seriously fails to meet the standards or breaches a regulation. They also have the power to issue an improvement notice detailing the required improvement to be made and the timescale for this.

Monitoring, review and evaluation of progress by officers in Children and Families is the control measure in place to reduce the risk of failure of the care services and to demonstrate their capacity to improve.

4.3 Single Midlothian Plan and Business Transformation

☐ 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

4.4 Impact on Performance and Outcomes

Themes addressed in this report:

Performance and outcomes will continue to be measured through the monitoring, review and evaluation process.

4.5 Adopting a Preventative Approach

The Centre will continue to improve its work in line with its improvement plan and the Education, Communities and Economy Division will continue to Page 10 of 418

challenge and support the Centre in relation to developing and implementing a range of quality improvement strategies.

4.6 Involving Communities and Other Stakeholders

As part of their inspection process the Care Inspectorate sent out 15 questionnaires to the service to give to parents and carers who used the Centre. Seven completed questionnaires were returned

The Inspectors also met with parents and carers during the course of the inspection and spoke to a range of staff including two NHS professional staff. Copies of the report have been made available to Elected Members, parents/carers of children in the Centre, staff and other interested parties.

4.7 Ensuring Equalities

An action plan has been prepared to address the areas for improvement recommended in the report. The action plan will be screened for equalities implications. As this is a report to advise Elected members of the outcome of a recent inspection of Hawthorn Children's Centre, there is no requirement for an Equalities Assessment. However, Hawthorn Children's Centre ensures that the policies and procedures it uses are to the benefit of vulnerable children and their families.

4.8 Supporting Sustainable Development

The Centre Improvement Plan allows for sustainable development and improvement.

4.9 IT Issues

There are no IT issues arising from this report.

5 Recommendations

Cabinet is asked to:

- (i) Note the content of the inspection report.
- (ii) Pass this report to the Performance, Review and Scrutiny Committee for its consideration
- (iii) Congratulate the Management and staff connected with Hawthorn Children and Families Centre on the excellent work being carried out at the Centre.

15 May 2017

Report Contact:

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Background Papers:

Care Services Inspection Report dated 20 March 2017

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Hawthorn Children and Families Centre Day Care of Children

2f Bogwood Road Mayfield Dalkeith EH22 5DQ

Telephone: 0131 271 3116

Type of inspection: Unannounced

Inspection completed on: 20 March 2017

Service provided by:

Midlothian Council

Service provider number:

SP2003002602

Care service number:

CS2003015176



Inspection report

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

We carried out a quality themed inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under two quality themes - Care and Support and Staffing.

Hawthorn Children and Families Centre works in partnership with Midlothian Council to provide early learning and childcare placements. The centre is located within the residential area of Mayfield in Dalkeith.

The service is registered to provide a care service to a maximum of 48 children aged from birth to eight years and to provide an outreach service to families in their own home. The operating times are between 8am and 6pm Monday to Friday. There were 28 children using the centre on the day of the inspection visit.

The accommodation consisted of a large open plan playroom, a number of smaller playrooms, a soft play area, a sensory room, parents/carers room, offices, meeting rooms, kitchen and a large enclosed outdoor play area. A secure door entry system was also in operation.

A full aims and objectives statement was available to people using the service and included:

"To offer a quality preventative service to protect the most vulnerable children across Midlothian."

"To offer support to children pre-birth to five years of age and their families through the delivery of an integrated family learning approach, working in partnership with families and with a range of other professionals."

"To ensure that children's basic needs and early learning needs are met."

"To improve the lives of vulnerable children, children with a disability and those affected by disability."

This report was written following an unannounced inspection which took place on 20 March 2017 between 10.45am and 1.45pm. The inspection was carried out by an inspector from the Care Inspectorate. Feedback was given to the acting depute manager and the head of children's services on the same day as the inspection visit.

As requested by us the service completed an annual return and a self assessment document.

During the inspection we gathered evidence from different sources. We spoke with the acting depute manager, head of children's services, six staff, two NHS professionals (support assistant and nurse), three parents/carers and five children.

We looked at the service's self assessment, health and safety records including infection control, risk assessments, medication, care standards questionnaires, children's files, personal plans and learning journals, child protection case file management, additional support needs plans and paperwork, accident/incident records, registration certificate and insurance certificate.

We observed staff's childcare practice, the environment, equipment and outdoor area.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

What people told us

We issued 15 care standard questionnaires to the service to distribute to parents/carers. We received seven completed questionnaires before the inspection with two having additional comments. We also spoke with three parents/carers during the inspection visit. Comments were as follows:

"We are tremendously happy with the care the staff provide for our son. They took great care to build a relationship with him to ease his transition into the centre and to understand his needs."

"My child's development has progressed wonderfully under their care and there is constant and clear communication on his day to day activities."

"The centre has fantastic facilities which give our child a great variety of things to do both to nurture and stimulate. We are very grateful to them."

"I receive plenty of support from the staff and am able to speak with them and the manager if I need to."

"I am very happy with the centre and staff/management are very supportive to my family."

One parent/carer had expressed concerns that her child was moved from room to room to accommodate staffing. During our visit we could find no evidence to support this statement. Designated playrooms for children's age and stage of development were in use with all children being able to access the large playroom as required to enhance their play experiences.

We spent time in the nursery playrooms and observed children who were happy, settled and enjoying a variety of play experiences. The interactions between staff and children were friendly and nurturing which created a positive environment.

We spoke with and observed five children and all of them told us that they enjoyed coming to the service. We observed that all children were very settled within the nursery environment.

Self assessment

The Care Inspectorate received a completed self assessment document from the provider. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, areas for development and any changes they had planned.

From this inspection we graded this service as:

Quality of care and support6 - ExcellentQuality of environmentnot assessedQuality of staffing5 - Very GoodQuality of management and leadershipnot assessed

What the service does well

We looked at the service's child protection policy and procedures and evidenced that staff received annual child protection training and were familiar with the processes to be followed. Staff were confident in their roles with regards to protecting and safeguarding children. At the time of the inspection visit seven children were on the Child Protection Register and all relevant paperwork was in place. The service offered a quality preventative service to protect the most vulnerable children across Midlothian. The provision of outreach services to families in their own homes as well as undertaking parenting assessments, pre-birth support and supervised contact were a real strength of the centre.

We evidenced that children received excellent support for their health and wellbeing needs from management and staff. Children were observed to be happy and confident in their environment. Children who became upset or needed reassurance were reassured and comforted by staff. Staff knew children very well and were observed to be caring and nurturing. Many children presented with complex needs and we evidenced that the staff were very committed to providing a service which promoted positive outcomes.

Staff demonstrated that they knew the personal care and support needs of individual children very well and responded in a caring and professional manner. Strong relationships with parents, children and other agencies had helped staff to develop strategies to support children's early learning, additional support needs and care routines within the centre.

Children's individual needs were discussed at daily briefings and team meetings where staff worked collaboratively to make plans, set targets and implement strategies to support children. Very good record keeping and sharing of information took place to ensure that everyone was working together to promote positive outcomes for children. Personal plans had been developed and showed the individual needs, stages of development and progress of children. Staff recorded significant events in children's lives.

The service worked closely with a number of partnership agencies including speech and language therapist, educational psychologist, social work services and the oral health co-ordinator. This helped them to identify how best to provide appropriate support for families using the centre and provided a flexible service which made effective use of significant inputs from these agencies.

Clear records of all staff training was recorded and linked to individual Professional Development Records (PDRs). Staff were motivated and keen to continue with their own personal development in order to provide the best care and learning to children using the service. Staff spoke confidently about their roles and responsibilities and described the support they received from management, specialist agencies and the impact of training they had been involved in. Staff and room meetings provided an opportunity for staff to discuss their work and the work of the service as a whole. Daily discussion was also undertaken to evaluate and progress any strategies required for individual children.

We observed that staff worked very well as a team and were supportive to each other. They knew the children well and responded to individual needs. The management team were visible within playrooms and active in their support of the staff.

What the service could do better

The service should continue to use the children's wellbeing indicators to describe and underpin some of the photographs and events displayed throughout the Centre.

The service should continue to maintain the excellent level of care and learning opportunities offered to all children and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Туре	Gradings	
23 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
18 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 5 - Very good
7 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
23 Jul 2009	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent
9 Jul 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

To find out more

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

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

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

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

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0345 600 9527

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Other languages and formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

本出版品有其他格式和其他語言備索。

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

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Creating a World-Class Education System through Excellence and Equity: Attainment and Achievement Report, June 2017

Report by Dr Grace Vickers – Head of Education

1 Purpose of Report

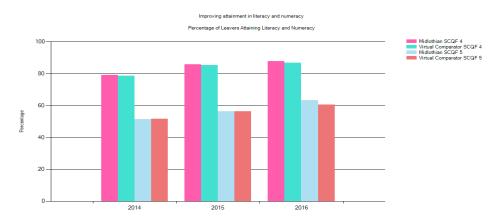
Further to the December Council Attainment Report outlining the local measures in respect of the 2015-16 examination diet, the purpose of this report is to provide an overview of secondary school examination attainment in session 2015-16 using the senior phase national benchmarking attainment measures, called 'Insight'. This report will also provide an update on progress through the Broad General Education (P1-S3) including Curriculum for Excellence levels and Standardised Assessment data. In addition the report will also celebrate a number of wider achievements across the education service.

2 Background

Last year's Attainment report highlighted the use of the new senior phase benchmarking tool – Insight. This reporting and benchmarking tool which was introduced in 2013-14 provides a broader and deeper picture of how young people are progressing in our secondary schools and includes a wide range of new qualifications including vocational and wider achievement awards.

The measures report on the performance and progress of two main cohorts of students: the National Benchmarking measures report on the progress and performance of the summer leavers cohort from S4, S5 and S6 and the Local Benchmarking measures report on the progress and performance of the students who have continued their education in S4, S5 and S6. There are four Benchmarking Measures used to report on the progress and performance of students: Improving Attainment in Literacy and Numeracy; Increasing Post - School Participation; Improving Attainment for All; and Attainment versus Deprivation. To compliment the data provided by these Benchmarking Measures, Insight also provides Breadth and Depth Course measures which are used to provide data on the percentage of pupils gaining awards at specific levels by the end of each year stage. This data, when used in conjunction with the Benchmarking Measures, provides a richer picture of the progress and performance of Midlothian students. This report focuses on the National Benchmarking Measures which were published in February 2017.

2.1 Improving attainment in literacy and numeracy: this measure shows the National Benchmarking data for the percentage of pupils attaining literacy and numeracy at SCQF level 4 and SCQF level 5:



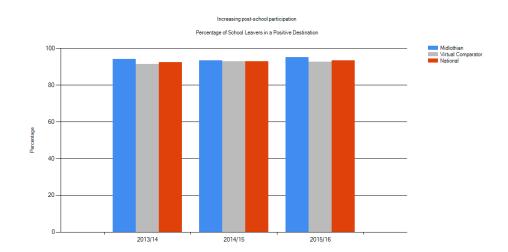
Name	Year	% Level 4 Literacy and Numeracy	% Level 5 Literacy and Numeracy
Midlothian	2014	78.97	51.31
Virtual Comparator	2014	78.54	51.62
National	2014	81.24	55.29
Midlothian	2015	85.65	56.28
Virtual Comparator	2015	85.26	56.3
National	2015	85.76	58.62
Midlothian	2016	87.8	63.31
Virtual Comparator	2016	86.61	60.56
National	2016	88.06	64.21

The national data shows the following key strengths:

- Attainment in level 4 literacy and numeracy shows a positive three year trend in improvement from 78.9% in 2014 to 87.8% in 2016.
- Attainment in level 5 literacy and numeracy shows a positive three year trend in improvement from 51.3% in 2014 to 63.3% in 2016.
- These positive trends in literacy and numeracy over a consistent three year pattern represents an opportunity to continue to add value in an area highlighted in the National Improvement Framework (NIF).
- The 2016 figures are the highest recorded results for level 4 and 5 literacy and numeracy in Midlothian.
- We are now performing above the Virtual Comparator (VC) in these measures but below the National Average. This gap has reduced by 2.01% since 2014.

Next steps for improvement: to exceed both the Virtual Comparator and National average.

2.2 Increasing post-school participation: this measure shows the National benchmarking data for the percentage of pupils either staying on at school or in a positive initial destination:



Establishment	Year	% of Schools Leavers in a Positive Destination
Midlothian	2013/14	94.17
Virtual Comparator	2013/14	91.34
National	2013/14	92.52
Midlothian	2014/15	93.44
Virtual Comparator	2014/15	92.83
National	2014/15	93.02
Midlothian	2015/16	95.06
Virtual Comparator	2015/16	92.67
National	2015/16	93.33

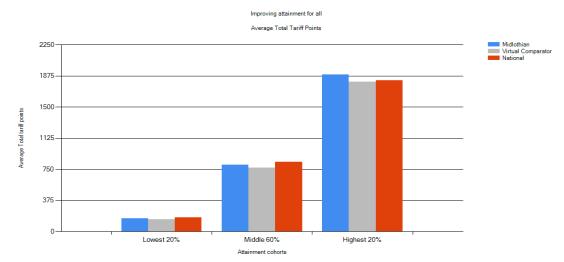
The national data shows the following key strengths:

- 2015/16 shows the highest recorded percentage of school leavers in a positive destination.
- There has been a significant and continuous overall improvement trend in this
 measure since 2010-11 and there is a focus on continuing to add value to this
 measure through incremental target setting in improvement planning.
- The percentage of school leavers entering a positive destination has improved from 94.17 % in 2013/14 to 95.06% in 2014/15.
- The positive destination measure is now 2.4% above the VC and 1.73% above the national average.

Next steps for Improvement: To further analyse and improve the following trends:

- The relatively high number of leavers going into employment (30.06%) compared to a virtual comparator figure of 23.7 % and 22% (national average). Whilst this is recognised as a successful destination there is a need to further breakdown the employment destination to consider the nature of employment, progression and opportunities for further progression.
- The relatively low numbers of leavers going into Higher Education (31.6%) compared to the virtual comparator figure of 37.6% and a national figure 40.3 %.

2.3 Improving attainment for all: this measure shows the national benchmarking data for the average total tariff score of pupils based on the attainment of the lowest 20%, middle 60% and highest 20% by performance:



Name	Year	Lowest 20%	Middle 60%	Highest 20%
Midlothian	2014	147	711	1754
Virtual Comparator	2014	141	731	1799
National	2014	163	795	1810
Midlothian	2015	146	786	1746
Virtual Comparator	2015	156	792	1838
National	2015	168	823	1834
Midlothian	2016	161	802	1890
Virtual Comparator	2016	144	771	1805
National	2016	170	838	1822

The numbers shown in the table are total tariff points gained by cohorts of Midlothian pupils and includes three categories: lowest performing 20%, middle performing 60% and highest performing 20%. Each qualification attained by pupils is given a tariff score by SQA. The highest performing 20% of students tend to attain higher tariff scores as they often stay on until the end of S6, complete more courses, and pass courses at higher levels.

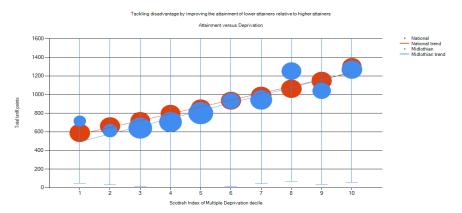
The national data shows the following key strengths:

- The 2016 average total tariff scores are the highest recorded at all levels.
- The 2016 average total tariff score figure is above the VC and National for the highest 20% of learners.
- Total tariff scores for the lowest performing 20% of leavers' shows positive progression from 147pts in 2013/14 to 161 pts in 2015/16, an improvement of 14 pts resulting in a 3 year average of 151pts. This is above the VC and only 9pts behind the National figure.

- Total tariff scores for the middle performing 60% of leavers' shows positive progression from 711 pts in 2013/14 to 802 pts in 2014/15, an improvement of 91 points over three years. This is in line with the virtual comparator on 789pts and behind the national performance of 820pts.
- Total tariff scores for the highest 20% show positive progression from 1754 in 2013-14 to 1890 in 2015-16. Significantly this is now a higher average total tariff score than the VC or national figure.
- The percentage increase in average total tariff score for the lowest 20% of the learner cohort is 9.9% over the last three years and is greater than the percentage increase for the highest 20% by 1.8%. This positive improvement trend which is reflected nationally offers the opportunity to continue to add value through further developing curriculum pathways in the senior phase that support the lowest 20% to attain at the highest possible levels.
- The improving trend for the lowest 20% of the learner cohort supports our aspiration to continue to close the poverty-related attainment gap.

Next Steps for Improvement:

- To maintain the rate of progress made across all sub-cohorts; lowest 20%, middle 60% and highest 20% and to close the small gap between Midlothian and the National figures for average total tariff score for the bottom 20% and middle 60% of our cohort.
- 2.4 Attainment versus deprivation: tackling disadvantage by improving the attainment of lower attaining pupils relative to higher attaining pupils based on the average total tariff score of pupils, by decile, using the Scottish Index of Multiple Deprivation (SIMD):



The discs presented in figure 4 represent the relative performance of Midlothian leavers in each SIMD deciles compared with the virtual comparator group. The size of the disc gives a visual indication of the number of students in the decile. The gradient of the line indicates the relative level of attainment versus deprivation for Midlothian leavers. The graph confirms that Midlothian leavers are broadly attaining in line with other similar leavers across the country with the exception of deciles 1, 8 and 9.

The national data shows the following key strengths and areas for improvement:

- In SIMD decile 1, performance is greater than the National Establishment.
- In SIMD decile 8, performance is greater than the National Establishment.
- In SIMD decile 9, performance is lower than the national establishment.

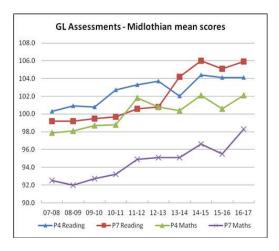
Next Steps for improvement:

 To Improve total tariff scores for all SIMD deciles so that they are above both the VC and National figure. The focus will be on the retention of students at lower SIMD deciles and the continued development of curriculum pathways that offer flexible and progressive pathways to ensure that all students attain at the highest possible level and progress to a sustainable positive destination.

2.5 Assessing progress through the Broad General Education In 2015/16, for the first time Midlothian collected for National purposes Curriculum for Excellence levels at the end of P1, P4, P7 and S3.

At the end of September, as part of the National Improvement Framework, CfE data using the new term 'achieving a level' was uplifted for P1, P4, P7 and S3. For the first time a report called *Achievement of Curriculum for Excellence (CfE) Levels 2015/16* was published by the Scottish Government on 13 December 2016 outlining the CfE data for each local authority and the Scottish average. The Cfe data was included in the quarter three report. In this report, caution was advised in terms of the validity and reliability of this data used by the Scottish Government which is called 'Experimental statistics'. This means that the data published is data under development. Therefore, due to the lack of standardisation, there is a high level of variance from local authority to local authority. However, with that said, this will remain a core priority for Midlothian in order to ensure that we bring CfE levels at all stages in line with the national average.

Standardised Assessments (GL): ten year pattern for Midlothian mean scores



Midlothian schools	07-08	08-09	09-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17
P4 Reading	100.3	100.9	100.8	102.7	103.3	103.7	102.0	104.4	104.1	104.1
P5 Reading							101.0	102.0		
P7 Reading	99.2	99.2	99.5	99.7	100.6	100.8	104.2	106.0	105.1	105.9
P4 Maths	97.9	98.1	98.7	98.8	101.8	100.8	100.4	102.1	100.6	102.1
P5 Maths							98.6	98.3		
P7 Maths	92.5	92.0	92.7	93.2	94.9	95.1	95.1	96.6	95.5	98.3

The above graph shows the ten year pattern (2007-2017) for GL Assessment mean scores. This graph illustrates the following key strengths:

- P7 Reading shows an improvement of 0.8 when compared with the previous year.
- P4 Maths shows an improvement of 1.5 when compared with the previous year.

 P7 Reading shows an improvement of 2.8 when compared with the previous year.

Next steps for improvement:

To secure 5 year improving trend for all measures.

P4 and P7 New Group Reading Test (NGRT) Standardised Reading Assessments

	2017	2016	2015	2014	2013
P4 NGRT 2a	103.9	102.8	103.4	101.9	103.7
P7 NGRT 3a	102.4	101.7	105.5	104.1	100.8

This table shows the ten year pattern (2007-2017) for GL Assessment mean scores. This graph illustrates the following key strengths:

- P4 NGRT shows an improvement of 1.1 when compared with the previous year. This represents the highest recorded figure in the last five years.
- P7 NGRT shows an improvement of 0.7 when compared with the previous year but is below the 2015 figure.

Next steps for improvement:

To secure 5 year improving trend.

P4 and P7 Standardised Maths Assessments (Progress Test in Maths)

	2017	2016	2015	2014	2013
P4 PTM8	102.1	100.5	102.1	100.3	100.8
P7 PTM 11	98.2	96.6	95.5	95	95.1

The above table shows the ten year pattern (2007-2017) for GL Assessment mean scores. This table illustrates the following key strengths:

- P4 PTM8 shows an improvement of 1.6 when compared with the previous year.
- P7 PTM 11 shows an improvement of 1.6 when compared with the previous year. This is the highest figure achieved in the last five years.

Next steps for improvement:

To secure 5 year improving trend.

In session 2017/18, the Scottish Government is due to launch national standardised assessments. Further information will be updated to Cabinet through quarterly reporting for the education service.

2.6 Celebrating Wider Achievement

Throughout the course of the year there have been a large number of wider achievements celebrated across the service. These include:

- Visible Learning: Midlothian Council's Educational Psychology Service co-hosted with Osiris Educational and the GTCS the first ever Scottish Visible Learning Conference in November 2016.
- Inspiring Learning Spaces: Midlothian Council's Education Service launched the Inspiring Learning Spaces project across 26 primary schools and pupils presented to Professor Stephen Heppell at the Learning Estates Conference in 2017.
- Digital Technologies: Pupils from St David's Primary School and Loanhead Primary School took part in the Vex Robotics UK Challenge held at the NEC in Birmingham where Loanhead primary School won the 'Think' award for programming.
- Performing Arts: Outstanding musical performances have taken place over the course of this year including the annual Usher Hall Concert which took place in November 2017 and our six secondary schools who took part in the Choir Challenge at the Queen's Hall in Edinburgh in April 2017.
- Lifelong Learning and Employability: this new service have celebrated a wide range of successes including their very positive Education Scotland Inspection and appendix one contains an overview of the many successes reported by the service over the course of the last year.

2.7 The National Improvement Framework

The National Improvement Framework was launched by the Scottish Government on 6th January 2016. To support on-going strategic work in schools to secure continuous improvement, guidance to Head Teachers was issued in the form of Professional Practice Paper 67 in March 2016 and Paper 68 in February 2017 – Guidelines on Planning for Improvement.

The theme for 2017-18 is *Mind the Gap: Taking a closer look at progression, progression, progression.* The strategic outcomes set out below are central to supporting learning and development, wider achievement and ensuring that the needs of all learners are met. In line with the National Improvement Framework, school improvement priorities will clearly articulate with the following 4 key outcomes in session 2017/18: Improvement in attainment, particularly in literacy and numeracy; Closing the attainment gap between the most and least disadvantaged children; Improvement in children and young people's health and wellbeing; Improvement in employability skills and sustained, positive school-leaver destinations for all young people.

As part of our aspiration to create a World-Class Education System in Midlothian, in addition to the areas for improvement outlined on pages 2 - 7 of this report, the following key strategic outcomes for session 2017/18 have been prioritised:

Priority Area	Quality Indicator	Key tasks
1.Successes and Achievements*	3.2 Raising attainment and Achievement: (NIF: Performance Information and School Improvement)	To bring CfE levels in line with the national average in Literacy and Numeracy by the end of P1, P4, P7 and S3 Interrupt the cycle of poverty (PEF): 5% increase in number of children from SIMD 1 and 2 achieving the expected CfE level in Literacy and Numeracy by the end of P1, P4, P7 and S3 Increase % National Qualifications as per individual school targets Secure a three year pattern of 96% Sustained Positive Destinations
	Measuring with Meaning	Measuring with Meaning: To develop an evidence-based practice approach in classrooms (Impact Coaching), including careful analysis of data on children and young people's progress to plan targeted interventions.
2.Learning Provision	2.2 Curriculum as a hook- the power of learning pathways	 BGE: Taking a closer look at learning pathways, including transitions, in order to deliver a curriculum that acts as a hook to improve engagement and participation resulting in improved outcomes for all learners. Senior Phase: Taking a closer look at learning pathways, including transitions, through the senior phase in order implement the recommendations in DYW and the Delivery Plan for Education in order to deliver a coherent curriculum that acts as a hook to improve engagement and participation resulting in improved attendance, attainment, wider achievements and sustained positive destinations. To continue to support schools with moderation, tracking and assessment of progress through the BGE.
	2.3 Learning, Teaching and Assessment (NIF: Assessment of Children's Progress)	 To continue to implement Visible Learning including Impact Cycle Training To share best practice in learning and teaching
Learning Provision (Continued)	3.1 Ensuring wellbeing, equity and inclusion	 Implement the outcomes of the Inclusion Review Taking a closer look at 3.1 – sharing best practice Child Health and Wellbeing PEF Project (3 target communities) Further Improve attendance and reduce exclusions
4. Leadership and Management For Learning Communities	1.3 Leadership of change and 1.1 Self-evaluation for self-improvement (NIF: School Leadership and Teacher Professionalism)	I-Collaborate Creating a Collaborative Leadership Culture at all Levels by continuing to grow our ASGs into Learning Communities and building the professional networks Implementing Personal leadership reflection tool for all senior leaders resulting in an individual leadership action plan 1.1 Self Evaluation for self improvement Developing independence in self evaluation for self improvement through
		- Reviews – theme or other - Inspections- Learning communities - HMle inspections - Toolkit evaluation - Challenging conversations and support Shared practice forums – self evaluation – cluster or trio

*Further secondary school targets for the Senior Phase and Positive Destinations will be agreed with each individual secondary school.

3 Report Implications

3.1 Resource

The Education Leadership Teams, all Head Teachers and staff are committed to closing the attainment gap and this will remain a key priority as we move forward. The implementation of the Pupil Equity Fund will further assist schools in their commitment to interrupt the cycle of poverty.

3.2 Risk

Addressing Inequalities by closing the attainment gap is of significant importance in order to improve the life chances of children and young people in our care.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

	Community Safety
	Adult Health, Care and Housing
\boxtimes	Getting It Right for every Midlothian Child
\boxtimes	Improving Opportunities in Midlothian
	Sustainable Growth
	Business Transformation and Best Value
	None of the above

3.4 Key Priorities within the Single Midlothian Plan

GIRFEC 5: Our people will be successful learners, confident individuals, effective contributors and responsible citizens.

3.5 Impact on Performance and Outcomes

To close the gap by improving 'attainment versus deprivation' and 'attainment for all' outcomes for children and young people.

3.6 Adopting a Preventative Approach

The Education (Scotland) Act 2017 aims to take preventative action in order to close the attainment versus deprivation gap by implementing key policies and programmes which are designed to target support to children and young people from disadvantaged communities. This Attainment Report highlights our commitment to closing the attainment gap which compliments the strategies employed by Midlothian to create a world-class education system through excellence and equity.

3.7 Involving Communities and Other Stakeholders

All Head Teachers update their Parent Councils on progress in terms of attainment and all schools publish their Standards and Quality reports for Parents and other stakeholders.

3.8 Ensuring Equalities

The recommendations is this report should continue to promote equity of attainment for disadvantaged children and support the steps being taken towards narrowing the attainment gap by imposing duties on education authorities and the Scottish Ministers in relation to reducing pupils' inequalities of educational outcome together with a duty to report on progress.

3.9 Supporting Sustainable Development

There are no impacts arising directly from this report

3.10 IT Issues

Ongoing dialogue is taking place with SEEMiS and Digital Services to ensure that we are on target for the introduction of the new system for data collection in line with the guidance on the collection of CfE levels.

4 Recommendations

Cabinet is requested to:

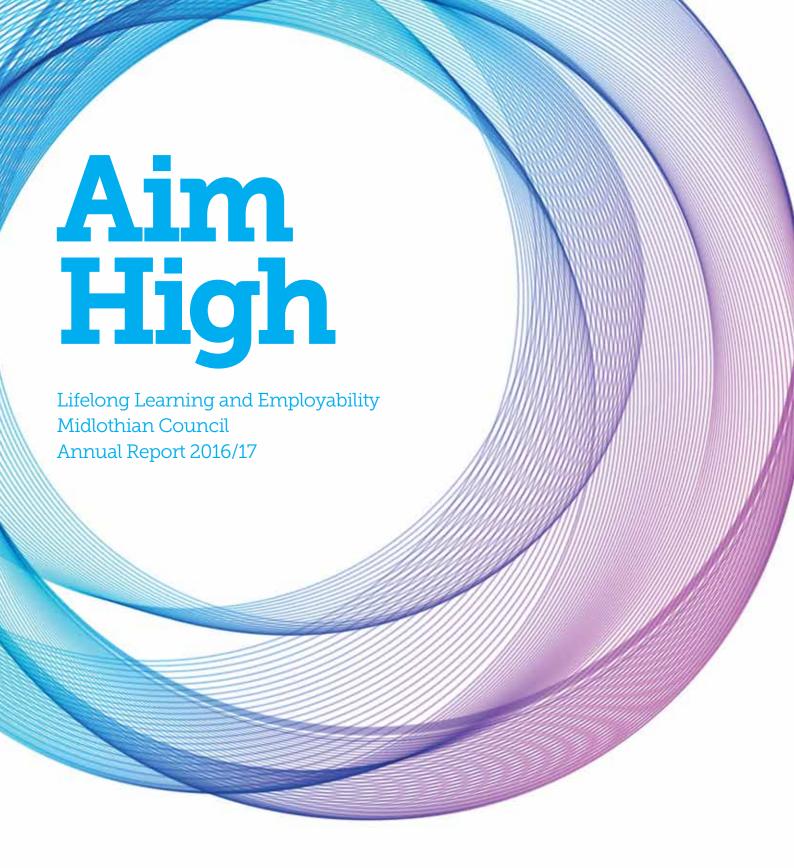
- 1. Congratulate Pupils, Staff and Parents on the significant improvements in performance outlined in this report.
- 2. Note the next steps for improvement outlined on pages 2, 3, 4, 6 and 7 of this report.

Date 22 May 2017

Report Contact:

Name: Dr Grace Vickers, Head of Education Tel No 0131 271 3719 julie.currie@midlothian.gov.uk

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Lifelong Learning and Employability is part of the Education Service in Midlothian Council.

We support young people, adults and families to improve their life chances through the development of skills for learning, life and work.

We also work with key partners to implement initiatives such as Developing Scotland's Young Workforce, Positive Destinations and Employability.

Our offer

ACCESS TO LEARNING

The chance to get back into learning

IMPROVE QUALIFICATIONS

The chance to improve your qualifications

HELP WITH POSITIVE DESTINATIONS

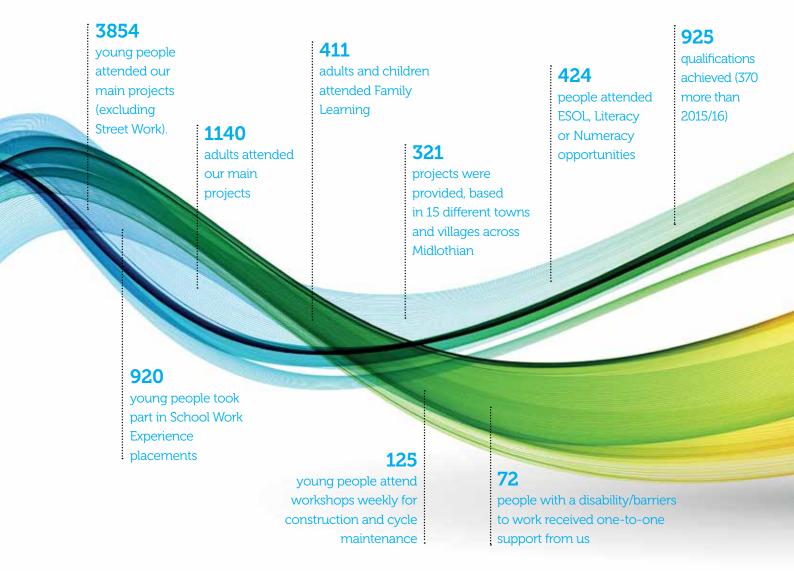
Help towards a positive destination – getting a job, entering a training course, going to college or university or volunteering

LOTS OF DIFFERENT OPPORTUNITIES

Lots of different opportunities – youth work, adult learning, vocational training and work experience



Achievements - April 2016 to March 2017



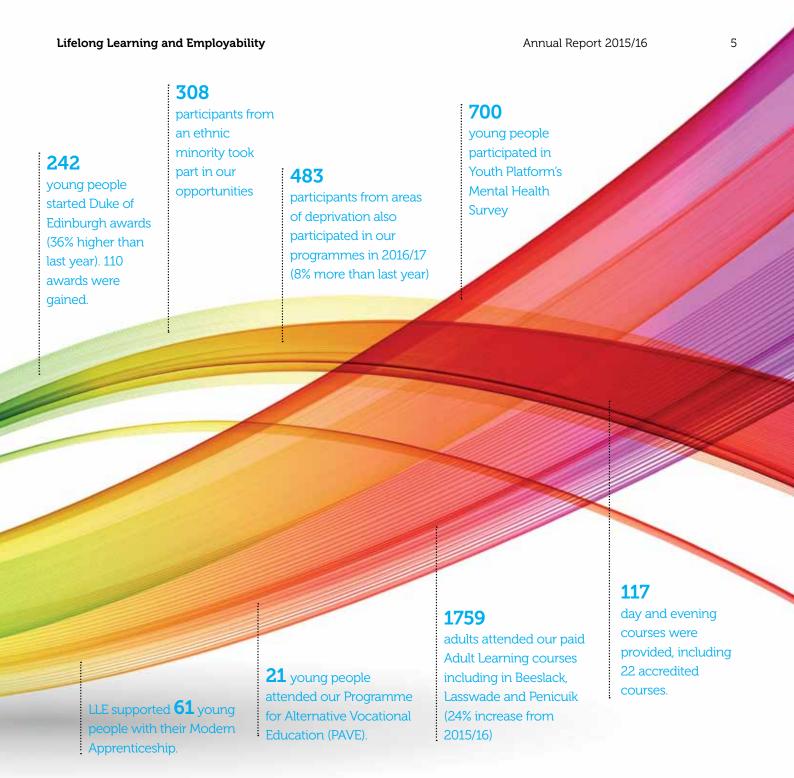
Positive destinations and employability

Young people

Every young person in Scotland is entitled to help towards learning, training, employment or volunteering (a positive destination).

 We assist young people towards employment or learning through Youth Activity Agreements and 1:1 targeted programmes.
 205 Youth Activity Agreement referrals led to 129 offers, of which 69 new agreements were taken up.

- 71 young people moved on to positive destinations: 29 in employment, 12 in employability training, 7 in further education, 3 in modern apprenticeships and 20 other.
- Over 90% of PAVE participants gained five or more qualifications and moved onto positive destinations: 52% into college,
- 12% into employment, 12% into Transition Group at PAVE and 18% to either Activity Agreements, LLE Pathway or other training programmes.
- We have supported 165 young people to secure a positive destination by means of our new pathways in: Child Care, Retail, College, Youth Work, Employability, Army, Sport and Wellbeing, Music, Rural Skills, Independent Tenancy, Young Mums, PX2, Green and Beauty Therapy.



 Duke of Edinburgh (DoE) is coordinated by LLE. In 2016/17 young people contributed 4,141 hours of volunteering which was worth to £17,176 of social value. DoE Leaders contributed 27,689 hours worth £276,890.

Adults with Mental Health Issues

 We have supported 37 adults with mental health issues to work towards gaining employment through specialist one-to-one and group work support. 81% secured a positive outcome, including employment, training, educational opportunities, volunteering or college.

Adults with Disabilities

 72 people with a disability or barrier to work received 1:1 support in our FOCUS/WFF projects. 13 people moved into supported employment, 5 into further education, 2 into volunteering and the others

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received practical financial support through WFF.

The people behind our statistics – LLE changing Lives

(All participant names have been changed)

"I can see her confidence growing before my eyes"

Supporting Young People back into learning and work

One to One Support, Pave. Pave 2, Pathways and youth projects.

Albert had been out of school for nearly two years due to traumatic events. With his LLE Key Worker he completed a work placement with a local tool hire company, and gained his Nat 3 in Maths and English. He was accepted on a Light Mechanics Maintenance course at college with a promise of a mechanics apprenticeship.

Clark struggled to maintain attendance at school due to his behaviour. With substantial support from LLE Key Workers, Clark successfully improved attendance in LLE PAVE 2 and gained Nat 4s. He completed 40 hrs of volunteering locally, gained new interview skills, and successfully secured a place in the army.

Coleen and Stuart were a young homeless couple living in a B&B, using food banks to get by. Stuart was supported into a trial placement with MARC Recycling earning the living wage, and his attendance after 6 months stands at 100%.

Josie had been doing nothing for 18 months. Within days of a knock on the door from an LLE Worker, she was on the Green Outdoor Pathways progressing to a college course. She is taking driving lessons and looking for part time work. Josie's Mum says "the difference is unbelievable, she has

gone from lying around all day, being depressed and unhappy to having more spring in her stepI'm really glad you knocked on the door".

Matt was disengaged from school and was uncommunicative. He was volunteering for his brother's company. His LLE Worker obtained funding for training, helped him study for his construction safety test and secured a modern apprenticeship for him. He works full time plus some weekends with 100% attendance. He is more talkative, and is studying for his driving theory test.

Midlothian Snow Sports Centre

(MSSC) Through the MYJET Programme, one young person was given a one-day a week over the past year with MSSC. They were so impressed by him that he has successfully secured paid hours. He's also doing his food hygiene course whilst still at school.

LLE's Vocational Learning

Heather has attended a 6 week beauty therapy pilot programme at Dalkeith High School. During the course she learned about different skin types and what products to use for each, how to apply make-up and care for nails. She was able to practice these new skills on other pupils in the class, carrying out professional treatments, working as a team and developing communication skills. "I can see her confidence growing before my eyes".

Supporting Adults, Families and Young People through Employability, Lifelong and Vocational Learning.

Employability Programme

John had struggled to secure permanent employment since being made redundant in 2011. He was referred to the CWP programme, where he gained advice and support. John commenced a structured work placement within Midlothian Council. Within 3 months of starting this programme, John successfully secured a full time permanent position with NHS Lothian.

LLE FOCUS 1:1 Employability Service

Julie is a lone parent and is dealing with bereavement and severe financial hardship. She was in arrears with childcare costs and was awaiting benefit outcomes as well as trying to hold down her job. Our Working For Families fund helped with childcare costs for a month and with vouchers for food to keep her in employment.

Pat "I have mental health issues but with support from the Focus service I've set up my own business. I'm still seeking support when I need it to keep healthy. It's a struggle but I'm doing well."

LLE Staff as Mentors through Career Ready

Keira has been to three master classes and developed "a fab relationship" with her mentor. "I'm so much more inspired and confident, can't thank you enough Lily thanks for being there egging me on."

Corinne's mentor placed her with a photographer where she spent 4 weeks learning the craft of photography. This opened her eyes to other avenues available to her, gave her valuable skills and self assurance. She spoke at this year's launch event with confidence, and networked a room of business people at a DYW event – not something we would have thought possible before Career Ready.

LLE Aim High Core Skills for Employability

Margaret, 53 is a mum of 4. Since leaving school she's brought up her children and worked, but is currently unemployed. Margaret attends the Aim High on a one to one basis. 'Being on the course has really improved my confidence in IT, writing & typing skills'.

She now successfully volunteers in a Salvation Army shop and has applied to support older people with Connect Online as a volunteer. Margaret is working towards an SQA Communications qualification and hopes to get paid work in an office.

Aim High Construction

Bob said that the Aim High programme has helped him to be more confident and has allowed him to be able to speak and work with new people. The course has given him skills, including how to behave in the work environment.

Gilly "Coming to the construction workshops has been a massive boost to my confidence and the support that the staff gives you is great. I'm the only girl in a group of 11 boys and coming to the workshops and challenging myself on the construction based tasks has shown me that I can do this every bit as good if not better than them. Construction is not just for boys, more girls should do it as well."

LLE Job Club

"I took my 16 year old son up to the job club in order to get help with making a CV. While we were there I told her I was thinking about taking a night class to brush up on my computer skills in order to get a better job and found one at Penicuik High School. Susan showed me how to apply for funding for the course and I am now attending. My son has also started a new job after school and is keeping his CV up to date".

English for Speakers of other Languages

Ali is 33 years old. He came to Scotland in April 2016 as a refugee from Syria with no English at all. He attended ESOL classes with his wife and is now able to communicate in basic English. He started volunteering in a local cafe in December 2016, and now works in the kitchen for around 10 hours a week. Ali is working hard to improve his English and wants to get work in a garage in the future.

The Young People's ESOL

"Speakeasy" group supports S5/S6 learners and unaccompanied young asylum seekers, all with limited English. Currently there are two Polish migrants and three Vietnamese in the group. The young people were lacking in confidence, but with regular attendance, they have improved in all skills. Throughout, the ESOL service has liaised closely with the schools, foster carers and social work in order to provide the best support possible for these vulnerable youngsters.

Progress through Learning Midlothian – from community based learning to university.

After several years as a stay at home mum, **Jean** discovered some locally-run courses, beginning with a parents' group. She took part in a new 'Starting with Psychology' course. She then joined the community-based Introduction to Sociology Course run by QMU. She completed an Open University

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course after which she secured a job at the local primary school. She has now applied to become a local Councillor, and is grateful to Lydia of PTLM for her support throughout.

LLE Family Languages

Nadia I was born in a diverse country, where it is common for people to speak multiple languages fluently. The Family French Learning Program at Loanhead library gave my daughter the opportunity to experience a new language, in a casual and friendly environment with other families.

LLE Knitting Group

Annie "Carle has helped me with patterns that I have been having problems with have also picked up a lot of good tips from the other ladies in class."

LLE Working with Employers – Developing Scotland's Young Workforce.

Live Jobs Roadshow feedback:

Emma Jones, Ernst & Young

"The feedback from the Careers Team attending the roadshows was phenomenal. I haven't heard staff enjoy a careers fair so much before, and we got a superb list of genuinely interested students."

Kerr Wishart, Aldi Stores

"I was really impressed by organisation, layout and quality of candidates involved in the event."

Lynn Brown, Aberdeen Asset Management PLC

"We were really impressed with the calibre of the students especially the two who have been put through to the next stage of our apprenticeship selection process"

Young People – Democracy in Action



Hilda – I had my plans for what I wanted to do and my LLE Worker supported me completely, going as far as to get me a role creating a history project for LLE from my internship. It was amazing and made me realise that being a teacher was not for me. And then I went through something that scared me a lot - my house was broken into and I made a lot of decisions in that aftermath when I realised that life was too short and my LLE Worker once again supported and gave me the space that I needed so that I could sort my head out. Then she decided that I needed to be pushed back into society, or at least that is how it felt to me, and she got me to attend the Midlothian Youth Platform where I have met several amazing people. She used this to restore my faith in people and I don't know if she knows how much it had helped me but I can honestly say I will never be able to express it in words.

Contact us to find out more and see what's on offer for 17/18.

Lifelong Learning and Employability

Central Support

Tel: **0131 271 3713**

Email: lle@midlothian.gov.uk

http://www.facebook.com/llemidlothian

twitter.com/LLEadult_family



Proposal for Consideration in Corporately Endorsing/Adopting Meeting the Needs of Transgender Young People Guidance, from LGBT Youth Scotland

Report by Dr Grace Vickers, Head of Education

1 Purpose of Report

The purpose of this report is to seek approval to adopt the attached guidance as an example of good practice, and for the key principles to be incorporated into subsequent policy updates in Education.

2 Background

Recent national studies have shown that over 77% of transgender young people have experienced homophobic, biphobic or transphobic bullying in school. Further, 88% of those who have experienced transphobic bullying believe that it has negatively impacted on their education, and around 52% of transgender young people thought that homophobia, biphobia or transphobia has affected their employment opportunities.

In addition, 67% of transgender young people consider themselves to have mental health issues as a result of prejudice and discrimination resulting from sexual orientation or gender identity; negative responses and rejection (feared or experienced) from colleagues, friends, family and services; pressure to conform to gendered norms and expectations of heterosexuality; and not coming out as a result of these pressures and fear of experiencing homophobia, biphobia or transphobia.

Source of figures above: LGBT Youth Scotland & Scottish Transgender Alliance Action. <u>LGBT Youth Scotland</u> has been working in partnership with the <u>Scottish Transgender Alliance</u> to create a general guide to support transgender young people in schools.

This guidance will be published in June/July 2017 and will be titled: "Meeting the needs of Transgender Young People – guidance for schools in Scotland".

About the Guidance

This guidance is based on the real experiences of transgender young people, and good practice approaches suggested by young people, teachers and youth workers. It is designed to enable teachers to gain confidence including transgender identities in their teaching, and supporting transgender learners in their schools.

3. Report Implications & Legislation

Guidance Endorsement

In April 2017 Midlothian Council along with some other local authorities were asked to provide feedback and endorse this guidance as good practice.

Feedback from an equality perspective was provided by Midlothian Council's Equality, Diversity and Human Rights Officer, with endorsement as good practice being given by the Education Authority on 01 May 2017.

3.1 Resource proposal

There are no resource implications

3.2 Risk

The main risk is that within the evolving digital world we need to be aware and raise awareness and acceptance of human rights around these issues, to ensure equity and acceptance.

3.3 Single Midlothian Plan and Business Transformation

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

3.4 Key Priorities within the Single Midlothian Plan

Reducing inequality of educational provision and support for our learners.

3.5 Impact on Performance and Outcomes

Reducing inequality will impact on closing the gap and therefore outcomes for all.

3.6 Involving Communities and Other Stakeholders

Schools will work with parents and wider partners to ensure best use and allocation of support and resources.

3.7 Ensuring Equalities

This guidance should ensure ongoing equity for all pupils in Midlothian schools.

3.8 IT Issues

None identified.

4 Recommendations

Cabinet is requested to recommend:-

 Corporately endorsing this guidance as good practice in Midlothian Schools.

Date: 22 May 2017

Report Contact:

Andrew Sheridan, School Group Manager (Inclusion & ASN)

Tel No. 271 3701

andrew.sheridan@midlothian.gov.uk





LGBT Youth Scotland is the largest youth and community-based organisation for lesbian, gay, bisexual and transgender (LGBT) people in Scotland. The charity's mission is to:

'empower lesbian, gay, bisexual, transgender and intersex young people and the wider LGBT community so that they are embraced as full members of the Scottish family at home, school and in every community'.

Scottish Trans assists transgender people, service providers, employers and equality organisations to engage together to improve gender identity and gender reassignment equality, rights and inclusion in Scotland. We strive for everyone in Scotland to be safe and valued whatever their gender identity and gender reassignment status, and to have full freedom in their gender expression.





MESSAGE FROM FERGUS McMILLAN MESSAGE FROM JAMES MORTON



Transgender young people's experience of school¹

A study of young people showed that:

- 77% of transgender young people experienced homophobic, biphobic or transphobic bullying in school
- 37% of transgender young people had left education as a result of homophobia, biphobia or transphobia in the learning environment, compared to 10% of LGBT respondents
- 88% of those who had experienced transphobic bullying believed that it had negatively impacted on their education
- 51.8% of transgender young people thought that homophobia, biphobia or transphobia has affected their employment opportunities
- LGBT young people were more likely to be confident about reporting homophobia and biphobia than transphobia

Transgender young people and mental health

67% of transgender young people consider themselves to have mental health issues

The Scottish Association for Mental Health estimates that one in four people in Scotland will have mental health problems at some point in their lifetime. LGBT young people are at a higher risk of experiencing mental health problems than other young people as a result of:

- Prejudice and discrimination resulting from sexual orientation or gender identity
- · Negative responses and rejection (feared or experienced) from colleagues, friends, family and services
- Pressure to conform to gendered norms and expectations of heterosexuality
- Not coming out as a result of these pressures and fear of experiencing homophobia, biphobia or transphobia

YOUNG PEOPLE'S QUOTES AND CASE STUDIES

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INTRODUCTION



ABOUT THIS GUIDANCE

This guidance aims to help primary and secondary education staff in Scotland support transgender children and young people².

It is based on the experiences of transgender young people; good practice approaches suggested by young people, teachers, youth workers and others; and professional standards for teachers.

It is a general guide to supporting transgender young people. It is comprehensive but not exhaustive – young people are individuals and everyone has different needs. If you need more information or advice to support a young person, please contact us.

WHAT IT CONTAINS

The guidance covers:

- · Language: information about gender, being transgender and the transgender community
- · Issues affecting transgender young people: discrimination and barriers
- Whole school considerations: guidelines for meeting the needs of transgender young people and creating an environment which includes them
- · Legislation and policy: context for to creating a safe and supportive educational environment
- · Materials and sources of information

LANGUAGE USED

The guidance uses the terms 'transgender' and 'trans' as equivalent umbrella terms for those whose gender identity or expression differs in some way from the sex assigned to them at birth. Young people and their families may prefer to use other terms.

Note: some young people do not identify with the term 'transgender' including some young people with non-binary gender identities. This guidance aims to help teachers and other education staff support any young person whose gender identity or expression differs in some way from expectations placed upon them by the sex assigned to them at birth, regardless of how they identify themselves.

There is more about language on page 11 and a glossary online at xxxx to help teachers understand any unfamiliar terms.

^{2.} We use 'young people' in the rest of the guidance to mean children or young people who are of school age.



PRINCIPLES

Transgender young people may need your support to be successful learners, confident individuals, effective contributors and responsible citizens, consistent with the Curriculum for Excellence. The following principles are based on a good practice approach to supporting transgender young people individually and within a whole-school approach:

- Transgender young people should be protected from discrimination, harm and abuse
- Expressing gender is a healthy part of growing up. It is unethical, and could be harmful, to force a young person to express their gender in a particular way
- If a transgender young person needs support, they should get this as soon as possible and at a pace which is right for them.
 Delaying a young person's right to live in, or express, their gender identity can severely affect their mental health and wellbeing
- Being transgender is one aspect of a young person's life; they may have other support needs
- It is important that teachers and education staff listen to what transgender young people say, and hear and understand their wishes
- Transgender young people should be involved in all decisions affecting them, and understand any action which is taken and why
- Wherever possible, staff should respect a transgender young person's right to privacy. Being transgender is not a child protection issue. Professionals should not share information about a young person's gender identity or transition without consent (see also 'confidentiality and information sharing' on page 24)
- School leaders should be ready to discuss transgender inclusion and address any negative views of staff, parents and others
- Teachers should be able to send positive messages to all learners about transgender identities and include information in the curriculum

GENERAL APPROACH

Most teachers will know how to support transgender young people, as they would any other young people. But there may be some aspects which teachers are less certain about. So, some tips for responding to a young person who talks to you about being transgender or who asks questions about their gender identify include:

- Don't panic: they don't expect you to be an expert, just to listen
- Say 'thank you': the fact that they have trusted you enough to speak to you is a privilege
- Ask what support you can give: listen to what they say, and repeat back to check you've understood correctly. Don't agree
 to anything you're not sure of. It is fine to say, 'I don't know, I'll have to check that'
- · Ask what name and pronoun you should use to address them. Check if that's all the time or in certain circumstances
- If what the young person tells you involves other people, ask if you can share the information
- Arrange a time to meet up again soon and no more than a week later, to check in and see how they are doing
- Check if there's anything else they want to talk about
- · Make it clear that you want to support them and that they can come to you any time
- Keep an eye on things, and follow up with the young person if necessary



THIRD PARTY DISCLOSURES

If a third party has shared information about a young person with you, you may want to arrange a meeting with the young person. A good practice approach is to:

- · Offer them the opportunity to speak
- · Ask them what gender they identify with
- Follow the points above

INVOLVING OTHERS

Note that being transgender is not, in itself, a child protection issue (see more on child protection on page 24).

If a teacher needs advice or support for themselves or for the young person, they may need to speak to the school management team, the local authority or other agencies. This should be in consultation with the young person.

- In school, you should only share information about a young person with their knowledge and if there is a genuine need
- You can identify a young person to outside agencies if the young person has asked you to do so
- If they have asked you not to share their personal details, but you need general advice, you can speak to other agencies without disclosing any details that would identify a young person

RESPONDING TO THE CHALLENGES

Sometimes, for some teachers, supporting young people who are transgender seems challenging. It is always helpful to remember the young person at the centre. If a teacher needs advice and support, they could speak to a colleague with experience in these matters, and find ways around the challenges.

For example, if a young person comes out as trans to a teacher who doesn't agree with people being transgender, the teacher could say: 'Thank you for telling me. I'm not the best person to deal with this, but I know who is. Let's go and see them together'. The teacher can then take the young person to whoever is best able to support them. This is respectful, inclusive, non-judgemental and professional.

Similarly, if a teacher tells their head teacher that they are uncomfortable teaching about transgender identities, the head teacher could make a reasonable adjustment to accommodate them, for example by asking another teacher to take the lesson.

PROFESSIONAL VALUES AND STANDARDS

The professional values and standards which guide teachers in all their work with young people are helpful when thinking about how best to support transgender young people. Teachers are not expected to be experts, and have answers at their fingertips. What matters most is a respectful and inclusive approach based on the above principles and the expectations of the General Teaching Council (GTC) Scotland, including its Standards for Registration: http://www.gtcs.org.uk/professional-standards/the-standards-for-registration.aspx

The Code and Professionalism and Practice (COPAC) which accompanies the standards expects teachers to:

'treat sensitive, personal information about pupils with respect...(and) should aim to be a positive role model to pupils and motivate and inspire them to realise their full potential'



GTC Scotland is committed to promoting equality and diversity within schools. It expects all teachers to be positive role models to all young people in showing respect to transgender young people, and also to help pupils understand different views, perspectives and experiences: http://www.gtcs.org.uk/web/FILES/teacher-regulation/copac-0412.pdf

If you have questions you can contact gtcs@gtcs.org.uk

TRADE UNIONS

All main teaching unions are committed to promoting equality and respecting diversity. Some may have equality representatives who support teachers to ensure equality and diversity in the workplace. Unions can give teachers support and advice about working with transgender young people, and about challenging discrimination in the workplace.

A NOTE FOR PRIMARY SCHOOLS

While it is rare for a young person to identify as transgender in primary school, it is happening more and more. Primary schools are expected to be able to meet the needs of these young people and to ensure they have a safe, inclusive and respectful environment in which to learn.

Many children behave in ways which do not conform to gender stereotypes. They may experience transphobic bullying as a result. Teachers should deal with this accordingly.

It can be hard to predict how a young child will express themselves as they mature. It is important not to pressurise any child to identify or behave in any particular way. The best approach is to be flexible and non-judgemental, and enable the young person to explore their gender expression and identity at their own pace, as they develop.

The guidance contained in this document applies to teachers in primary and secondary school settings.

MORE INFORMATION

If you have any questions or concerns, or want more information, please contact info@lgbtyouth.org.uk



SUPPORTING TRANSGENDER YOUNG PEOPLE AT SCHOOL: STEPS FOR GOOD PRACTICE



1. Put the young person at the centre and keep them there

- · Thank them for their courage in coming to see you
- Let them know they can come to you for support whenever they need to
- · Allow them to talk about how they are feeling
- · If you don't know the answer to something, say that, and offer to find out
- Let them know that you respect their privacy, and will not share their information with anyone unless they give their permission
- · Ask their permission to share information with other staff, if necessary
- · Share information in line with school protocols
- · Find out if anyone else knows, and if they can support the young person
- Check whether or not the young person is being bullied
- · Reassure them that, however they feel, it is normal
- · Ask the young person how they would like you and the school to support them
- Don't delay a young person's wish to transition
- · Find out about their timescale of transition
- Ask the young person if they would allow the school some time to prepare and train staff (if necessary)
- · Set a date to meet again

2. Ensure confidentiality

- Do not disclose the name of a young person who is undergoing, or planning to undergo, transition to anyone unless the young person has consented
- If you have a child protection concern, let the young person know that you will need to follow child protection procedures.
 This could include sharing information about them, but this would be about safety concerns rather than their gender identity

3. Contact LGBT Youth Scotland

Depending on the area and staff capacity, LGBT Youth Scotland may be able to:

- Meet with the young person to support them over their gender identity
- · Provide training for staff and information sessions for pupils
- Provide guidance about processes for supporting a young person's transition
- · Attend meetings to advise the school about support
- · Direct the young person to its chat service
- Connect parents with TransparenTsees, support network for parents of transgender young people
- Support parents (with the consent of the young person)



4. Contact your local authority education officer

They may:

Provide guidance about how the school can support the young person's transition

Provide guidance about the Equality Act 2010, school responsibilities and the rights of a transgender young person

Attend meetings to help the school plan its support for the young person

5. Arrange planning meetings

- With the young person's permission, arrange a meeting to plan how the school will support transition
- Create a Child's Plan with goals, timescales for support and a record of support
- · Let the young person know who will attend
- Ensure the young person has consented for any information to be shared
- · Arrange a meeting with parents, if the young person is happy for this

6. Find out more

Good sources of information for teachers and young people are:

- · LGBT Youth Scotland
- Scottish Trans

7. Keep in touch with the young person

- Make sure the young person knows how the school will support their transition, and that they are happy with the plans
- · Check in with the young person regularly to offer support



ABOUT LANGUAGE



IN THIS SECTION:
WHY LANGUAGE IS IMPORTANT
SOME COMMON TERMS AND UNDERLYING CONCEPTS

Language is powerful. It can both include and exclude people; empower or undermine them. Knowing and understanding some of the words which transgender young people and the transgender community use, and why they do so, is helpful in many different ways. Trying to make sure that language is respectful and inclusive is central to equality and anti-discriminatory practice. When a teacher uses certain words correctly, it raises the awareness of all young people, and is reassuring for transgender young people.

This section sets out some of the concepts and language used in this guidance. There is a full glossary online at www....

We are including this section because many people are unfamiliar with these terms and concepts. This is understandable, and no one expects teachers to be experts in this language.

Sometimes, people use words which mean different things interchangeably, so it's always best to check with young people which words they use and feel comfortable about.

Language is constantly evolving, and terms that might seem unfamiliar at first become common parlance.

If anyone, whether teacher, young person, parent³ or other, does not understand a particular word or underlying concept, it is fine to ask. Understanding gender is difficult because it often means challenging something that we have learned and accepted as the natural order or 'just the way things are'.

SEX AND GENDER

The terms sex and gender are often used interchangeably but they mean different things.

Sex

Describes physical differences between bodies, and biological characteristics such as the reproductive system. Sex is typically categorised as 'male' or 'female' but 'biological sex' (our anatomy including internal and external sex organs, chromosomes and hormones) is more diverse than that. Some people are 'intersex': an umbrella term for people born with variations of sex characteristics, which do not always fit perceptions of male or female bodies.

Gender

Describes the attitudes, feelings and behaviours which a given culture associates with a person's biological sex. The terms girl/woman, boy/man are assigned at birth on the basis of biological sex. They come with cultural expectations and 'norms' about what it means to be a girl or boy, man or woman. They can limit and oppress people's gender expression. These expectations are not innate; they are made: they vary across cultures and over time.

3. This guidance uses the term 'parent' to include anyone with parental responsibilities for a child such as carers and legal guardians.



Gender 'norms' and 'rules'

Despite some progress, in Scotland in 2017, boys are generally expected to be unemotional, strong, attracted to girls, sporty and to conform to ideals of masculine physical attractiveness. Girls are generally expected to be compliant, nurturing, emotional, helpful, attracted to boys, gentle and to conform to ideals of feminine physical attractiveness.

Many young people find these expectations restrictive. Boys who want to play with dolls may be discouraged or even mocked; girls who want be builders when they grow up have few role models and may be teased for being 'tomboys'.

Young people also experience peer pressure about what is seen as 'normal' for girls and boys. This pressure may not be obvious to teachers or others but can feel inescapable to young people. If you are not sure what the 'gender rules' are in your school, it is good to ask: young people are best placed to explain the gender rules and roles expected of them.

Transgender young people 'break' gender rules in some way because their gender identity does not match the sex assigned at birth, or they express their gender in a way that others do not consider 'normal'. They may be bullied because of this.

Gender binary

Western system of two gender options: men (with all the traditional notions of masculinity) and women (with all the traditional notions of femininity).

Gender identity

A person's deeply felt internal and individual experience of gender. This may or may not correspond with the sex assigned to them at birth.

Gender expression

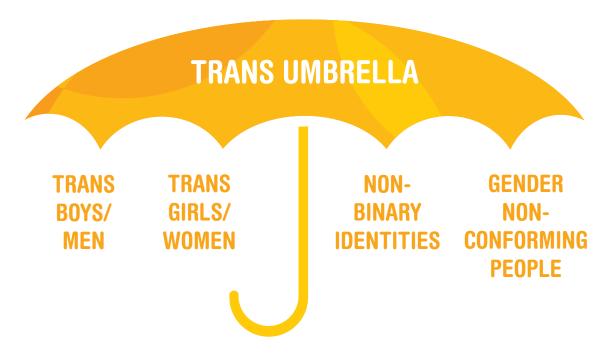
A person's gender-related external appearance including clothing, speech and mannerisms. Their appearance is often defined as 'masculine' or 'feminine', but young people may express their gender in ways which are not considered traditionally feminine or masculine.



TRANSGENDER IDENTITIES AND TERMS

'Transgender' is an umbrella term for people whose gender identity or expression differs in some way from the sex assigned to them at birth.

The picture shows some of the most common identities which come under the 'trans umbrella'.



Teachers can show young people that they have some understanding if they use these terms. Using them correctly also validates young people's identities and experiences. It's worth remembering that:

- · Many trans young people don't know them
- · Their identities may be evolving
- · Language is constantly evolving and new terms become more familiar the more they are used

Young people may ask a teacher for support without fully understanding their gender identity: they may be questioning their gender, or they may not want a label.

The most helpful thing to do is to ask a young person how they identify themselves; but, if they don't have an answer, there is no need to press them. They don't need a label to receive support. It is helpful if teachers are led by the young person, and allow them to explore their own definition and understanding of gender.



Trans boys/men

People assigned 'female' at birth but who identify as boys/men. Sometimes, the term 'female-to-male' (FTM) is used to describe the direction in which someone is transitioning or wishes to transition.

A trans boy is likely to be distressed about being seen as female and/or having a female body. They are likely to assert a male gender identity consistently and persistently. The prospect of going through female puberty, especially breast growth and menstruation, is often traumatic.

This is different from a girl who some people might describe as a 'tomboy' because she enjoys rough, noisy activities traditionally associated with boys.

Trans girls/women

People assigned 'male' at birth but who identify as girls/women. Sometimes the term 'male-to-female' (MTF) is used to describe the direction in which someone is transitioning or wishes to transition.

A trans girl is likely to be distressed about being seen as male and/or having a male body. They are likely to assert a female gender identity consistently and persistently. The prospect of going through male puberty, especially facial hair growth and voice breaking, is often traumatic.

Non-binary people

People whose gender identity is not exclusively male or female (that is, is not one of two options).

Among young people, the words genderqueer or genderfluid are popular alternatives for non-binary.

The gender identity of a non-binary person is individual, and can be complex and multi-faceted.

Some people describe gender as a spectrum with 'male' at one end, female at the other, and non-binary in the middle. This is too simplistic:

- Some non-binary people may have a gender identity which incorporates various aspects of being a boy and being a girl
- Some non-binary people may strongly reject many or all aspects of being a boy or a girl
- Some non-binary people may find that how comfortable they feel in any gender fluctuates and that it is hard to predict how they will experience their gender from day to day
- Some non-binary people experience distress about the physical sex characteristics of their body and/or about the prospect
 of pubertal changes

The degree to which a non-binary person expresses femininity, masculinity and/or androgyny (combination of masculine and feminine characteristics) is very individual, so it is often not possible to tell from their appearance whether they have a non-binary gender identity. Non-binary people also vary in whether or not they wish to change their name. Many prefer to use the gender-neutral pronoun 'they' and may find it distressing to be referred to using gendered pronouns (he or she). Some use a mixture of different pronouns from day to day, and a few use more unusual gender neutral pronouns such as 'per' or 'zie'.

Gender non-conforming people

People who do not conform to gender stereotypes in clothes and accessories; speech or mannerisms; interests and behaviour. This term is mainly used to describe young people under 12.

Although they may never identify as transgender, gender non-conforming people may experience the same sort of transphobic bullying (see page16) and similar issues at school as trans boys, trans girls and non-binary people.



It can be hard to predict how a young child will express themselves as they mature. It is important not to pressurise any child to identify or behave in any particular way. The best approach is to be flexible and non-judgemental, and enable the young person to explore their gender expression and identity at their own pace, as they develop.

Some gender non-conforming people identify clearly with the sex assigned to them at birth, and do not want to transition.

Some may identify themselves as transgender; some may be uncertain about their gender identity and any desire to transition may fluctuate. Whether a young person is gender non-conforming or identifies as transgender, it is important to listen to them and help identify their support needs. This guidance can help teachers ensure that all young people are safe, supported and able to achieve their full potential in education.

SEXUAL ORIENTATION AND BEING TRANSGENDER

Being transgender is different from sexual orientation:

- Transgender describes a person's gender
- · Sexual orientation describes who an individual is physically and/or emotionally attracted to

Sometimes these two different concepts are conflated. It is helpful for teachers to understand the differences.

Because there is still a general assumption that everyone is heterosexual, a young person might be seen by their peers as gender non-conforming if they are attracted to people of the same sex.

Coming out as gay, lesbian or bisexual might empower a young person to express gender non-conformance in how they dress, their mannerisms, interests or behaviour.

However, young people who identify as transgender often find it frustrating and distressing when others focus on their sexual orientation rather than supporting their gender identity:

- Transgender people and their partners can be straight, gay, lesbian, bisexual or any other sexual orientation (see glossary online at xxx)
- Most transgender people identify their sexual orientation according to their gender identity rather than their sex assigned at birth. For example, a male-to-female trans girl is likely to identify as heterosexual/straight if she is attracted only to boys, or as lesbian if she is attracted only to girls
- The terms straight, gay and lesbian assume that the gender identity of people and their partners fits with the two options 'male' or 'female'. These terms which describe sexual orientation are harder to apply when a person is non-binary





OVERCOMING BARRIERS TO LEARNING



IN THIS SECTION:
BULLYING AND SAFETY
COMING OUT
TERMS OF ADDRESS
TOILETS AND CHANGING ROOMS
SCHOOL UNIFORM
PE AND SPORT
TRIPS AND RESIDENTIALS

This section explores some common barriers to learning experienced by transgender young people. It suggests how teachers can include and support all young people in a school.

BULLYING AND SAFETY

The Scottish Government, A National Approach to Anti-Bullying for Scotland's Children and Young People, 2010⁴ defines bullying as follows: 'Bullying takes place in the context of relationships; it is behaviour that can make people feel hurt, threatened, frightened and left out. Bullying is both behaviour and impact; the impact is on a person's capacity to feel in control of themselves.'

Teachers should be alert to the fact that transgender young people face disproportionately high levels of bullying. All teachers have a duty to challenge and respond to bullying behaviour, including transphobic bullying. Transgender young people often experience homophobia and biphobia as well as transphobia. More information at xxx (link to the bullying document)

Transphobic bullying

Transphobic bullying is behaviour or language which makes a young person feel unwelcome or marginalised because of their perceived or actual gender identity. It can include:

- · Name calling, rumour spreading and gossip about a young person's transgender identity
- Physical attack (or assault, which may become a police matter) See http://www.equalitiesinhealth.org/doc/sexualorientation/HateCrimeBooklet-finalcopy_001.pdf for more information
- · Excluding someone from conversations, activities and games
- · Stealing from someone or damaging their property with homophobic, biphobic and/or transphobic graffiti
- · Threatening someone or spreading rumours through texts or social media
- · 'Outing' or threatening to 'out' someone to peers, teachers or family
- · Gestures, looks and other non-verbal communication
- · Harassment and/or intimidation
- · Deliberately using the wrong name and/or pronoun. This is different from people trying their best and making a mistake
- · Denial of transgender identity
- 4. http://www.gov.scot/Resource/Doc/330753/0107302.pdf



Not all transphobic bullying is directed at transgender young people: comparing someone to a transgender person in a derogatory manner, for example, is transphobic bullying. Some young people experience bullying:

- · Because others think that they are transgender
- · Because they have transgender family or friends
- Because they are seen as different or not conforming to traditional gender stereotypes about what a girl or boy is
- Whether or not they are transgender

Transgender people in same-sex relationships experience homophobia for not conforming to gender norms.

Any such behaviour can harm people physically and/or emotionally. Although an incident may be one-off, the threat may continue.

Is transphobic bullying a hate crime

There is no legal definition of bullying in Scotland and as such bullying is not a crime.

Bullying, however, can be motivated by prejudice similar to hate crime; the distinction is when a crime has taken place, such as assault, graffiti or a breach of the peace, that has been motivated by prejudice.

The presumption should be against criminalising children and young people, wherever possible, unless it is in the public interest. However, if a bullying incident is serious in nature, with clear criminal aspects and prejudice-based in nature, it would be reasonable to report the incident to Police Scotland. More information on reporting a hate crime or hate incident can be found http://www.scotland.police.uk/contact-us/hate-crime-and-third-party-reporting/

Helping young people feel safe

If any teacher witnesses a child or young person being bullied because of their gender identity, or perceived gender identity, they should follow the school anti-bullying policy. All young people benefit when everyone feels safe at school. If the bullying involves a teacher, this should be reported to the senior management team.

School staff can help young people feel safe from transphobic bullying by ensuring that school policy and practice is supportive:

Policy

- · Anti-bullying policies specifically mention transphobic bullying
- · All staff, young people and parents know about anti-bullying policies
- The learning environment is safe for transgender young people
- Teachers educate young people and others about transgender identities so that everyone in the school knows about respecting transgender people

Practical

- Staff deal with any incidents involving transgender young people (or their families) as with any other bullying, whilst being mindful of confidentiality (see section 24)
- They thoroughly investigate all incidents of discrimination, intimidation, harassment or violence, whether involving young people or staff
- They tell young people who have experienced bullying about the outcome of any investigation
- They help young people recover from the impact of any bullying

For more information about transphobic bullying see: http://www.respectme.org.uk/bullying/prejudice-based-bullying/



COMING OUT

When someone discloses their gender identity or sexual orientation this is called 'coming out'. Because there is a general assumption that people are heterosexual, and that their gender identity matches their sex assigned at birth, those who fall into this category don't usually feel that they have to disclose this.

Lesbian, gay, bisexual and trans (LGBT) people often need to 'come out' to let others know that they identify differently and live their lives differently from the general assumption.

People are rarely told that how they feel inside might differ from how they appear to others. This, along with negative media coverage, lack of role models, restrictive gender stereotypes and transphobic language, means that most transgender young people grow up feeling different, ashamed and scared.

Most have to choose between hiding how they feel or telling someone. If they don't know that their family, friends or teachers are 'trans-friendly', they can assume that, if they come out, people will be hostile and will reject them.

Trans people may come out at any stage of life and to varying degrees: some people want to live fully as themselves in all aspects of life; others may want to come out only to themselves or a few trusted people. So:

- · Coming out is a personal choice
- · Only an individual can know when, where and who to tell
- It can be a lifelong process
- · No one should feel forced to come out if they don't feel ready

Young people come out to their teachers for various reasons, such as:

- · A teacher has supported one of their friends or has spoken positively about LGBT people
- They know that teachers have a professional responsibility to support them

If a young person comes out to you, you should take the disclosure seriously and with respect. It is vital not to deny a young person's gender identity, or question their understanding of gender or their gender identity.

COMING OUT GUIDE IMAGE



TERMS OF ADDRESS: NAMES AND PRONOUNS

Some young people who identify as transgender change their name and/or pronouns, others don't. This is perfectly legal. Teachers should respect a young person's wishes and use the name/pronoun they use/have asked you to use. If you are not sure what name/pronoun they use, ask them in private at a suitable time.

Names

If they want the school to record the change of name officially, they (with their parent if under 16) should write to the school to instruct this. Letter, email or any other form of written communication is fine. Schools do not need to ask for anything else. A transgender young person who wants to change their name can do so whenever they want to. They can simply tell people that they want to be known by this name from now on. There is a sample letter in the appendix.

The school can then change the record on the official administration record system (School Management Information System or SEEMiS). This is straightforward to do.

SCREEN GRAB OF NAME/GENDER CHANGE SCREEN

This does not affect a candidate's SQA number, and the Scottish Qualifications Authority does not require any documentation: http://www.sqa.org.uk/sqa/75545.html

Pronouns

Typical pronouns are 'he', 'she' and 'they'.

Some transgender young people, especially those with a non-binary gender identity, are unhappy about people referring to them as 'he' or 'she', and use the gender-neutral pronoun 'they'.

Other, rarer, non-binary pronouns include 'zie' or 'ey' or 'per'.

There is no official way to record a young person's correct pronoun on SEEMiS but schools can record this information on the young person's file.

Using pronouns is an indication of someone's gender identity and staff should take care not to 'out' a young person by using a pronoun in public that others don't know. They should check with the young person whether this information is to be shared, and if so, with whom and how.

Addressing young people: good practice

How you and others address a transgender young person tells them whether or not you respect their gender identity. When friends, family or staff use the wrong name or pronoun it can upset and undermine them.

If you are supporting a transgender young person, be led by them, and check with them what pronouns and/or name you should use and when. This may be different depending on whether it's in public or private, or who else is around, and may be liable to change. It is part of the process of their transition.

Staff should keep an ear out for 'deadnaming'. This is when someone deliberately calls a transgender young person by their previous name. Depending on the situation, it could be bullying.

This is not the same as accidently calling a person by their previous name. That's just a mistake. If someone does this, they should say 'sorry' and try not to do it again.



TOILETS AND CHANGING ROOMS

Feeling comfortable about using the school toilets and changing rooms is fundamental to young people's experience of school. All young people should feel OK about using these facilities. If transgender young people are going home to use the toilet or refusing to drink during the school day, there are obvious implications for attendance, attainment, health and wellbeing.

Some transgender young people feel uncomfortable about using the toilet or changing room which matches their gender identity. They worry about being teased or bullied, and would rather use the accessible toilet because it's a single cubicle.

In changing rooms, they may be worried about other young people looking at them while they are getting changed. This may be to do with sexual orientation rather than gender identity. It can be helpful for staff to remember that schools do not require gay, lesbian and bisexual students to use separate changing facilities.

Guidelines

Helpful guidelines about school toilets, changing rooms and individual rights are:

- · Respect a young person's gender identity
- · Ask them what they want and/or are worried about
- Plan what's to happen with the young person
- · Ensure that everyone feels safe about using the toilet
- · Distinguish between what feels uncomfortable what is unsafe

What the law says

There is no law in Scotland, or in the UK, which states that only people assigned male at birth can use men's toilets and changing rooms, or that only people assigned female can use women's toilets and changing rooms.

As a guide, it is helpful to ask:

- Is the young person being treated differently from their peers?
- Is the young person being treated with dignity and respect?
- · Have you taken all reasonable steps to accommodate their needs?

Safety concerns

If toilets and changing rooms are genuinely unsafe, this is a different matter and schools should address this as a separate issue.

Good practice approach

- If a transgender young person typically asks to go to the toilet during class time, it is likely to be because the toilets are quiet then, and they feel safer. Although not ideal, it is better to allow this, otherwise the young person might not go at all
- If a transgender young person is concerned about the changing facilities, listen to what they are saying. It may be possible to let them change separately/privately. Schools could put up modesty curtains in changing areas. Many young people at school would appreciate that; it does not have to cost much
- If other young people (or their parents) express concerns about sharing toilets or changing rooms with a transgender young
 person, it tends to be because they think that the transgender young person will behave inappropriately. Schools should
 reassure all pupils, and dispel any myths and misconceptions. A transgender young person's mere presence does not
 constitute inappropriate behaviour



If someone feels uncomfortable sharing facilities with a transgender young person, they should be allowed to use a private
facility such as an accessible toilet. But a transgender young person should not be forced to use alternative facilities simply
to make other young people feel more comfortable

SCHOOL UNIFORM

Schools have the right to enforce a uniform code. There are numerous arguments for and against school uniform: it is up to each school to decide its own dress code.

However, forcing transgender young people to wear clothes which do not match their gender identity can damage their emotional health and wellbeing, and could constitute discrimination under the Equality Act 2010.

If your school has a uniform, there should be a gender-neutral option. Schools should either avoid specifying that certain clothes, such as skirts and dresses, are for girls or should allow any transgender young person who officially requests it to wear these.

If your school doesn't have a school uniform, it should be clear that young people can wear what they want as long as this complies with school guidelines about what is acceptable.

PE AND SPORT

Activities

Some transgender young people are so concerned about their physical characteristics or about having their gender identity accepted that they find PE classes very difficult. Teachers can help by:

- Considering any request for support or reasonable adjustments sensitively
- Placing a transgender young person with the peer group which best matches their gender identity (if the school has singlesex PE classes)
- For a non-binary young person, checking who they would feel most comfortable being with
- PE classes tend to focus on team work, co-ordination skills, play skills and physical activity awareness rather than genderspecific activities. But if school competitions are organised by gender, allowing a transgender young person to compete in the category which matches their gender identity
- For inter-school competitions not governed by national sports bodies, the same standards should apply. It may be helpful to a young person if you speak to the equivalent staff in the other school(s) to let them know there is a trans student in your team/competition, but only with the young person's consent

National and international sports governing bodies have their own inclusion policies for high-level competitions. If you are concerned about a trans student participating, you should contact the sport's governing body directly.

Clothing

- Allow transgender young people to wear sportswear which matches their expressed gender identity
- For swimming, skirted swimsuits, baggy shorts, lycra surfing 'rash vest' tops or short wetsuits are alternatives for transgender young people (similar to modest swimwear worn by young people from some faith groups)



- A trans-male young person might bind their chest to flatten it so they might need to wear a loose-fitting shirt or sweatshirt.
 Binders can lead to shortness of breath, pain and even cracked ribs from physical exertion. (See glossary online at www for more on binders)
- Staff should allow a young person to decide for themselves about whether or not to wear a binder, and help them join in, but safely

TRIPS, RESIDENTIAL AND OTHER ACTIVITIES

School activities need to be inclusive for all. So, when planning these, staff need to take into account the needs of transgender young people.

School day trips are not likely to require anything specific unless a transgender young person wishes to use a single-cubicle toilet.

There may be some specific considerations for residentials, although a general principle would be to treat a transgender young person in the same way as everyone else on the trip. However, young people will be in closer quarters than usual. Talking about respect for boundaries, privacy and shared living space will help all pupils, but particularly transgender young people.

Good practice approach

- If a transgender young person wants to share a room with other young people who share their gender identity, they should be able to do so
- If a transgender young person is sharing a room with their peers, there is no reason for the parents of the other young people to be informed about this
- If a transgender young person is concerned about sharing a room with others, you could consider giving them their own room, but ask the young person about this first
- If showers are communal, find out if there are single-cubicle or private washing facilities which a transgender young person could use
- If these aren't available, you could work out a rota so that everyone can wash in private if they want to. Many young people are unhappy about communal showers
- Check out the ethos and practice of the venue beforehand. If you have any concerns, contact the venue to discuss these in general terms, particularly safety and respect
- If a trip is to a foreign country which has anti-LGBT laws contact the foreign office for advice and see also: www.gov.uk/guidance/lesbian-gay-bisexual-and-transgender-foreign-travel-advice

Risk assessment

Risk assessments are used to anticipate and plan for the things that could cause problems or go wrong on a trip and:

- · Are useful for thinking about how you will keep a transgender young person safe while they are in your care
- · Are most helpful if you involve the young person in determining risk and how to mitigate it
- · Are not a method of excluding a transgender young person but of including them safely
- Should be realistic and based on actual risk not prejudice
- Are confidential: the information they contain should only be shared according to the school's confidentiality and information-sharing policy

See also confidentiality and information sharing on p 24



PRACTICAL SUPPORT FOR TRANSGENDER YOUNG PEOPLE



IN THIS SECTION:
CHILD'S PLAN
CONFIDENTIALITY, INFORMATION SHARING AND CHILD PROTECTION
WORKING WITH FAMILIES
FAMILY RELATIONSHIPS
SUPPORT AND REFERRAL

This section includes advice on how best to support an individual young person in school and covers some common concerns such as confidentiality and working with parents.

CHILD'S PLAN

The Children and Young People (Scotland) Act 2014 provides for some children to have a Child's Plan⁵ if they need extra support for their wellbeing. The support can be social, emotional, physical and/or academic. Teachers can build in additional support for transgender young people through a Child's Plan. This plan should set out additional support to be offered, who by and when. It includes how the school will support a young person to live as their true gender in school, (if that is what the young person wants), or help them develop their understanding of their gender identity.

Given the mental health concerns for transgender young people, such plans are useful for responding to some of the elements which make things difficult for transgender young people at school.

Some transgender young people feel stigmatised if they are seen as needing additional support. So, although they might be eligible for this, the stigma could outweigh the benefits.

The requirement for support should be jointly agreed between young people, teachers and parents, with young people and their parents making the final decision.

Good practice approach

- · A Child's Plan should focus on improving the wellbeing of a young person and reducing negative influences
- The document is kept private: it is a written record which could disclose a young person's transgender status



CONFIDENTIALITY, INFORMATION SHARING AND CHILD PROTECTION

Teachers should not contact a parent simply because a young person discloses that they may be transgender, or are questioning their gender identity.

Transgender young people worry about confidentiality and privacy: about staff disclosing information about their gender identity to others, and/or about staff taking action which they have not agreed to.

Child protection guidelines require teachers to follow particular procedures for confidentiality and information sharing. But, being transgender is not a child protection issue in itself.

If there is a child protection issue, this should be specified and the school's child protection guidelines followed.

Good practice approach

- Whenever possible, respect a young person's right to privacy. Being transgender is not a child protection issue
- Information about a young person's gender identity or transition should not be shared without their express permission
- · A young person should be involved in all decisions affecting them, understand what is happening, and why
- · Adults should listen to young people, and hear and understand what they are saying
- If a young person wishes to come out in a school setting, information will need to be shared. Teachers should consider who to tell and how, taking into account the young person's view on this
- Some young people may want to be completely open about their transgender identity. If so, the school should accept this, and provide young people with the necessary support at school
- If information about a young person's gender identity is to become public knowledge, there should be an agreed procedure
 to respond to questions from other young people, teachers and parents to ensure staff give consistent information which
 does not breach confidentiality
- Only in very exceptional circumstances would a school need to give information about a young person's transition to other
 parents. This would require the permission of the young person or their parents (depending on the age of the young person)
- A transgender young person may wish to change schools as part of their transition process for reasons of privacy. It is not necessary for all staff in a receiving school to know the young person's transgender identity
- Personal data is easily shared and young people find it increasingly difficult to maintain their privacy. Teachers may need to support young people if personal information becomes common knowledge though Facebook or other social media
- A transgender young person may not have told their family about their gender identity. Inadvertent or planned disclosure could put a young person in difficulty or in danger at home
- An equalities statement is a helpful way for schools to let parents know that they offer all young people a supportive
 environment in which everyone, of any gender identity, is respected

WORKING WITH FAMILIES

Ideally, parents want to support their transgender child. This is vital because young people who are not supported by their parents face higher rates of depression, alcohol and drug misuse, homelessness, exploitation, self-harm and suicide than those whose parents are supportive.

If a young person speaks to a teacher about their gender identity, the teacher should try to find out whether the young person has told their family and how the family reacted.



If the young person has not told their family, teachers may want to discuss the likely reaction with the young person. That will allow the teacher and the young person to plan how and when to tell, if the young person wants to do that.

Although, increasingly, parents are supportive, some may react negatively at first. Sometimes this is because they have inaccurate or incomplete information about gender identity. Or it may be because they are worried about what it will mean for their child's future. Such reactions stem from loving and wanting to protect their child. Rejection can be a misguided attempt at protection. Finding out about the experiences of other young people and their parents can help parents accept and maintain their relationship with their child.

Parents may need time to come to terms with what their child has told them. Teachers can help by letting parents know about sources of information and support (see below), and encouraging parents to ask questions.

Teachers can also help young people talk to their parents, for example about their preferred name, pronouns and so on.

If parents are not willing to support their child, the school should make sure that there is a support plan so that the young person can get support at school. It may also be useful to approach the local authority Community Learning and Development team to see if there is any local support for parents. If that department of the council needs information, they should contact their equalities lead and/or LGBT Youth Scotland.

If a teacher is concerned about the home environment and the safety of a young person, they should follow the school's procedures for recording and/or acting on such concerns.

Whatever the home situation, supportive or otherwise, schools need to keep young people at the centre of any decisions which affect them. Sometimes, this means giving young people the chance to voice opinions which differ from those of (even supportive) parents.

Agencies which provide advice and support to parents of transgender children include:

- Transparentsees: group for parents, based at the Sandyford Clinic, Glasgow. transparentsees@gmail.com
- Mermaids: UK-wide organisation which works to: reduce isolation and loneliness for parents and young people dealing with gender issues and empower families and young people with the tools they need to negotiate the education and health services. More information can be found here: http://www.mermaidsuk.org.uk/
- Scottish Trans: www.scottishtrans.org
- LGBT Youth Scotland: www.lgbtyouth.org.uk

TSER IMAGE



HOW TEACHERS CAN HELP TRANSGENDER YOUNG PEOPLE AND THEIR FAMILY RELATIONSHIPS

Teachers can help by:

- Providing a safe and supportive place for parents and young people to discuss the young person's needs
- · Speaking on behalf of a young person who cannot articulate their needs to their parents
- Providing support to alleviate the distress caused to young people by family rejection
- Providing a safe space for transgender young people to be themselves and have their identities respected
- Working with young people to agree what they need from their parents. This can be particularly helpful if parents disagree or their relationship has broken or is breaking down

Schools have a welfare responsibility towards pupils, and may have to assume the role of neutral arbiter if decisions need to be made about a young person's wellbeing. They should always provide impartial and dispassionate advice and guidance which prioritise a young person's wellbeing, even if this is something a parent may not wish to hear.

The legal responsibility for a young person's wellbeing is with their parent(s) but the school can support all those involved in a young person's welfare.

Good practice approach

- Find solutions which involve young people, teachers and parents in reaching decisions together to ensure the young person is safe, supported, nurtured and respected, in school and at home
- Consider meeting parents to explain how important it is to support a transgender young person and the negative effects on young people of conflict, disagreement or rejection
- · Explain the positive effects of young people being able to live as their own gender
- Base what is said to parents on observations from school and from talking to the young person (but discuss only the information which the young person has agreed can be shared)
- · Listen to parents' concerns without judging them; respond to concerns calmly; and correct any misconceptions
- Understand that parents have other information about a young person to contribute
- Use any Child's Plan (see p 23) to give parents details about what support is being offered to a young person and when. This might include details of future meetings to support the young person and the family as a whole
- · Encourage collaboration between the school, parents and young people to ensure that the needs of young people are met

SUPPORT AND REFERRAL

All young people should know where they can go and who they can speak to if they need support.

Schools can help by telling young people and families about support services, for example through posters, online, and in assemblies, lessons and activities.

LGBT Youth Scotland runs youth groups across Scotland, including some for transgender young people in Edinburgh, Dumfries and Glasgow. Information about these is at: www.lgbtyouth.org.uk/youth-groups

It also runs an online youth service. This one-to-one chat service allows young people the space to ask trained youth workers about sexual orientation and/or gender identity, or any other issue. Young people do not need to give their names. The service is useful for young people in rural areas who may feel isolated. Details are at: www.lgbtyouth.org.uk/yp-online-support



A WHOLE-SCHOOL APPROACH



IN THIS SECTION:
STAFF LEARNING AND CONFIDENCE
POLICIES AND PROCEDURES
THE LEARNING ENVIRONMENT: TRANS-INCLUSION AND VISIBILITY
RESPONDING TO CONCERNS
INVOLVING YOUNG PEOPLE

This section considers a whole-school approach to supporting transgender young people and creating a transgender-inclusive environment. Whatever a school chooses to do, it should make it clear to all young people and staff that it is an inclusive environment for everyone, including transgender people, and that young people know they can talk to staff about gender or gender identity.

STAFF LEARNING AND CONFIDENCE

No matter how progressive and proactive the school, individual staff make a huge difference in the extent to which transgender young people are supported. No one expects all staff to be experts in transgender inclusion, but all are expected to actively ensure that transgender young people are accepted, respected and supported. GTC Scotland guidelines specify that all teachers should treat all young people with respect, and provide the best learning environment they can (see page xx).

Several hundred teachers have already received training in transgender inclusion and are actively supporting young people. LGBT Youth Scotland can provide such training. More information at: www.lgbtyouth.org.uk

POLICIES AND PROCEDURES

School policies and procedures help to make the school's approach clear and consistent. Schools should ensure that the following policies include transgender young people:

Equality policy

An equalities policy is a useful tool both in framing your organisation's approach to inclusion and for sending a clear message to staff and learners that your organisation is transgender inclusive.

By ensuring that you are transgender inclusive, your organisation will:

- Improve the working and service environment and raise consideration of the importance of terminology
- Demonstrate that you have taken proper steps to prevent bullying and harassment within your organisation
- Increase confidence in your organisation; transgender learners will see a commitment to making them feel supported or included

The equalities policy should made direct reference to the Equality Act (2010) and all protected characteristics. It should clearly outline your commitment to reducing inequality, improving opportunity and fostering good relations between different groups.



Anti-bullying policy

- This should state that the school does not tolerate transphobic bullying. It should reflect Scotland's National Approach to Anti-Bullying, 2010⁶ and include homophobia, biphobia and transphobia
- Schools should know how transphobic bullying manifests, and have procedures to respond to transphobic, biphobic or homophobic bullying
- There should be distinct sections for each of these forms of bullying, as they are different
- · Respectme offers training and can be contacted at: http://www.respectme.org.uk
- LGBT Youth Scotland offers training on recognising, responding to and recovering from homophobia, biphobia and transphobia and can be contacted at: info@lgbtyouth.org.uk

NATIONAL APPROACH TO ANTI-BULLYING VISUAL



THE LEARNING ENVIRONMENT: TRANS-INCLUSION AND VISIBILITY

When young people start questioning their gender identity they need reliable information. They often look to teachers for that. But they typically wait four years before talking to someone about their gender identity. During that time, they may not see or hear anything about transgender people, identities or topics at school. This is an easy thing for schools to fix through their everyday teaching and learning.

Materials

TEACHING PACK: INTRODUCING TRANSGENDER IDENTITIES

LGBT Youth Scotland's teaching pack 'Introducing transgender identities' (forthcoming) contains eight activities, with teaching notes, which teachers can use as a basis for raising awareness about, and discussing, gender and gender identity.

POSTERS AND DISPLAYS

Transgender identities should be included alongside other identities in classroom/school displays.

Schools could harness their young people's creativity and ask them to design posters to show that the school has an inclusive approach to people of all genders and gender identities; that everyone is treated with respect; and who to approach for more information.

EXAMPLE OF A TRANS INCLUSION POSTER

Campaigns

Schools could link into public awareness campaigns or create their own. See for example the Equal Recognition campaign: http://www.scottishtrans.org/equal/

Role models

As long as they are suitable role models for young people, transgender 'celebrities' and academics can be a powerful affirmation for transgender young people. Some suggestions are:

PHOTOS OF TRANSGENDER INDIVIDUALS

- Aydian Dowling trans fitness instructor and activist. Finalist in the US Men's Health Ultimate Man contest and featured in the magazine
- · Lana Wachowski film maker. Created the Matrix films with her trans sibling
- Jaden Smith model. Identifies as male, but often wears clothing which is considered to be for girls/women. He was the face of Louis Vuitton's womenswear
- · Balian Buschbaum German pole-vaulter who competed at Olympic level and, after retiring, transitioned to his true gender
- Eddie Izzard comedian and marathon runner. Identifies as male and as a transvestite (cross dresser)
- Janet Mock American pop-culture talk-show host
- · Jin Xing Chinese ballerina and contemporary dancer



Transgender professionals who could be referred to in lessons include:

- Rebecca Heineman video game programmer
- Angela Clayton physicist (nuclear critical safety)
- Joan Roughgarden biologist and evolutionist
- Ben Barres neurobiology (neurons and glial (glue) cells)
- Rachael Padman stellar evolution (formation of stars)

The focus on these individuals should be their contribution to their field, as a stimulus for lessons. In the same way that teachers no longer talk about 'lady scientists', 'trans scientist' is not acceptable. However, if teachers explain at the end of the lesson that a particular professional is transgender, it has a normalising effect and demonstrates inclusion.

EXAMPLES OF POSTER FOR USE IN SECONDARY SCHOOLS EXAMPLE OF POSTER FOR USE IN PRIMARY SCHOOL



RESPONDING TO CONCERNS

All schools should provide clear and consistent leadership.

For any objections, whether from pupils, parents or staff, the most effective approach is to communicate a consistent and accurate message. If a school or a teacher is not sure how to do this, then LGBT Scotland is happy to help with training and advice.

Some people in a school community, including staff, may not support a whole-school approach to inclusion. Some may reject transgender young people, or not recognise their need for safety and support.

They should have an opportunity to express any concerns and be heard. Their concerns may be based on misconceptions or misinformation, and it may be possible to reassure them.

If teaching staff raise concerns about an inclusive approach, the management team should make it clear that, irrespective of a teacher's personal opinions, they have professional obligations to support all young people in a school setting, and legal duties of care to ensure the safety, health and wellbeing of pupils. If a teacher wants to know more about these professional responsibilities, the union, GTC Scotland or the local authority can provide this.

If the parent of another child at school raises concerns, it may be helpful to meet with them to discuss these and the school approach to equality and inclusion. Parents' concerns should be taken seriously. The school's response should be framed in the context of respect for all young people in the school.

INVOLVING YOUNG PEOPLE

The best way to encourage inclusion is to involve young people directly. Their involvement needs to be relevant and focused; not tokenistic. Make sure that the purpose and outcomes of any activities are clear. Some suggestions which schools have tried are:

- Conducting pupil-voice surveys to capture young people's views about LGBT inclusion. These can be anonymous. They
 encourage transgender and other young people to discuss their experiences and show all young people that you take these
 seriously
- Inviting young people to participate in working groups, for example on inclusion and the suggestions in this guidance.
 Involving young people will help schools get it right
- Setting up a Gender and Sexual Orientation Alliance (GSA), or similar, in school to create a safe space for transgender young
 people, their friends and anyone questioning their sexual orientation and/or gender identity. Under Article 31 of the UNCRC,
 transgender young people have the right to a place where they can socialise with their peers and find information. Many
 schools in Scotland run extra-curricular groups to support and include young people over sexual orientation and/or gender
 identity. More information about setting up a GSA at: XXX

LGBT Schools Charter of Rights

LGBT Youth Scotland Schools Charter helps schools include LGBT young people. It shows LGBT pupils that their school supports them to identify their rights. It helps schools look at policy, practice and legal obligations in the context of LGBT equality.

By actively pursuing the LGBT Schools Charter of Rights, schools send a positive message to LGBT staff and pupils that they are included, valued and supported, and will be treated fairly at school. It makes it clear to other pupils that equality and diversity are central to the school ethos.

More information at: www.lgbtyouth.org.uk/charter-schools



POLICY, LEGISLATION AND FURTHER INFORMATION



IN THIS SECTION:
EDUCATION POLICY AND APPROACH
LEGISLATION
PUBERTY AND MEDICAL TRANSITION
BOOKS AND OTHER MATERIALS

This section sets out the policy and legislative context for supporting transgender young people in schools. It describes how puberty might affect a transgender young person and medical transition. It also suggests some useful educational resources, books and sources of further information.

EDUCATION POLICY AND APPROACH

The following national and international policy and legislation provide the education context and legal imperative for supporting transgender young people in schools.

Education policy and approaches such as Curriculum for Excellence (CfE) are designed to allow teachers to use their professional judgement to establish the content, context and manner in how experiences and outcomes are met. If the words 'trans' or 'transgender' are not specifically mentioned in policy, it does not does not mean they should be excluded from your approach or from the curriculum.

Children and young people notice the things that schools don't mention: this becomes the 'null curriculum'⁷. Excluding transgender voices, identities and topics in schools when young people already know about them, even unintentionally, sends out a certain, damaging message.

The best approach is to ensure transgender identities and experiences are implicit within subject specific experiences and outcomes. See more about this in Whole School Approach on page 27.

Getting it right for every child

Getting it Right for Every Child (GIRFEC) aims to ensure that all children and young people get the best start in life and can succeed as adults. It is:

- Child-focused: ensuring the child or young person, and their family, is at the centre of decision-making, and building solutions to support them
- Holistic: looking at the whole picture of a child or young person's wellbeing so that appropriate and effective support is
 offered at the right time
- Preventative: identifying a need as early as possible to avoid it developing into a concern or growing into a problem
- Joined-up: the child or young person, their family and professionals work together to consider what help is required, involve
 only the services needed to support them, and minimise unnecessary interruption in family life

7. Elliot Eisner, The educational imagination: on the design and evaluation of school programs (New York: Macmillan, 1979).



For transgender young people, GIRFEC means that schools should identify their support needs; listen to their opinions; and help them to achieve and live happy and productive lives.

The preventative approach means that schools should actively ensure that the learning environment is inclusive of transgender identities, even if there are no 'out' transgender young people in the school. This helps to raise everyone's awareness and prevent transphobic bullying.

As part of the GIRFEC framework, all young people should be safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI indicators). Schools should consider any specific needs of transgender young people within this.

Curriculum for Excellence

CfE aims for children and young people to be: confident individuals, effective contributors, responsible citizens and successful learners.

A basic understanding of LGBT identities and experiences is intrinsic to this.

- Under 'Health and Wellbeing' responsibilities for all, 'Children and young people should feel happy, safe, respected and
 included in the school environment and all staff should be proactive in promoting positive behaviour in the classroom,
 playground and the wider school community'
- For transgender children and young people to feel happy, safe, respected and included, their identities need to be positively included in the learning environment. Transgender young people need to feel confident that they can talk to staff in schools.
- Under 'Responsibilities for All' teachers must ensure that all children and young people can, amongst other things:
 - 'Develop my self-awareness, self-worth and respect for others
 - · Understand and develop my physical, mental and spiritual wellbeing and social skills
 - Understand that adults in my school community have a responsibility to look after me, listen to my concerns and involve others where necessary
 - · Learn about where to find help and resources to inform choices
 - Reflect on my strengths and skills to help me make informed choices when planning my next steps
 - · Acknowledge diversity and understand that it is everyone's responsibility to challenge discrimination'
- These provide a clear context for including all LGBT voices and identities across the curriculum.
- CfE experiences and outcomes under Health and Wellbeing cover respect, healthy relationships and personal development. There are opportunities in other curriculum areas too, including social studies:
 - 'I can gather and use information about forms of discrimination against people in societies and consider the impact this
 has on people's lives.' SOC 2-16b
 - 'I can discuss issues of the diversity of cultures, values and customs in our society.' SOC 2-16c
 - 'I can explain why a group I have identified might experience inequality and can suggest ways in which this inequality might be addressed.' SOC 3-16a

These give teachers scope to discuss the experiences of transgender people, and encourage understanding of issues which affect transgender children, young people and adults.



United Nations Convention on the Rights of the Child (UNCRC)

The 54 articles which make up the UNCRC apply to all children and young people and underpin the approach to children's rights in Scotland. They are an important reference in supporting transgender young people. For example:

- Article 2 ensures the right to protection from discrimination. Discrimination is defined as being treated unfairly (see below The Equality Act (2010). Transgender young people have the right to fair treatment in school. Refusing to accommodate a transgender young person could constitute discrimination
- Article 3 requires that the best interests of the child must be the primary concern in making decisions that may affect them.
 Schools must keep the best interests of a transgender young person at the heart of decisions made about them
- Article 4 requires governments to help families protect children's rights and create an environment where they can grow and
 reach their potential. As a public service, schools have a duty to meet this requirement. Including transgender voices and
 identities ensures that staff and pupils understand these
- Article 12 requires respect for the views of the child. When schools make decisions about a young person, they should
 inform the young person and take their views into account. Transgender young people often find that adults make decisions
 for or about them without consultation. This can be disempowering for the young person. Actions which are intended to be
 supportive can have a detrimental effect
- Article 16 ensures a child's right to privacy. If a young person comes out as transgender there is no immediate need to
 inform their parents or others. See more on confidentiality and information sharing on page xx
- Article 17 gives children the right to information that is important to their health and wellbeing. For transgender young
 people, this includes telling them that they are not alone and that support is available
- Article 19 gives children the right to be protected from being hurt and mistreated, physically or mentally. Schools are vital in keeping transgender young people safe from bullying, including transphobic bullying

LEGISLATION

The Equality Act (2010)

The Equality Act 2010 specifies nine protected characteristics including gender reassignment, sex and sexual orientation. This, the Act protects all transgender people from discrimination in all services and facilities, including education. This includes direct discrimination (someone is treated less favourably) and also indirect discrimination (a policy or practice intended to treat everyone the same negatively affects transgender people).

- A young person does not need to have undergone any changes or have any medical treatment or assessment for the Act to
 apply. As soon as a young person discusses with someone else that they are exploring their gender identity or considering
 using different pronouns in the future, they legally have the protected characteristic of gender reassignment
- The Act protects young people who are seen as possibly transgender. For example, a gender non-conforming young person might not consider themselves to be transgender, but may experience unlawful transphobic discrimination because their appearance, clothing, mannerisms, interests and/or behaviour do not conform to gender stereotypes
- It also protects people from discrimination because they are associated with someone who is transgender, for example a parent, partner, sibling or friend
- The Act requires public bodies such as local authorities and schools to consider transgender equality when writing policies, providing services and supporting employees, and to have due regard to the need to: eliminate transphobic discrimination and harassment; advance equality of opportunity for transgender people; and foster good relations between transgender people and other people



In order to comply with the above, staff and young people in schools need to understand transgender identities, know what being transgender means and about the life experiences of transgender people.

The Act protects people of faith from discrimination and harassment. It does not allow them to make discriminatory statements about others, (including in the context of teaching their faith). Scottish Government guidance⁸ states that '...conveying a belief within an educational context in a way that harasses or berates a particular pupil or group of pupils is unacceptable and may constitute unlawful discrimination'.

While the Act protects people of faith from discrimination and harassment, it does not allow them to make discriminatory statements about their peers – or indeed students in the case of teachers – even if it is part of the teaching of their faith.

The Scottish Government has issued guidance to schools about discussing LGBT identities and any possible conflicts based on religious freedom. It states:

'...conveying a belief within an educational context in a way that harasses or berates a particular pupil or group of pupils is unacceptable and may constitute unlawful discrimination'⁹

All schools, including denominational schools, have a duty of care to all their pupils. Allowing or encouraging discriminatory discourse can damage the health and wellbeing of any young person who encounters it. Discriminatory behaviour, in any form, must always be treated seriously, investigated thoroughly (and timeously), and responses should be proportionate and effective. Pupils and staff should know that schools will always take disciplinary action if allegations of discrimination are substantiated. This includes allegations of discrimination about trans existence, status and identity.

If a child, young person or family argues that they are allowed to discriminate based on their religious conviction, the school should invite them to meet a member of the senior management team who should explain that the school needs to be safe, nurturing and inclusive place for all young people. Scotland website: http://www.scotland.police.uk/whats-happening/campaigns/2015/hate-crime-2015

The Education (Additional Support for Learning) (Scotland) Act 2004, as amended

The Act states that additional support needs occur 'where, for whatever reason, the child or young person is, or is likely to be, unable without the provision of additional support to benefit from school education provided or to be provided for the child or young person.'

This applies to any young person experiencing bullying or discrimination on the basis of a protected characteristic under the Equality Act 2010, such as gender reassignment. It also applies to children and young people experiencing mental health problems.

The Offences (Aggravated by Prejudice) (Scotland) Act 2009

The Act creates a statutory aggravation for crimes motivated by malice and ill-will towards an individual based on their sexual orientation, transgender identity or disability. This Act, in combination with similar legislation focusing on religion and race, is commonly referred to as 'Hate Crime' legislation.

If offences are proven to result from such malice or ill-will, the court must take that into account when determining sentence. This can lead to a longer custodial sentence or higher fine or a different type of sentence. More information on the Police

8 & 9. Toolkit for teachers: dealing with homophobia and homophobic bullying in Scottish schools. https://www.lgbtyouth.org.uk/files/documents/Toolkitforteachers.pdf



The Age of Legal Capacity (Scotland) Act 1991 Section 2

Child development specialists state that children and young people develop their sense of their gender and gender identity between age three and five. All young people should be supported to live as their true gender no matter what their age.

A child of 12 and over is presumed to have sufficient capacity to instruct a solicitor, to sue on their own behalf and to enter into transactions usual for a child of that age. The legislation also states that a child aged 12 and over can consent to any medical procedure or treatment if, in the opinion of the medical practitioner, they are capable of understanding the nature and possible consequences of the procedure or treatment.

LEGAL RECOGNITION

Transgender young people under 18 are unable to legally change the gender recorded on their birth certificate, even if they are living as their true gender. This can cause problems for young people who may go to university or start work and be unnecessarily 'outed' as trans because of their legal gender.

At the time of writing (February 2017), the Equal Recognition campaign led by the Equality Network is working to change this.

The Equal Recognition campaign aims to give 16- and 17-year-olds the same access to legal gender recognition as those 18 and over, and to allow young people under 16 to change their legal gender if they have the consent of their parents.

Extending the right to legal gender recognition to young people is in keeping with the UNCRC, and would ensure that transgender children and young people are further protected from discrimination. More about the Equal Recognition campaign and why it is important at http://www.equalrecognition.scot/

Allowing trans young people under age 16 to have their gender legally recognised is not about access to medical treatment. Decisions about any medical treatment would continue to be made by medical professionals, and would not be affected.

Despite not being able to change the gender on their birth certificates, young people are able to change their gender on other types of documents such as passports and driving licences. This can be important for transgender young people, because it means they have some documents that reflect their true gender.

PUBERTY AND MEDICAL TRANSITION

While transgender young people can recognise and discuss their gender identity at any age, onset of puberty often crystallises feelings of 'gender dysphoria' when the body begins to change and develop secondary sex characteristics which are inconsistent with the young person's gender identity. This can be very distressing.

At onset of puberty, transgender young people may develop negative ways of coping such as self-harming. Teachers should refer to guidelines on supporting young people who are self-harming: www.samh.org.uk/our-work/public-affairs/self-harm

Transgender young people can begin the process of medical transition during puberty. Before this, transition is limited to changing their name, pronoun and gender expression. These aspects do not need medical or healthcare involvement.

^{10.} Refers to a person's sense of distress or discomfort about some aspect of their gender experience. This can be body dysphoria (for example a trans person who is distressed about having a penis, or a trans person who is distressed about their facial or body hair), or it can be social dysphoria (for example a non-binary person who is distressed about people assuming they are female when they meet them, and using female gendered language to refer to them.



In Scotland, all medical interventions for transgender young people take place at the Sandyford Gender Identity Clinic in Glasgow. Transgender young people can be referred to the clinic by their GP, or they/their families can self-refer. They can refer or be referred before puberty.

There is a waiting list so young people may wait some time for an appointment with the clinic. They can find this very difficult. Teachers often have to support transgender young people at this time.

DIAGRAM VISUAL

If the clinic diagnoses a young person with 'gender dysphoria', it can offer ongoing support and medical intervention. This can involve prescribing puberty blockers. These pause the puberty process, meaning the young person temporarily stops developing the sex characteristics of the sex assigned to them at birth. If they stop taking the puberty blockers, their puberty will begin again.

This medication is also used for young people who begin puberty unusually early. In this case, the GP prescribes it. If it is for gender dysphoria, the Gender Identity Clinic has to issue the prescription.

Older transgender young people may be prescribed cross-sex hormones. Young people assigned female at birth are given testosterone, and those assigned male at birth are given testosterone blockers and oestrogen.

Regardless of the stage of puberty or medical intervention, the school should affirm the transgender young person's gender identity and listen to what they say they need. Not all transgender young people seek medical assistance, and teachers should avoid assuming that young people either want this or are receiving it.

For more information about medical transition, contact the Sandyford Clinic at http://www.sandyford.org/sandyford-sexual-health-services/what-are-our-services/gender-identity-service/



BOOKS AND MATERIALS

Some suggestions are:

Introducing transgender identities

LGBT Youth Scotland materials covering the basics of what it means to be transgender in Scotland. Designed for secondary schools, but could be adapted and used in upper primary. Contact: info@lgbtyouth.org.uk

Toolkit for teachers: dealing with homophobia and homophobic bullying in Scottish schools

Developed in partnership with Education Scotland, the toolkit includes 16 lesson plans on identifying, understanding and tackling discrimination and prejudice against the LGBT community: www.lgbtyouth.org.uk/pro-toolkit

LGBT Education Network Newsletter

For news and updates, sign up at: www.lgbtyouth.org.uk/xxxxxxxx

Scottish Trans resources

Useful materials for helping to understand why creating an inclusive learning environment positively affects transgender young people at school and beyond. Reports include the Trans Mental Health Study 2012 and the Non-Binary Survey: http://www.scottishtrans.org/resources/

Films

My Genderation YouTube channel: http://www.mygenderation.com

Suggested films for using in Scottish schools are:

Luke: www.youtube.com/watch?v=vT25aNHCo4o

Reuben: www.youtube.com/watch?v=byz4U51tJX8:and Rueben six months later: www.youtube.com/watch?v=RG_JIqnPdhI

Captain Hannah and Private Mel: www.youtube.com/watch?v=PoIM56XIhxM

CN Lester: https://www.youtube.com/watch?v=Qb-L8uLuJd0

CBBC My Life series: 'I am Leo', 25-minute video diary of Leo. His mother also shares her thoughts and feelings: www.youtube.com/watch?v=0x_u2cs8DpI

The Whittington Family, Ryland's Story (USA): about the family of a young transgender child, Ryland: www.youtube.com/watch?v=pXQ7WoKqakQ

Channel 4: My transgender kid: useful introduction for staff, but its purpose is entertainment: www.channel4.com/programmes/my-transgender-kid

Note: some recent UK 'documentaries' are not suitable for educational purposes. Contact info@lgbtyouth.org.uk if you need advice about using a particular programme.

Books

Suggested books for use in school which feature transgender voices and identities are at:

https://www.lgbtyouth.org.uk/news/world-book-day-recommended-lgbt-themed-books-for-primary-and-secondary-school-settings



APPENDICES

1. Some scenarios: the teacher response

LGBT Youth Scotland is happy to give advice and support to teachers about responding sensitively to transgender young people. Contact us at: info@lgbtyouth.org.uk

What do I do if ...?

A young person has come out as transgender and other young people are calling them names, threatening them and even getting physical (pushing, shoving, tripping).

Suggested response

All of the above constitute bullying. You should respond as soon as possible consistent with the school anti-bullying policy.

Speak to the transgender young person, and find out what support they need. It's important for transgender young people to know that there are teachers who they can talk to, and who will support them.

If the school anti-bullying policy does not explicitly mention homophobic/transphobic/biphobic bullying, these should be included.

See more on bullying on page 16

What do I do if...?

A teacher is calling a transgender young person names, making them feel uncomfortable or acting inappropriately towards them.

Suggested response

You should report this to the head teacher. If you do this in writing it will help record the detail. If others witnessed the behaviour, ask them to report too.

The head teacher has a duty to investigate what has happened, and the young person has the right to know the outcome of the investigation.

If you, or the young person, are not happy with the outcome of the investigation, either of you can contact your local authority education team or ask them to investigate too.

If a head teacher behaves inappropriately towards a transgender young person, you can report the incident to the deputy head. But, it is best to speak to the local authority education team as soon as possible.



What do I do if ...?

A young person comes out to you as transgender and is looking for support. From what they say, you realise you have to speak to colleagues. You ask if that's OK but the young person says it isn't, and that they only want you to know.

Suggested response

Confidentiality and privacy are important in building trust with young people. If a young person trusts you, they are more likely to ask for your advice and support.

Your response will depend on the situation. No teacher can guarantee absolute confidentiality in all circumstances. But, teachers are expected to act in accordance with the wishes of a young person, especially if there are no other concerns.

- Article 16 of the UNCRC states that children and young people have a right to privacy. If they have not given you permission,
 or they asked you not, to share information, and you do, you breach this right
- If information is already in the public domain, for example you find out that someone is transgender from their friends or from someone outwith school, you are not breaching confidentiality if you share it (for professional reasons)
- · You can also talk to others if what you say would not identify a young person or breach their confidentiality

Remember, being transgender is not a child protection issue.

But, if there is a child protection concern, because you think or know that the young person is at risk of harm, you should follow your school's child protection guidelines. This could mean sharing information with or without consent.

In this case, if you do need to share information which could identify a young person, speak to them if possible, ask for consent, and explain who you want to tell and why.

See more on confidentiality and information sharing on page 24.

What do I do if ...?

A young person and wants to change their name and gender on the official record system (SEEMiS).

Suggested response

This is very straightforward. The young person should send in a written request (see sample letter in the appendix), with the consent of a parent if the young person is under 16.

If a young person (over 16) is has requested this but has not spoken to their parent(s) about their gender identity, let the young person know that changing their SEEMiS record means that any letters sent home will effectively 'out' them.

At present, there is no option to record non-binary gender options on SEEMiS. Schools can ask if the young person prefers one gender over another to be on the official record.

See more on changing names, pronouns and SEEMiS on page 19.



What do I do if...?

A transgender young person wants to wear school uniform which does not match the biological sex and/or gender noted for them on SEEMiS.

Suggested response

Under GIRFEC, forcing young people into clothing contrary to their gender identity could work against their best interests. Schools have the right to impose a uniform code. But they should consult with young people, and be prepared to adapt the code to accommodate transgender young people.

See more on uniforms and dress codes on page 21.

What do I do if ...?

A young person comes out and wants to transition immediately. You would like some time to talk to colleagues to ensure that there is planned support for the young person.

Suggested response

As far as possible, you should support the young person in their desire to transition when they choose. Delaying a transgender young person's wish to transition could be contrary to their best interests: living as the wrong gender can profoundly affect mental health.

But it can be reasonable for you to ask a young person for some time to ensure the right support is there for them. This should happen in consultation with the young person so that they know what support you are looking for, why and how long it will take.

Note that a young person does not need to agree to any delay. Letting you know their intentions is a courtesy.

What do I do if ...?

A teacher refuses to accept a transgender young person's true gender, and refers to them as their 'dead name' (the name they used to be known as, but no longer use). The teacher may say this is for (their personal) religious reasons.

Suggested response

Consistent with GIRFEC, it is important to address someone in the way that is right for them. If a teacher does not do that, they are choosing not to respect a young person's identity. Teachers have a professional responsibility to act in a young person's best interests and to show respect.

What do I do if...?

A young person wants to use the toilet facilities which align with the gender they identify with. The school is concerned that this may not be safe, or other students or parents are complaining.

Suggested response

Support the transgender young person's legal right to use any toilet facilities, while exploring the concerns of others. Being respectful but firm will help increase awareness about the rights of transgender young people, and help to eliminate myths and misconceptions.

If anywhere in a school is 'unsafe' for any young person, that is a separate matter and should be investigated. You may need to follow the school anti-bullying policy.

See more on toilets and changing rooms on page 20.



2. Sample letter: instructing change of name

Young person's address
School address
INSTRUCTION FOR CHANGE OF NAME
DATE:
To whom it may concern
I/We [insert full name/s], the parent(s)/guardian(s) of [insert child/young person's name as it appears on current records], in accordance with their wishes, request for them to now be known as [insert child/young person's new name].
From now on, please ensure all records, documentation, resources and workbooks are in the new name of [insert child/young person's new name].
We also request that previous records, documentation, resources and workbooks be changed from [insert child/young person's name as it appears on current records] to [insert child/young person's new name] OR Previous records, documentation, resources and workbooks do not need to be changed from [insert child/young person's name as it appears on current records] to [insert child/young person's new name].
The name [insert child/young person's old name] should no longer be used to refer to [insert child/young person's new name].
We also request, in accordance with the wishes of [insert child/young person's new name] that the pronouns [select pronouns he/him, she/her, they/them, xe/xir, own choice] are used when referring to [insert child/young person's new name].
Yours faithfully
[Insert full name/s]





The guidance was developed by LGBT Youth Scotland, working closely with Scotlish Trans.

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School Session Dates for the Academic Year 2018/19

Report by Dr Grace Vickers, Head of Education, Education, Communities & Economy

1 Introduction

The authority is required to set school session dates each year with regard to statutory attendance. This requirement is undertaken a year in advance of a school academic year and agreed with parents, teaching unions and council etc.

2 Background

Consultation has been undertaken with the appropriate teaching unions, schools and Parent Councils to draw up a scheme of session dates for Midlothian schools for the academic year 2018/19. The proposed scheme for 2018/19 is attached to this report as Appendix 1.

Officers from Edinburgh, East Lothian and Midlothian Councils have ensured that we synchronise session dates with our neighbouring council areas wherever possible bearing in mind some differences in local holidays.

Edinburgh has not yet published their session dates for 2018/19. They are anticipating tabling the report at 20 June 2017 Education Committee for 2018/19 only, these dates will be based on the criteria for the 2017/2018 session dates. They indicated a potential return date of 15 August 2018.

Midlothian will commence the 2018/19 academic session one day later than this proposed date, with pupils commencing on Monday 20 August 2018. A survey of staff and parents has been carried out on two options for school session dates for 2018/19. A total of 592 individual responses and were received. The proposed dates were preferred by a 79% majority of those who took part in the survey. The results have been agreed and accepted by MNCT and notification has been received by Council secretariat.

The school session dates proposed for 2018/19 coincide across the three authorities on the timing of the October, Christmas, February and Easter breaks and on the last day of the school session which will be Friday 28 June 2019.

Midlothian intends to undertake further consultation in the near future with the intention of achieving fuller alignment of school session dates for 2019/20 and future years.

3 Report Implications

3.1 Resource

There are no resource issues arising from this report.

3.2 Risk

By aligning with neighbouring authorities risk implications are mitigated with regard to pupil attendance at school.

3.3 Single Midlothian Plan and Business Transformation

☐ 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

3.4 Impact on Performance and Outcomes

Themes addressed in this report:

Session dates have been designed to maximise attendance by minimising the number of broken weeks for staff and pupils.

3.5 Adopting a Preventative Approach

Not applicable.

3.6 Involving Communities and Other Stakeholders

Discussions have been held with the appropriate teaching unions and school establishments and efforts have been made to synchronise session dates with the City of Edinburgh and East Lothian Council as far as possible.

3.7 Ensuring Equalities

The proposed report will have a neutral effect on equalities groups.

3.8 Supporting Sustainable Development

This proposal takes into account the need to deliver an educational service across Midlothian which anticipates and acknowledges the needs and views of stakeholders.

3.9 IT Issues

There are no IT issues arising from this report.

4 Recommendation

Cabinet is recommended to note the school session dates for 2018/19 as set out in the attached Appendix and agree to forward to Council, for noting purposes.

Report Contact:
Sandra Banks
Tel No 0131 271 2737
E-mail sandra.banks@midlothian.gov.uk

Background Papers: Appendix 1 – School Session Dates 2018/19

MIDLOTHIAN COUNCIL

EDUCATION, COMMUNITIES AND ECONOMY

PROPOSED DAY SCHOOL SESSION DATES 2018 / 19

TERM 1	Staff Resume	Thursday **	16	August	2018
	Pupils Resume	Monday	20	August	2018
Mid Term	All Break	Friday	12	October	2018
	Staff Resume	Monday*	22	October	2018
	Pupils Resume	Tuesday	23	October	2018
	Term Ends	Friday	21	December	2018
TERM 2	Staff Resume	Monday*	7	January	2019
	Pupils Resume	Tuesday	8	January	2019
Mid Term	All Break	Friday	8	February	2019
	All Resume	Monday	18	February	2019
	Term Ends	Friday	5	April	2019
	Good Friday Easter Monday	19 th April 22 nd April			
	All Resume	Tuesday	23	April	2019
TERM 3	May Day	Monday	6	May	2019
	All Resume	Tuesday	7	May	2019
	Victoria Day	Monday*	20	May	2019
	Term Ends	Friday	28	June	2019

^{*} **Staff In Service Days:** Thursday 16th & Friday 17th August 2018, Monday 22nd October 2018, Monday 7th January 2019 & Monday 20th May 2019

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Early Learning and Childcare - Expansion to 1140 hours - Blueprint Documents

Report by Dr Grace Vickers, Head of Education, Education, Communities and Economy

1 Purpose of Report

This report provides Cabinet with a summary of the blueprint documents recently published by the Scottish Government (SG) on the increase in the entitlement to free early learning and childcare (ELC) for all three and four year olds and eligible two year olds from 600 to 1,140 hours per year by August 2020. It also provides an update on preparations being undertaken.

Four documents have been published: a consultation; analysis of the consultation responses; an action plan; and planning guidance for local authorities.

2 A Blueprint for 2020: Expansion of Early Learning and Childcare in Scotland Consultation

The ELC Blueprint 2020 consultation document invited views on the SG's direction for the transformation of future ELC provision in Scotland. It set out key policy principles, and challenges, that will underpin the expansion, and the SG's aspirations for how a high quality, accessible, affordable and flexible ELC sector will look and operate by 2020. The consultation ran from 15 October 2016 until 9 January 2017 and included consultative events.

The consultation document can be found here: <u>A Blueprint for 2020: Expansion of Early Learning and Childcare Consultation</u>.

Midlothian Council contributed to the consultation and this can be viewed here: https://consult.scotland.gov.uk/creating-positive-futures/expansion-of-early-learning-and-childcare/

3 A Blueprint for 2020: The Expansion of Early Learning and Childcare in Scotland – Consultation Analysis Report

This report provides an independent analysis of responses to the consultation. 336 responses to the consultation were received, 208 from individuals and 128 from organisations.

Summary of views from the responses:

- Respondents emphasised the need for clear transition plans to support children through their early-learner journey. Child-centred approaches were advocated, with parents, the ELC workforce and professionals such as health visitors all viewed as playing valuable roles.
- The ELC sector was perceived to be in need of an overhaul to present it as an attractive career choice. Negative attitudes towards men in the ELC were identified as hampering efforts to achieve a gender-balanced workforce. Implementing payment of the Living Wage and wider Fair Work practices across the ELC sector was expected to improve the profile and value of the profession.

- Much support was expressed for increased access to outdoor learning, exercise and play.
- There was support for combining the two main regulatory regimes, the Care Inspectorate and Education Scotland, into one, in order to streamline accountability arrangements.
- Many respondents were in favour of childminders being part of the entitlement to ELC, perhaps within blended models of provision.
- Of those providing a clear view, most supported a demand-led model of funding, whereby funding follows the child, with parents choosing the provider, and funding being administered by local authorities.
- Support was expressed for phasing in the expanded hours, with local targeting, depending on local circumstances.

The report is available here: A Blueprint for 2020: The Expansion of Early Learning and Childcare in Scotland – Next Steps - Analysis Report

4 A Blueprint for 2020: The Expansion of Early Learning and Childcare in Scotland - 2017-18 Action Plan

This Action Plan commits the SG to a series of actions in 2017-18 to ensure that the expansion of Early Learning and Childcare is rooted in a high quality experience for children and to support delivery partners in building additional capacity.

That vision is underpinned by clear guiding principles of Quality, Flexibility, Accessibility and Affordability.

The consultation helped to inform the development of the policy and delivery framework for the expansion. The SG state they will work in partnership with local authorities and other key partners to deliver this vision. The Action Plan commits the SG to a series of actions to ensure that the expansion of ELC is rooted in a high quality experience for children and to support delivery partners in building additional capacity.

This Action Plan sets out the policy framework that will underpin the expansion in order to:

- Ensure a high quality experience for the child; improving outcomes for all children, especially those who will benefit most.
- Support the vision of an education system which delivers both excellence and equity for all children in Scotland.
- Provide a key contribution to the wider work to close the attainment gap.
- Support SG ambitions to reduce child poverty by contributing to the delivery of the ambitious statutory targets set out in the Child Poverty (Scotland) Bill.
- Support transitions through early years settings and into school to ensure continuity and progress through the learner journey.
- Offer parents increased choice of setting where they can access their funded ELC entitlement.
- Enable a system that is provider neutral with the focus on the settings best placed to deliver quality outcomes for children.
- Increase the flexibility of how the funded entitlement is delivered in order to support more parents to work, train or study, especially those who need routes into sustainable employment and out of poverty.
- Provide an opportunity for an enhanced role for childminders in delivering the funded entitlement.
- Help support parents to improve and enrich the home learning environment by integrating ELC with the range of family support.
- Enables payment of the Living Wage and the promotion of Fair Work practices.
- Be underpinned by a funding model which ensures the long-term sustainability of the system.

- Provide substantial new employment opportunities across all of Scotland with a range of roles across different qualification levels, supporting local economises.
- Reduce the costs that parents and carers face in paying for childcare, with total ELC entitlement providing an estimated annual saving of £4,500 per child per year.

There are two sections to this Action Plan. Section One focuses specifically on quality and sets out the conditions, support and investment that will drive quality experiences and ensure ELC plays a key role in addressing inequalities in child outcomes. Section Two sets out how the SG will ensure that the structures and capacity – both infrastructure and workforce – required to deliver 1140 hours are built in a way that is flexible, accessible and affordable. However, quality of the child's experience is the single most important goal and it will be clear how this has driven all of the decisions that have been taken and the actions set out across this plan.

This plan brings all of the activities planned for 2017-18 together in a single document to demonstrate the wide range of work and momentum already underway.

The plan is available here: http://www.gov.scot/Publications/2017/03/8937

5 A Blueprint for 2020: The Expansion of Early Learning and Childcare in Scotland - ELC Expansion Planning Guidance for Local Authorities

This planning guidance offers a framework to support local authorities in developing their plans for the expansion of Early Learning and Childcare to 1140 hours by 2020.

Local authorities must submit completed expansion plans to the SG by 29 September 2017, although the plan will be subject to ongoing development and adaptation as implementation progresses and lessons are learned from pilots.

This planning guidance is intended to:

- Provide simple planning advice of specific relevance to ELC sector development.
- Support development of local authority ELC expansion plans and costings as well as informing the national ELC Expansion Programme.
- Respect the unique context of each local authority area, recognising the value of local knowledge and understanding.
- Be outcome focused recognising that there are a range of ways to achieve the core aims of providing ELC within the parameters of quality, accessibility, flexibility and affordability.
- Underpin the delivery support that will be made available to assist local authorities with service re-design and sharing of good practice.
- Help local authorities to gauge the extent of the change challenge and to fully resource the programme and project management capacity needed to support their local programme, whilst continuing to deliver services focused on the quality of experience for children and families.

The guidance is available here: <u>A Blueprint for 2020: Early Learning and Childcare Expansion Planning Guidance for Local Authorities</u>

Midlothian Council has commenced work on the expansion with Phase 1 pilots of different models of delivery in place at a number of settings (e.g. longer days) and further pilots being set up for Phase 2 starting from August 2017. An Early Learning and Childcare Expansion Board will coordinate and drive forward implementation. The Board will have representation from a wide range of staff from across the Council and its partners, and subgroups will be formed as necessary to take forward strands of the work. The timescale to complete the expansion plan by September will be challenging and will require collaborative working of all parties involved.

The SG has made it clear that local authorities must progress with expansion as early as possible, thereby making allowance for proposals to be revised or delayed before full implementation in 2020.

6 Report implications

Described by the First Minister as the "most important infrastructure project of this parliament" and "a transformational investment in the life chances of our children", the increase from 600 to 1140 hours of free early learning and childcare by 2020 is one of the biggest projects we will undertake in Midlothian in the next few years. To make this a sustainable success for our communities, our staff and, most importantly, our children we need a wide range of staff from the Council and its partners to work together to ensure that appropriate accommodation / staffing and quality provision will be in place to meet the 1140 requirement.

6.1 Resource

The Scottish Government has stated that the increase in hours will be fully funded however it is of great importance that the Council meets its statutory duties in line with Best Value: affordably and sustainably.

6.2 Risk

If insufficient focus and resource is allocated to the expansion straight away and throughout the project the scale of the challenge is such that it will not be possible to make up later on for time lost now, resulting in the Council being unable to fulfil its statutory duties.

6.3 Single Midlothian Plan and Business Transformation

☐ 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

Themes addressed in this report:

6.4 Key Priorities within the Single Midlothian Plan

Key priority: Reducing the gap in learning outcomes.

GIRFEMC outcomes: Children and young people are supported to be healthy, happy and reach their potential; Inequalities in learning outcomes have reduced.

6.5 Impact on Performance and Outcomes

None of the above

The early years of a child's life are key to improving their long term outcomes, through and beyond their education, therefore delivering high quality, flexible, affordable and accessible early learning and childcare in conjunction with our partnership providers will improve the Council's performance and outcomes in a range of measures.

6.6 Adopting a Preventative Approach

Early learning and childcare is by its very nature preventative and has long lasting effects on the outcomes of our communities.

6.7 Involving Communities and Other Stakeholders

The Children and Young People (Scotland) Act 2014 requires local authorities to consult with parents and carers on early learning and childcare and the most recent survey has just closed. The findings from this survey, and future surveys, along with engagement with stakeholders will shape the implementation of the expansion.

6.8 Ensuring Equalities

Integrated impact assessments will be carried out as the implementation progresses, for example the admission criteria for the pilot 1,140 hour places will be assessed and the findings used to inform the final criteria.

6.9 Supporting Sustainable Development

One of the key principles of the expansion will be to ensure that it is sustainable in the long term for the Council and its partners.

6.10 IT Issues

Individual new builds and extensions will be assessed for any IT implications as they are scoped.

7 Recommendations

- **7.1** Cabinet is required to note the legislative requirement and work undertaken to date.
- **7.2** Further reports will be submitted to Cabinet and Council as information is forthcoming from the Scottish Government regarding resource requirements.

23 May 2017

Report Contact: Julie Fox Tel No: 0131 271 3725

E mail: Julie.Fox@midlothian.gov.uk

Background Papers:

A Blueprint for 2020: Expansion of Early Learning and Childcare Consultation

A Blueprint for 2020: The Expansion of Early Learning and Childcare in Scotland – Next Steps - Analysis Report

A Blueprint for 2020: The Expansion of Early Learning and Childcare in Scotland - 2017–18 Action Plan

A Blueprint for 2020: Early Learning and Childcare Expansion Planning Guidance for Local Authorities



Environmental Health Food Service Plan 2017/18

Report by Dr Mary Smith, Director, Education, Communities and Economy

1 Purpose of Report

To advise Cabinet of the Environmental Health Food Service Plan for 2017/2018 and to recommend approval of the plan.

2 Background

- 2.1 The Food Standards Agency (FSA) Framework Agreement on Official Feed and Food Controls provides the FSA with a mechanism for implementing its powers under the Food Standards Act to influence and oversee local authority enforcement activity and defines a Local Authority's responsibilities in delivering a food enforcement service.
- 2.2 The Framework Agreement states that the Council has a duty to provide an up to date food service plan and stipulates that "To help to ensure local transparency and accountability, and to show their contribution to the authority's corporate plan, feed and food service plans and performance reviews should be approved at the relevant level established for that local authority, whether that is Member, Member forum, or suitably delegated senior officer level."
- 2.3 The draft Food Service Plan for 2017/2018 is attached as Appendix A. An overview of service performance against the 2016/17 Food Service Plan is attached as Appendix B.

The provisions of the Plan reflect the planning and delivery requirements of feed and food official controls, based on the existing statutory Code of Practice.

3 Report Implications

3.1 Resource

All of the requirements of the Food Service Plan can be met from within the existing food safety revenue budget.

3.2 Risk

Environmental Health & Trading Standards are statutory functions and this Plan is produced in pursuance of these functions. Failure to produce and implement a food service plan leaves the local authority open to the challenge of failing in its statutory duty.

3.3 Single Midlothian Plan and Business Transformation 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

3.4 Key Priorities within the Single Midlothian Plan

The adoption of the Environmental Health Food Service Plan contributes to the key priorities of Economic Growth and Business Support, and Community Safety.

Business intervention occurs on a pre-determined risk based approach which is transparent, consistent and open to scrutiny.

3.5 Impact on Performance and Outcomes

This plan seeks to increase the percentage of food businesses 'broadly compliant' with food safety legislation.

3.6 Adopting a Preventative Approach

Through the implementation of the Food Service Plan Midlothian Council delivers a statutory function and ensures that services are targeted and focused to the most high risk food premises thereby aiming to prevent crises through timely intervention.

3.7 Involving Communities and Other Stakeholders

Consultation with the Public Analyst service takes place as part of the preparation for the plan. A copy of the plan is published on the Council's website for business, public information and comment.

3.8 Ensuring Equalities

An equalities impact assessment, a copy of which is attached to this report (Appendix C), indicates there are no known equality issues arising from the provisions of the Plan.

3.9 Supporting Sustainable Development

There are no identified sustainability issues arising from this report.

3.10 IT Issues

There are no identified IT implications arising from this report.

4. Recommendations

It is recommended that Cabinet approves the Environmental Health Food Service Plan 2017/18.

Date: 16 May 2017

Report Contact:

Edel Ryan, Environmental Health Manager

Tel No: 0131 271 3742 edel.ryan@midlothian.gov.uk

Background Papers:

Appendix A: Food Service Plan 2017-18 (as proposed) Appendix B: performance of Food Service 2016-17

Appendix C: Equality Impact Assessment

Food Standards Agency Framework Agreement on Official Feed and Food Controls

by Local Authorities



Food Service Plan 2017-2018

- 1. Service Aims and Objectives
- 1.1 The main aim of the Food Safety Service is to protect public health by ensuring that food produced or consumed in Midlothian is safe to eat. We also check that food is described in a way that allows the consumer to make informed choices about what they eat.
- 1.2 The Service carries out the statutory duties which are required of Midlothian Council as a Food Authority.
- 1.3 A mapping of how the Service contributes to the Midlothian Single Plan priorities is given at Table 1.
- 1.4 The Council has adopted local performance indicators to measure how well the service carries out its work. These indicators are:
 - the percentage of planned food premises inspections achieved; and
 - as an outcome measure the percentages of businesses deemed to be broadly compliant with food legislation.
- 1.5 The Food Safety Service Plan has been prepared in accordance with the requirements of the Food Standards Agency Framework Agreement on Official Food and Feed Controls by Local Authorities issued in April 2010. It covers the financial year from 1st April 2017 to 31st March 2018.
- 2. Background
- 2.1 Profile of Local Authority

Midlothian Council is located to the south of Scotland's capital city Edinburgh and serves a growing population currently of about 86,200. Midlothian is now pro rata, the fastest expanding area of Scotland for population growth and housing development. The Council is one of the smallest in Scotland covering a geographical area of 35,527 hectares. Midlothian shares its borders with East Lothian, Edinburgh City and Scotlish Borders. Public services, including local government, education and the health service, comprise 31% of Midlothian's employment. The food and retail industry sectors account for about 28% of the workforce – more than 99% of these being small or medium sized enterprises. The main population centres are Dalkeith, Bonnyrigg and Penicuik but much of the area is rural in nature with small towns and villages.

2.2 Scope of the Food Safety Service

The Environmental Health Food and Safety team carry out a range of activities to meet the requirements of the Service plan. These include regulating food businesses through:

- The regular inspection of food premises for food hygiene and food standards.
- The approval and licensing of certain premises.
- The sampling of food and animal feedstuffs to check on microbiological quality and composition.
- Investigation of complaints from the public about food, food labelling and food premises.
- Investigation of food related cases of infectious diseases.
- Investigation of food related fraud.
- Enforcement of the legislation in relation to the above activities.
- Providing advice and assistance to new or existing food business operators and to the public.

In addition the Food and Safety team has responsibility for the enforcement of the Health and Safety legislation in many premises in the Midlothian area. The team also act as public health



investigators on behalf of Lothian NHS for certain infection control matters and contributes to the licensing and regulation of other premises and activities.

The food hygiene and standards elements of the service are delivered by Environmental Health Officers and Food Safety Officers supported by dedicated service administrators. The feeding stuffs element is dealt with by Trading Standards Officers.

The field staff of the Food Service are based at Fairfield House 8 Lothian Road, Dalkeith, EH22 3ZN - Tel 0131 271 3559. Email foodandsafety@midlothian.gov.uk

Midlothian Council office hours are: 9-5pm Monday to Thursday and 9-3.45pm Friday. However, the service carries out a certain amount of inspection work "out of hours" in order to access businesses which open in the early mornings, evenings or at weekends.

Outwith these hours contact for emergency purposes is on an ad-hoc "whom-failing" response via the Midlothian Contact Centre - Telephone number 0131 663 7211. Fax Number 0131 271 3246.

The organisational structure, lines of responsibility and establishment of the Environmental Health and Trading Standards sections are illustrated in Figure 1 below.

2.3 Staffing Allocation

The amount of time spent by the current number of staff in the Food and Safety Team directly on food law regulation and enforcement matters equates to approximately 3.5 full time equivalents (FTE)

2.4 Financial Allocation for Food and Safety Team*

Direct Staffing costs	£151,332
Inspection Services equipment and maintenance costs	£3,179
Provision for scientific services	£35,400
Total	£189,911

^{*} proportion of annual budget attributed to 3.5 FTE for food service £312,570

2.5 Staff Development

Food Safety service staff are subject to the Council's appraisal process – Making Performance Matter -which sets and monitors individual performance targets and identifies training and development needs. Food Standards Scotland (FSS) Code of Practice requires all food enforcement officers to obtain at least 10 hours of update training in food related matters during the year to maintain their competency.

2.6 Service User Profile

As of 1 April 2017 there were 803 registered and operating food premises in Midlothian. The majority of the food premises in the area are small to medium enterprises employing less than ten people (see Table 2). There are 7 premises located in the area approved for the manufacture and supply of food to national and international markets. Currently the non-English speaking population is relatively small but regular use is made of a translation service (particularly for the Chinese food business community) and guidance and information in other languages is provided whenever possible.

2.7 Policy on Enforcement

The Authority has a documented food enforcement policy (last reviewed March 2015) that sets out how the food service will deal with infringements of the legislation and will intervene to bring the operation back into compliance. We regulate the activities of food businesses through a mix



of enforcement and advisory action. Our efforts are targeted at those of the food business community who are considered as presenting the greatest risk to consumers.

2.8 Safe Food and Compliance with the Law

Central to the regulation of food businesses is the concept that the activities of the business are assessed on the basis of the risk they present to consumers. We are required to subject higher risk premises to regular "Official Controls". The greater the risk, or potential risk, the more resources the Service directs to those operations. This means those premises are inspected or audited at more frequent intervals and may have their food products sampled. Lower risk premises may be subject to inspections if resources allow for it or they come to our attention, e.g. through complaint.

The Food Hygiene Information Scheme (FHIS) has been running in Midlothian since October 2010. The Scheme uses our assessment of the risk of the food operations in a business to classify it as having PASSED the last inspection or needing IMPROVEMENT. To obtain a PASS classification a business must be broadly compliant with the law. Broad compliance measures the parameters from the risk assessment which look at hygiene practices, physical structure and confidence in management. Since these are areas where we can intervene to improve matters we use the percentage of businesses that are broadly complaint as one measure of our effectiveness.

Food business operators are given a certificate to display on their premises informing the consumer of their FHIS status. Display is at the discretion of the food business operator. The results for all businesses subject to the scheme are published on the Food Standards Agency Website (http://www.foodstandards.gov.scot/fhis/search)

As at April 2017, about 83% of Midlothian food businesses are part of the scheme and of those 84% have a PASS status.

3 Service Objectives

3.1 Inspection work

At the end of March 2017 broad compliance with the food hygiene legislation, across all food businesses, remains at 80%. For this plan it remains the intention of the Service to increase the percentage of broadly compliant premises as follows:

Objective 1 Improve the % of premises which are broadly compliant for Hygiene to 84%

Objective 2 Improve the % of premises which are broadly compliant for Food Standards to 75%

The Service will carry out the following planned inspection work;

Objective 3 Complete programmed Food Hygiene inspections or audits

Planned Food Hygiene Inspections		
Premises Risk Rating	Inspection Target	Number of planned inspections
Α	100% of High rick	5
В	100% of High risk	85
С	95% of Medium risk	142
D	70% of low risk	112
New premises	100%	29
Outstanding missed inspections high and medium risk		0
	Total	373



Objective 4 Complete programmed Food Standards inspections or audits

Planned Food Standards Inspections		
Premises risk rating	Inspection Target	Number of planned inspections
Α	100% of High	7
В	100% of Medium	26
New premises	100%	29
Outstanding missed inspections medium risk		0
	Total	62

Objective 5 Carry out Alternative Intervention at low risk food premises

Where a business presents a very low risk to the consumer i.e. those rated as "E" for food hygiene and "C" for Food Standards we will not normally carry out a routine inspection at every programmed interval. This reduces the regulatory burden on the business and allows us to direct resources to higher risk operations. Self-assessment questionnaires are sent to premises as an alternative to carrying out an inspection. Where self assessment questionnaires indicate a significant change in the food operations at the premises or assessments are not returned, the business is likely to receive an inspection. A proportion of very low risk businesses are subject to an inspection visit every second inspection cycle. We may also inspect if we receive a complaint about a premises.

Premises risk	rating	Number of premises
Food Hygiene	E	36
Food Standards	С	59

3.2 Food Sampling

The sampling of food for microbiological and chemical contamination and for analysis of the ingredients forms an important part of the work of the Service. It provides "end point" monitoring of food safety and the standards of food production. Samples submitted for analysis of their ingredients are often also assessed on the legality of their labeling. There has been increasing emphasis nationally on surveillance for meat and fish species substitution and of alcohol. There are areas where organised criminals are operating more frequently. The Service samples food from outlets within the district and participates in local and nationally organised food sampling campaigns whenever resources allow.

Food sampling is targeted at high risk premises and products and is carried out in line with the Authority's documented procedure. Food samples are submitted to Edinburgh Scientific Services who employ the Authority's appointed Food Examiner, Public Analyst and Agricultural Analyst.

The Service contributes to sampling surveys organized by Food Standards Scotland, Lothian and Borders Food Liaison Group and the Scottish Food Enforcement Liaison Committee (SFELC).

Food Standards Scotland (FSS) have been working more closely with local food authorities on sampling directed at priorities identified by its intelligence gathering activities. This work may be resourced by FSS, is co-ordinated by SFELC in collaboration with the Public Analyst and delivered by local authority food enforcement services. An indicative list of the FSS sampling projects is given at Objective 8 below

The Service plans to take the following samples provided resources allow for it;



Objective 6 Complete Sampling from Approved Premises

Samplir	ng from Approved premises	S
Food Sampled	Samples for Microbiological Examination	Samples for Chemical Analysis
Processed Milk	6	6
Cream	2	2
Meat Products	4	4
Pizzas and Ready Made Meals	5	5
Savoury dumplings	5	5
Haggis/Savoury Puddings	6	6
Fish	0	2
Pate	1	1
Pasta	2	2
Water used as an ingredient	4	4
Raw milk from production holdings	1	1
Total	36	38

Objective 7 Complete other targeted sampling

Food Sampled	No samples		
	Microbiological	Chemical	
	contamination	Contamination or	
		composition	
Cooked sliced meats from manufacturing	10	0	
butchers			
Fresh Cream products from manufacturing	10	0	
bakers and retailers			
Pre-packed sandwiches from Supermarkets	8	8	
Sandwiches from sandwich makers	10	10	
Ready to eat foods including meals from	20	10	
takeaway premises			
Meals from care premises	10	10	
Following Food Complaints	8	8	
Packed on premises Vacuum packed foods	4	0	
Total	80	46	



Objective 8 Complete contributions to National sampling surveys

Foodstuff proposed for sampling	Reason
Ready to eat non pre-packed fruit and vegetable salads and garnishes (including salads with mayonnaise e.g. coleslaws) Fresh herbs	
Ready to eat fish and shellfish products (tests to include <i>L. monocytogenes</i>)	Microbiological contamination
Non-pre-packed sandwiches and sandwich fillings containing mayonnaise	indicating hygiene issues, presence of E.coli, Listeria,
Non-pre-packed cooked sliced meats (tests to include Salmonella, Campylobacter and <i>E.coli</i> O157)	Salmonella, Campylobacter depending on nature of food
Vacuum packaged ready to eat foods with a shelf-life longer than 10 days	
Swabs from ready to eat foods contact equipment (focus on slicing blades and slicing machines)	
Prepared meals (curries, kebabs etc.)	
Fish products (battered, breaded and with sauces)	
Fish products (prepacked fresh and frozen)	Species substitution or
Venison products	misdescription, Composition and labeling; Use of additives including added water,
Meat and meat products	
Jarred chutneys and relishes	
Free-from claims with a focus on gluten-free and the presence of dairy in non-dairy yoghurt, cheese and milk substitutes	preservatives

3.3 Reactive work

A proportion of the Service's work relates to dealing with requests for service about matters relating to food safety. Approximately 450 requests are received each year.

Requests may relate to such things as;

- Complaints about food that people have bought or consumed
- Food premises which appear to be being run unhygienically
- Requests for advice about starting food businesses, legal requirements, food hygiene training or the layout and fittings of proposed premises
- Licensing of street traders
- Scrutinising planning applications and building warrants received by the Council relating to food premises and offering advice to applicants regarding premises layout, fittings etc.
- Investigating cases and outbreaks of infectious disease in partnership with NHS Lothian associated with the consumption of food or water ("food poisoning")
- Responding to notifications of incidents of public health significance
- Responding to intelligence concerning food or alcohol fraud

Objective 9 Commence investigation of 100% of requests for service made to the service about food and food businesses within target working days

3.4 Liaison with Other Organisations

The Food Service is represented at the Lothian and Borders Food Liaison group which meets at approximately two monthly intervals. The group has representation from the Public Analyst and members who attend the Scottish Food Enforcement Liaison Committee (SFELC). Regular liaison also takes place with NHS Lothian's Health Protection Team and Scottish Water on matters of infection control and with the Care Inspectorate.



All Food Service Officers are appointed as investigators under the Public Health etc. (Scotland) Act 2008. They may be involved in dealing with outbreaks of food poisoning and other public health emergencies in partnership with the NHS Lothian Health Protection team. The service may be required to act in partnership with Food Standards Scotland to ensure food which is regionally or nationally distributed and has some problem associated with it is removed from sale by food businesses in Midlothian.

The Service is currently participating in a pilot project being run by Food Standards Scotland assessing novel methods of risk rating food businesses. This is part of a larger on-going review of most of the food safety regulatory requirements in Scotland.

3.5 Enforcement Activity

Food inspectors authorised by the Council have a wide variety of powers to secure compliance with the food safety legislation and to investigate disease related matters. These powers include the service of legal notices, reporting businesses to the Procurator Fiscal and issuing Approvals to manufacturers.

3.6 Quality Assessment

The Service relies on the professional skills of its authorised officers for the delivery of the service plan. In order to maintain the quality of work we;

- Continually review our operational procedures to improve our service delivery and to take into account legislative and practice changes.
- Evaluate the consistency of our inspections against our procedures through activities such as accompanied inspections by senior inspectors, team meetings and review of inspection reports to ensure consistency in the work of the Service.
- Ensure that Officers appointed as food inspectors complete at least 10 hours food related training each year as part of the maintaining of their competency.
- Are subject to periodic independent audit by the Food Standards Scotland.
- Survey businesses which have been inspected to find out what they thought of the experience.
- Report the performance of a number of our planned objectives to elected members at regular intervals.

Objective 10 Ensure all Authorised Officers receive a minimum of 10 hours food related competency training



Figure 1 Organisational Structure

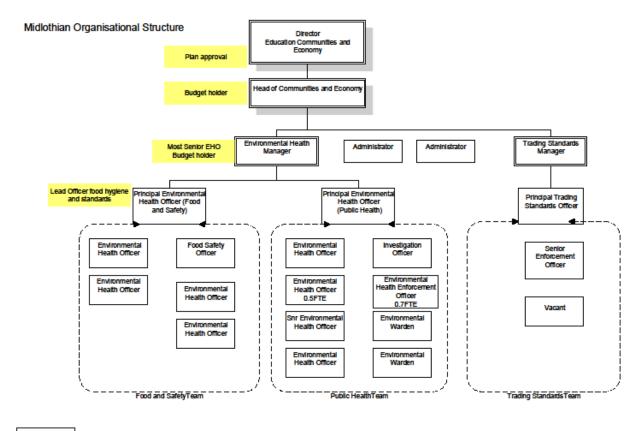




Table 1: Mapping of Food Service activity to Midlothian Single Plan outcomes

		Single Plan Outcome	
Food Service activity	Reducing inequalities in the health of our population	Reducing inequalities in the outcomes of learning in our population	Reducing inequalities in the economic circumstances of our population
The regular inspection of food premises for food hygiene and food standards	✓		✓
The sampling of food and animal feedstuffs to check on microbiological quality and composition	✓		✓
Investigation of food related cases of infectious diseases	√		√
Investigation of food related fraud			~
Investigation of complaints from the public about food, food labelling and food premises.	✓		✓
Enforcement of the legislation in relation to the above activities	√		√
Providing advice and assistance to new or existing food business operators and to the public.	→	·	✓

Table 2: Midlothian Businesses registered for the provision of food

Type of business	Number of businesses
Army Barracks / Premises	1
Bakehouse	3
Bakehouse-Manufacturing	3
Bed and Breakfast	3
Bingo Hall	1
Bookmaker with food	1
Bowling Club	1
Brewery	5
Butcher - Manufacturing	6
Butterfly Farm	1
Cafe	36
Care Home - Nursing	8
Care Home - Residential	15
Care Home - Residential Midlothian	7
Care in the Community Premises	4
Cash and Carry	1



Caterer	11
Childcare, playgroup, nursery - private	35
Childcare, playgroup, nursery - LA	35
Childminder	45
Church with food	22
Club	3
Community Building/Church Hall	
Confectionery manufacturer	3
Dairy - Pasteurising	<u>3</u> 1
Day Care - Elderly / Disabled	3
Distribution - Food	
Distribution food Cold Store	1
Distribution Foodbank	1
Domestic Premises based food business	32
Educational Establishment kitchen	2
Egg Packing Centre	1
Factory Kitchen/Staff Canteen	5
Farm - Arable	1
Farm - Milk production holding	3
Farm shop	3
Fishery Products	1
Fishmonger (other than retail) food basket/sandwich retail	5
	1
Food Manufacturer	2
Food Manufacturer	8
Food Packer or repacker	1
Game larder/dealer	1
Golf - Driving Range	1
Golf Course	4
High School kitchen	5
HMO with food	3
Holiday let/self catering	1
Hospital Kitchen	2
Hotel/Guest House	16
House in multiple occupation	4
Importer	1
internet food sales	1
Kitchen	3
Licensed Club	33
Market Garden / Pick your own	1
Market trader	7
Materials and Articles Manufacturer/ Sup	1
Midlothian Council Cafe	4
Midlothian Council Community Centre	2
Midlothian Council Day Care- Elderly	2
Midlothian Council Leisure Centre	3
Mini market	1
Mobile Shop - Caterer	22
Mobile Shop - Food Retailer	29
Offices - Large with staff canteen	1
Offices - Small	1
Off-Sales	1



Outside Caterer	5
Park pavilion	2
Pasta Manufacturer	1
Petrol Station with food	6
Post Office with food	2
Primary school kitchen	31
Private Leisure Centre	1
Public House - Full Catering	17
Public House - Snacks	18
Removals/Haulage	1
Restaurant	42
Retail - Baker	9
Retail - Butcher	2
Retail - Clothing	2
Retail - Craft Shop	1
Retail - Deli	2
Retail - Fishmonger	1
Retail - Food	47
Retail - Freezer Shop	2
Retail - Greengrocer	1
Retail - Haberdashery	1
Retail - Miscellaneous	6
Retail - Newsagent, Confectionery/snacks	16
Retail - Pharmacy/Chemist	14
Retail - Stationery	1
Sheltered Housing with food	2
Sports Ground	2
Street Market	1
Supermarket	16
Takeaway Asian style	5
Takeaway Chinese style	22
Takeaway Fish and Chips only	3
Take-Away mixed comestibles	29
Theatre, Museum, Galleries	1
Warehouse - Food	3
Grand Total	810

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1. Introduction

- 1.1 The Framework Agreement on Official Feed and Food Controls by Local Authorities between local authorities issued by the Food Standards Agency requires food authorities to report on the performance of their food enforcement service each year.
- 1.2 This review reports on the activity of the Environmental Health Food Service against the Food Service plan for the period 1 April 2016 to 31 March 2017.
- 1.3 There were no audits of the Food Service by Food Standards Scotland during the 2016-17 plan.
- 1.4 The service contributed to the Community Safety and Economic growth outcomes of the Midlothian Single Plan by providing its food related public protection functions by the following mechanisms:
 - The inspection of food premises for hygiene and standards purposes and the regulation of those businesses to make sure they produce safe food
 - o The investigation of requests for service relating to food safety matters,
 - o The investigation and control of cases of food related disease,
 - The sampling of food to check that it was safe to eat and appropriately labelled
 - Checking and advising on food premises related planning applications and building warrants.
- 1.5 For businesses the service offers advice and guidance on compliance with the law at the start up stages and within reason, on an on-demand basis. This contributes to the Midlothian Single Plan Economic Growth outcome. For many small businesses the Environmental Health Food team are their only source of assistance in understanding and interpreting food law and producing food safely. New businesses are routinely referred by the food team to Midlothian Business Gateway for help with business plans.
- 2.0 Premises profile
- 2.1 As of 31 March 2017 there were 803 registered food businesses in Midlothian.

During the year two additional businesses were Approved, for fish products and meat products. A well known manufacturer of oatcakes opened a factory making gluten free varieties of its products. There was a small increase in requests for export certification from a number of producers.

A simple analysis of the changes in food premises numbers between April 2007 and March 2017 is given in Figures 1 and 2. The net positive change in food business numbers in the last 6 years amounts to an average of growth of about 3% per year (Figure 2).

Figure 1:The change in total number of food premises, April 2005 - March 2017

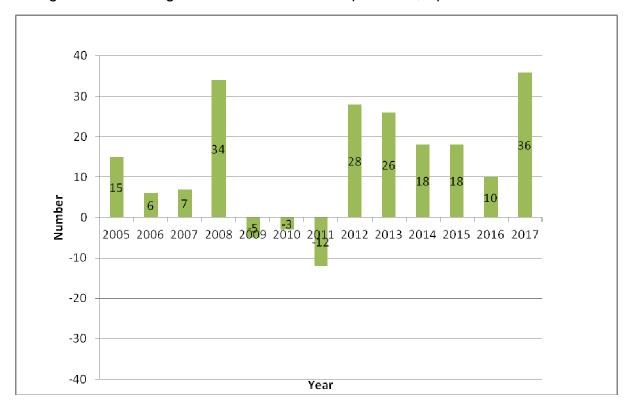
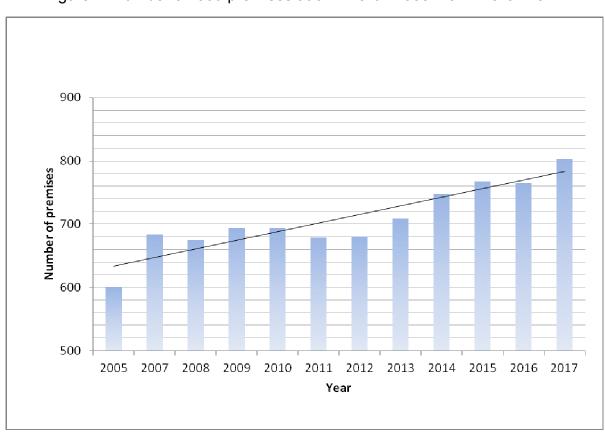


Figure 2: Number of food premises at 31st March 2005 – 31st March 2017



3. Premises Inspection

- 3.1 During the year **the Service carried out 757 visits to food premises** for hygiene and standards inspections. Of these 202 inspections were further assessed as part of an ongoing review of the premises risk rating scheme being carried out in partnership with Food Standards Scotland.
- The proportion of premises which were rated as broadly compliant with the food **hygiene** law following inspection has remained at about the same level for the last 4 years at between 80 and 82% (Figure 3).

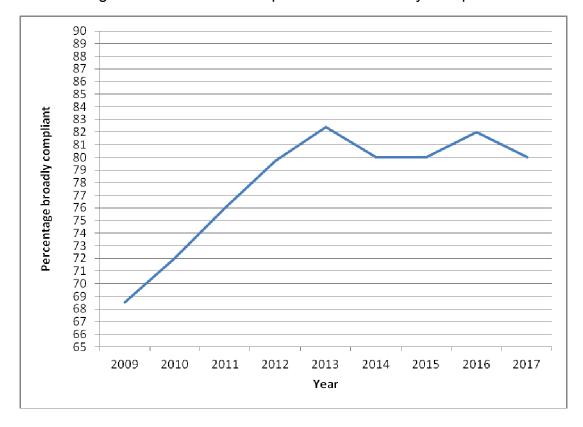


Figure 3: Midlothian Food premises - % Broadly Complaint

Where a new businesses opens up (or existing ones change hands) this is often without sufficient food safety controls in place. A number of businesses do not become compliant until the food service has become involved with them. Some become non-compliant again between inspections. Premises may operate on the margins of profitability. The food sector is known to be one where there is a high turnover of staff.

3.3 The food service has put significant advisory information on the Council website for new businesses. We also scrutinise planning application and building warrant lists to try and pick up businesses prior to opening. Further regulatory tools may help drive up compliance – mandatory display of Food Hygiene Information Scheme

certificates, fixed penalty notices or licences to operate. All are being considered by Food Standards Scotland as part of their review of food regulation.

3.4. The Food Hygiene Information Scheme (FHIS) was introduced by Midlothian

Council during October 2010. It allows consumers to see the outcome of the assessment made of the business when it was last inspected by the food service. Businesses may display a certificate at the premises and consumers can check the rating for any premises covered by the scheme on the Food Standards Agency website at http://www.food.gov.uk/scotland/

All local authorities have been operating the scheme in Scotland since April 2016 reporting on the assessment of over 32,000 food premises. Similar schemes operate in the rest of the UK. The Welsh assembly has introduced legislation which makes display of rating certificates compulsory. This has improved slightly. The FHIS is now part of the Midlothian Food and Drink award scheme and directory in that only businesses with a PASS status will be allowed into the award scheme. The ratings for Midlothian food premises at the end of March 2017 are illustrated in Figure 4.

Midlothian Food Hygiene Inspection Scheme ratings

April 2017

Improvment
Required

1% Awaiting
rating

84% Pass

Figure 4: Midlothian Food Hygiene Inspection Scheme ratings April 2017

4.0 Food Sampling

4.1 Sampling activity is directed at the major manufacturers in the area and businesses selling ready to eat foodstuffs which previous experience suggests have the potential to cause harm. A total of 138 official control samples of food were taken for examination and/ or analysis during the service plan. A breakdown of the foods sampled is given in Table 7. About 19% of the samples taken proved to be unsatisfactory. This year's 26 unsatisfactory results included instances where a packed food was being given a use by date in excess of 10 days. Without suitable compositional controls (over acidity, moisture content or salt levels) such extended shelf life foods are at risk of growing botulinum bacteria. There were also cases where the presence of "indicator" bacteria were detected in ready to eat food.

hood

scheme

Elevated levels of these bacteria indicate poor handling practices, poor personal hygiene practices or temperature control abuse.

In one instance the finding of substituted cheese was reported to the local authority where the cheese originated.

Unsatisfactory results are always followed up with the business concerned to inform them of the matter and to ensure appropriate corrective action is taken. Follow up samples are also often taken.

4.2 **66 Compositional samples** were analysed to check the make up of food e.g. how much meat there was in a meat pie, the nature and amounts of colouring or additives used, presence of mould toxins or other contaminants, evidence of irradiation or evidence of substitution. Techniques involving DNA extraction now allow the Public Analyst to identify species of meat sold in meat products.

Of the compositional results received 10 were unsatisfactory. The reasons for the unsatisfactory results are shown below in Table 1.

Foodstuff sampled Reason WHITE PUDDING Botulinum controls not sufficient to Raw justify shelf life HAGGIS PUDDING Botulinum controls not sufficient to Raw justify shelf life PORK SAUSAGES Gluten content did not justify gluten Raw free label (X4)SPICY BBQ CHICKEN Substitution of mozzarella cheese Processed with non-milk fat product **PIZZA** Substitution of mozzarella cheese HAGGIS PIZZA Ready to Eat with non-milk fat product Labelling error relating to net FRESH SCOTTISH Ready to Eat weight **DOUBLE CREAM** FRESH SCOTTISH Ready to Eat Labelling errors relating to fat content WHIPPING CREAM **CHIPS** Ready to Eat Excess acryl amide GLUTEN FREE Ready to Eat Gluten content did not justify gluten free label **FLAPJACK** SMALL DONNER Processed Contained poultry protein inconsistent with expectation of **KEBAB** sheep only

Table 1: Unsatisfactory compositional samples

4.3 **72 Microbiological samples** were examined to check for the presence of potential food poisoning bacteria and to assess the hygiene of businesses producing foods. Food businesses require a food safety management system, the purpose of which

is to ensure harmful microbial contamination or multiplication does not take place in the food handled or produced by the business. Food sampling provides a method of checking that a management system is working. Of the samples examined 16 were unsatisfactory. The reasons for the unsatisfactory results are shown below in Table 2.

Table 2: Unsatisfactory microbiological food samples

Eggdetuff et	a campled	Reason
Foodstuff et	· · · · · · · · · · · · · · · · · · ·	
PILAU RICE	READY TO EAT	Borderline colony count
FRESH SCOTTISH	READY TO EAT	Entero contamination
WHOLE MILK		
FRESH SCOTTISH	READY TO EAT	Entero contamination
SEMI SKIMMED MILK		
FRESH SCOTTISH	READY TO EAT	Bacterial contamination
SEMI SKIMMED MILK		
ANCHOVIES	READY TO EAT	Borderline colony count
PROVENCALE		
GRATED CHEDDAR	READY TO EAT	Borderline staph aureas
FRESH CREAM	READY TO EAT	Borderline colony count
FILLED DOUGHNUT		
BROCCOLI QUICHE	READY TO EAT	Borderline colony count
SMOKED SALMON PATE	READY TO EAT	Unsatisfactory colony count
GROUND BLACK PEPPER	RAW	Borderline Clostridium sp
GROUND	RAW	Borderline Clostridium sp
CORIANDER		unsatisfactory entero
CHICKEN CHOW MEIN	READY TO EAT	Borderline colony
IVILIIV		
SMOKED CHICKEN	READY TO EAT	Borderline colony
COOKED SMOKED	READY TO EAT	Borderline colony
HAM		
CORONATION	READY TO EAT	Entero contamination
CHICKEN SANDWICH		
FILLING		

CORONATION	READY TO EAT	Entero borderline
CHICKEN ROLL		

5.0 Reactive work

5.1 The Service received and responded to 532 recorded service requests (Table 3) during the year of which 328 related to food safety matters.

Table 3: Service requests dealt with by Food Service 2016-17

Type of Request	Number of requests
Accident report	1
Accumulations	1
Alcohol Food certificate s50	2
Alleged food poisoning	34
Building Standards Consultation	12
Car Hire Booking Office Licence	1
Caravan Sites	6
Complaint about property condition	1
Contact from other LA about our premises	1
Cooling towers	1
Dampness	1
Engineers inspection defects report	3
Enquiries made with other depts	2
Export certification	9
Flooding	1
Food Alerts for information	107
Food complaint other	22
Food labelling/composition	1
Food premises registration	9
Foreign body contamination	7
Freedom of Info Request	34
Health and safety advice	22
Health and safety workplace complaint	1
Infectious Diseases	2
Late hours catering licence	8
Major public event	1
Noise Commercial	1
Pest activity/infestation	6
Planning consultation	19
Poor food premises hygiene/practices	26
Public building water quality	1
Public complaint about workplace	9
Public Entertainment licence	27
Request for food law advice	60
Skin piercing licence	10

Smoke Complaints	1
Smoking on premises	1
street trader food certificate s39	32
Street Traders Licence	6
Temporary Market Operators Licence	12
Use by/Best before concerns	5
Waste storage arrangements	25
water quality enquiry	1
Grand Total	532

6.0 Enforcement Activity

6.1 The nature and **levels of enforcement activity** required is summarised in Table 4. One food business operator of a takeaway business was reported to the Procurator Fiscal. The service was also involved in an incident with other regulators which resulted in the Police questioning person involved in the door to door selling of frozen fish. Otherwise the service has relied on being able to secure compliance through legal notices, written warnings and robust advice.

Table 4: Enforcement and regulatory actions

Enforcement Activity	Number each year										
	06-	07-	08-	09-	10-	11-	12-	13-	14-	15-	16-
Remedial Action Notices	07	80	09	10	11	12	13 2	14 3	15 0	16 1	17 0
		1				1 -					
Hygiene Improvement Notices	9	14	39	46	32	27	14	13	16	6	5
Emergency Hygiene Prohibition Notices	0	0	0	0	0	0	0	0	0	0	0
Voluntary Closures	2	0	0	0	0	1	0	0	1	0	1
Written Warnings re hygiene or standards contraventions		ata not ailable	221	194	229	39 4	338	382	23 6	27 6	20 2
Reports to the Procurator Fiscal	1	0	0	0	0	0	0	0	0	0	1
Food surrenders or seizures	0	0	0	1	0	0	1	0	0	3	1

7.0 Customer feedback

7.1 A further **customer satisfaction survey** (see format Appendix 1) sent to 100 food premises inspected during the 2016-2017 plan produced a 45% return. Findings seem relatively consistent over the last 5 years (Table 5). There appears to be more recognition of the Food Hygiene Information Scheme (FHIS) but not all proprietors choose to display certificates. The operation of FHIS is part of the reviews being carried out by Food Standards Scotland.

Table 5: Return from customer satisfaction surveys

Survey question results	08-10	10-11	11-12	12- 13	13- 14	14- 15	15-16	16-17
Agreed reason for	93%	93%	98%	97%	97%	98%	95%	100%
inspection explained								
Received sufficient	95.6%	95.6%	100%	95%	97%	98%	97.5%	93%
advice or information								
Overall impression of	90%	93.4%	95%	90%	92%	90%	95%	93%
inspection good or								
excellent								
Written communications	83%	90.9%	90.9%	72%	89%	93%	80%	87%
good or excellent								
Not enough time to	18%	21.7%	20.5%	18%	21%	16%	22.5%	18%
rectify contraventions								
Have you heard of the				87%	79%	80%	92.5%	89%
Food Hygiene								
Information Scheme								
(FHIS)? From 2012-13								
only								
Now display their FHIS				72%	58%	74%	82.5%	76%
Pass certificate								

8. Summary of Performance against service objectives for 2016-2017

Table 6: Summary of the performance of the food service against the objectives set for it in the 2016-2017 service plan.

Table 6

	Objective	Performance				
1	Improve the % of premises which are broadly compliant for Food Hygiene from 80% to 84%	Broad compliance remained at 80%				
2	Improve the % of premises which are broadly compliant for Food Standards to 75%	Although broad compliance increase slightly (an increase of 0.6% to 66.8% did not meet objective				
3	Complete planned % of Food Hygiene Inspections / audits	High "A" risk	100%			
		High "B" risk	100%			
		Medium "C" and "D" low risk	96%			

4	Complete planned % of Food Standards	s High "A" risk 10	0%					
	inspections	Medium"B" risk 8	5%					
5	Carry out alternative intervention at low risk food premises (% of planned)	Food hygiene "E" 7	5%					
		Food standards "C" 8	7%					
6	Complete sampling from approved	100 % of the planned programme wa	ıs					
7	premises	achieved						
8	Complete other targeted sampling							
	Complete contributions to planned sampling surveys (national and locally organised)							
9	Investigate 100% of complaints and requests for service made to the service within target times	95% within target time						
	Food related illness							
	related outbreaks. Levels of notified food related illness appear to have remained at or below about 5 per 10,000 population over the last 7 years. (Excluding Campylobacter infection which is not routinely notified to Midlothian EH) Infectious disease notifications 2016-17							
	10 —	- Hotineutions 2010 17						
	9 —							
	Aumber of notifications 2 3							
	6 — 6 — 6 — 6 — 6 — 6 — 6 — 6 — 6 — 6 —							
	jo 4 —							
	<u> </u>							
	<u>5</u> 2							
	2							
	1 0	9, 70, 70, 70						
	1 0	coli Entamogos Gardis Snigalis Cyclospora						
	Salmonella Legionella E	cdii chadhaeba chadha shigalla chicospara						

Table 7: Details of food samples taken 2016-17

		Analysis type			
Category	Food description	Chemical composition	Microbial contamination	Total	
Bakery Products and	2 GARLIC & CORIANDER NAAN BREADS	1		1	
Cereal	2 PLAIN NAAN BREADS	1		1	
	COCONUT FLOUR		1	1	
	PASTA	1	2	3	
	PASTA- RAGU RAVIOLI		1	1	
	PASTA- RAGU RAVIOLI	1	1	2	
	PASTA- RAVIOLI- SPINACH AND RICOTTA		2	2	
	RAVIOLI PASTA- SPINACH AND RICOTTA	1		1	
	RICE FLAKE PORRDIGE	1		1	
	STRONG BREAD FLOUR	1		1	
	Total	7	7	14	
Cakes and Confectionary	FRESH CREAM FILLED DOUGHNUT		1	1	
,	GLUTEN FREE BLUEBERRY CAKE	1		1	
	GLUTEN FREE CHOCOLATE BROWNIE	1		1	
	GLUTEN FREE FLAPJACK	1		1	
	Total	3	1	4	
Dairy Products	BLUE STILTON (COLSTON BASSET)		1	1	
•	BRIE DE MEAUX		1	1	
	FRESH SCOTTISH DOUBLE CREAM	1	1	2	
	FRESH SCOTTISH SEMI SKIMMED MILK	2	2	4	
	FRESH SCOTTISH WHIPPING CREAM	1	1	2	
	FRESH SCOTTISH WHOLE MILK	2	2	4	
	GRATED CHEDDAR		2	2	
	GRATED CHEDDAR (SALAD COUNTER)		1	1	
	MOZZARELLA	1		1	
	MOZZARELLA	1		1	
	ROYAL CANADIAN VINTAGE CHEDDAR	•	1	1	
	SWISS CRU RESERVE GRUYERE		1	1	
	Total	8	13	21	
Drinks	VODKA	1		1	
	Total	1		1	
Eggs and Egg Products	6 SHELL EGGS		1	1	
	SHELL EGGS X 6		1	1	
	Total		2	2	
Fish and Shellfish	ANCHOVIES PROVENCALE		1	1	
	DILL MARINATED HERRING		1	1	
	HAND PREPARED SQUID	1		1	
	MUSSELS (COOKED, DEFROSTED)	•	1	1	
	RAW PEELED TIGER PRAWNS	1		1	
	REFROMED HERRING PRODUCT	•	1	1	
	SCOTTISH SMOKED LOCH TROUT		1	1	
	SMOKED SALMON PATE		1	1	
	Total	2	6	8	
Food for Particular	FREE FROM MINCE PIES	1	0	1	
Nutritional Uses	FREE FROM TIFFIN BITES	1		1	

Appendix B

	Total	2		2
Fruit and Vegetables	CHICKPEA DAHL SALAD (WITH CURRIED		1	1
Truit and Vegetables	LENTILS, RED PEPPER & CORIANDER)		'	'
	MEDITERRANEAN COUSCOUS SALAD (SALAD		1	1
	COUNTER)			
	MINTED BEAN SALAD (SALAD COUNTER)		1	1
	PEA AND EDAMAME		1	1
	SALAD GARNISH		1	1
	UNWASHED BEAN SPROUTS		1	1
	Total		6	6
Herbs and Spices	CURRY PASTE	1	3	4
·	GROUND ALLSPICE		1	1
	GROUND BLACK PEPPER		1	1
	GROUND CORIANDER		1	1
	GROUND MACE		1	1
	GROUND WHITE PEPPER		1	1
-	NUTMEG		1	1
	ORGANIC GROUND NUTMEG	1	<u>'</u>	1
	Total	2	9	11
Meat and Meat Products,	HAGGIS PIZZA	1	1	2
Game and Poultry	SPICY BBQ CHICKEN PIZZA	1	1	2
Came and reality	BRIDIES		1	1
_		1	1	1
-	BURGERS - STEAK MINCE (X 3) CHARGRILLED STEAK BURGERS	1		1
-		1		
_	CHICKEN BREAST PORTIONS	1	4	1
_	COOKED SMOKED HAM	4	1	1
	DONNER KEBAB MEAT	1		1
	FAMILY SIZE PORK PIE	1		1
	HAGGIS PUDDING	2		2
	LAREG PORK PIE	1		1
	MEDIUM STEAK PIE	1		1
	PORK SAUSAGES	1		1
	PORK SAUSAGES (X 4)	1		1
	SCOTCH PIES (3)	1		1
	SMALL STEAK PIE	1		1
	SMOKED CHICKEN		1	1
	STEAK PIE	1		1
	WHITE PUDDING	2		2
-	Total	18	5	23
Nuts and Nut Products,	ALMOND POWDER	1		1
Snacks	GROUND ALMONDS/NUTS(?)	1		1
	MIXED NUT POWDER	1		1
	PEANUT AND ALMOND POWDER MIX	1		1
	Total	4		4
Others	HYGIENE SWAB - MEAT SLICER BLADE		1	1
	Total		1	1
Prepared Dishes	BEEF & TOMATO	1	·	1
•	BROCCOLI QUICHE		1	1
 	CHEESE TOASTIE		1	1
 	CHICKEN CHOW MEIN		2	2
+	CHICKEN DONNER KABAB		1	1
-	CHICKEN NOODLES		1	1
<u> </u>	CHICKEN NOODLES CHICKEN RICE		1	1
<u> </u>		4	1	1
	CHIPS	1		

Appendix B

	CORONATION CHICKEN ROLL		1	1
	CORONATION CHICKEN SANDWICH FILLING		1	1
	CURRY CHICKEN	1		1
	FRIED RICE		1	1
	GAMMON ROLL		1	1
	GLUTEN FREE CHICKEN AND MUSHROOM PIZZA	1		1
	HAM, CHEESE & PICKLE SANDWICH (NO MAYO) ON MALTED BREAD		1	1
	MARGHERITA PIZZA	1	1	2
	MASSALA SAUCE		1	1
	MEXICAN SPICE CHICKEN ROLL		1	1
	MICROWAVE RICE	1		1
	PAKORA SAUCE		1	1
	PEKING SPARE RIBS	1		1
	PEPPERONI PIZZA	1	1	2
	PILAU RICE		1	1
	SALAD		1	1
	SINGLE FISH	3		3
	SINGLE FISH (DESCRIBED AS HADDOCK)	1		1
	SINGLE FISH (DESCROBED AS HADDOCK)	1		1
	SINGLE HADDOCK	1		1
	SMALL DONNER KEBAB	1		1
	SWEET & SOUR SAUCE	1		1
	THAI CHICKEN	1		1
	TRIPLE CHEESE PIZZA	1	1	2
	VEGETABLE CHOW MEIN		1	1
	VEGETABLE FRIED RICE		1	1
	Total	18	22	40
Soups, Broths and Sauces	RECIPE BASE INDIAN BUTTER CHICKEN	1		1
	Total Grand Total	1 66	72	138
	Grand Total	00	12	100

Appendix 1

INSPECTIONS OR VISITS TO YOUR PREMISES

1.	When	a Food Safet	y Inspector la	ast called at yo	our premises:	-	
	a)	What do you	think the rea	son for the ins	spection was	?	
	b)	Did the Offic	er clearly exp	olain the reaso	n for the visit	?	 □Yes □ No
2.	How \	would you des	cribe the Off	icer's manner?	o - tick all of t	he boxe	es that apply
	□Prof □Surl	fessional y	□Cou □Hostile	urteous □Hel _l	oful □All	right	□Unhelpful
3.	a)	•		me spent at yo □about right	•		
	b)	Do you feel t	he Officer yo	u gave sufficie	ent informatio	n or adv	vice during the □Yes □No
	c)	What was yo □Poor	our opinion of □Fair	any informatio □Good	on or advice o □Excellent	given to	you?
	d)	What was yo □Poor	our overall im □Fair	pression of the □Good	e inspection/v □Excellent	risit	
4.	How	•	nink your pre □ Year	mises needs to □ 2 Years	•	d by usʻ □Nev	•
			AFTER	THE INSPEC	CTION		
1.		•	•	irements or ac	dvice?	□Yes	□No
2.				rt or a Notice) d and underst	and?		□Yes □No
3. what v			tion made be ations of good	tween what wed practice?	ere contraver	itions of	the law and □Yes
4.	Do yo	ou think you w	ere given end	ough time to co	omply with the	_	•
5.	Was t	the timescale	for complianc	ce with the lega	al requiremer	_	ed with you?
6.	What □Poo	•	•	on of the letter/ od □Excelle	•	□Yes eceived¹	_
7.	Have	you heard of	the Food Hvo	giene informati	on Scheme (FHIS)?	□Yes □No

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8.	Do you display your FHIS PASS certificate or sticker?	□Yes □No	

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Midlothian Council Equality Impact Assessment Form



Information published by Midlothian Council can be provided on request in many of the community languages e.g. Cantonese, Punjabi, Urdu and also in large print, Braille, or audio tape. For more information please contact Midlothian Council on 0131 270 7500.

Council on 0131	270 7500.	
Section A: Intro	<u>oduction</u>	Lead contact: Edel Ryan
1. Title of polic	y, procedure or function being as	sessed
Environmen	tal Health Food Service Plan 2017/	18
2. Divisions/org Assessment	ganisations/groups involved in do	oing this Equality Impact
Environmen Public Analy	tal Health est consultation	
3. Date started:	Date completed: 10 May 2017	
Section B: Info	mation	
4. Please desci	ibe the Policy, Procedure or Fun	ction you are impact assessing
	Il Health Food Service Plan. etailing delivery of Statutory Food E	Enforcement for 2017/18.

5. What information and consultation data do you have to inform your assessment? What does it tell you?

- Statutory remit & guidance
- Results from previous customer satisfaction engagement
- Risk Assessment and compliance data
- Historic information regards service users and the type of service requests received and interventions required.
- Information is recorded on the Environmental Health data management system "Uniform". Broad brush information recorded on type of food premises with the categorization of Chinese or Asian being recorded as appropriate for relevant ethnic minority premises.
- 3.3% of known food premises are recorded as having a Chinese Food Business Operator (FBO) and 1.9% are recorded as having an Asian FBO.
- Customer Satisfaction Survey information (data collected since 2007).

Collects opinion on a range of questions including "What was your opinion of any information or advice given to you?" and "Was this information easy to read and understand?

• The surveys are targeted at a random selection of premises. The survey at present is anonymous and does not seek any comment on race.

6. Do you need more information or more consultation/engagement data?

- Do you need anything more:
 - i. to do this Equality Impact Assessment (EQIA)
 - to monitor or assess, in future, the impact of the policy/procedure or function you are EQIAing on people with different equalities characteristics

insufficient to state that a policy will affect everyone equally without having considered the different barriers some people may encounter.	
	_

Lack of data is not a sufficient reason to conclude there is no impact. It is

Section C: Assessment

Midlothian Council equality impact assesses on **all** of the characteristics in the shaded area below, so you should consider all of these in your assessment. If you want you can consider other groups as well.

Race (this includes ethnic or national origins, colour and nationality)

Predominately British / English speaking with a minority of Chinese/ Pakistani/ Indian (Urdu / Punjabi/ Gugerati) Turkish, Italian, Polish

Disability (e.g. physical disabilities, sensory impairments, learning disabilities, mental health conditions or long-term illnesses)

Inspection and/ or intervention in terms of food law enforcement requires significant interaction between the business community and the enforcement staff. Relevant matters including non-obvious issues such as dyslexia can become apparent during inspection where record keeping and the maintenance of a Food Safety Management policy can present difficulties.

Service requests from members of the public may be on a less interactive basis but in these cases the person is usually offered a range of communication measures, meeting, telephone, email, letter etc.

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Sex (male/female);

Age:

Sexual Orientation (gay man, gay woman/lesbian, bisexual,

heterosexual/straight, trans-gender);

Religion or belief;

Gender reassignment

Sex, age, sexual orientation and religion or belief or gender reassignment statue are not influential in terms of service requested or delivered.

Policies and procedures exist to determine the inspection / intervention mechanisms we employ when delivering the food service.

Pregnancy and maternity (having just had a baby or being pregnant and/or being married or in a civil partnership);

Food law enforcement may have a positive effect in providing protection to "vulnerable groups" including pregnant women. The fact of pregnancy is not influential in investigation or enforcement mechanisms employed.

Marriage and Civil Partnership

Gender reassignment / marriage or civil partnership is not influential in terms of service requested or delivered.

(Note: EH information provided in italics)

People experiencing poverty or at risk of poverty: (poverty may be simply defined as not having enough money to meet one's basic daily needs or to have the things that most people in the UK take for granted). Apparent or declared poverty may influence the actions taken during food law enforcement. Officers are required to assess the ability and willingness of a FBO to comply with the law. Poverty will have a detrimental effect on their ability and as such may influence statutory enforcement.

As you answer questions 7i. to 7iv. over the page:

- a) Think about the policy, practice or function you are assessing and
 - people with the above characteristics
 - people associated with them (e.g. a parent or carer)
 - people mistakenly assumed to have the above characteristics

Remember to consider impacts on staff as well as communities and customers.

- b) Consider whether the above people are likely to have different needs, or be affected in different ways by what you are doing/proposing. e.g.
 - People may need, or benefit from, information provided in a particular format, like large print or easyread.
 - A queuing system which relies on people standing for long periods will make it very difficult for some people to use the service.
 - Charging more for a service is likely to affect people from several of the groups in the shaded area above, as on average they have a lower income.
 - Targeting an area of high poverty could leave people experiencing poverty outside the area even worse off in comparison
- c) Consider the General Equality Duty requirements to pay due regard to the need to:

Appendix C

- eliminate discrimination, victimization, harassment or other local conduct that is prohibited under the Equality Act 2010 in relation to the characteristics listed in shaded area at the top of this page (except poverty)
- advance equality of opportunity between and foster good relations between people who share a characteristic in the shaded area and those who do not (except marriage and civil partnership and poverty)

7i. Note any positive impacts on the above equalities groups

Centrally produced translated literature.

Different Groups have differing needs e.g, 1st language; ability to read and/or write; ability to read English; disability; mobility; (Race and Disability)

Service users can broadly be divided into two categories

- those who make contact i.e., direct service requests to us
- those we inspect or visit in terms of enforcement activities without their request.

For those who make service requests we respond to each individual situation as appropriate e.g., we can visit them at their home/ place of work, they can visit us at our offices at Fairfield House (DDA compliant). We communicate by a variety of mechanisms email, letter, telephone, meeting; translator.

We can provide written information in various font styles and font sizes as required.

We provide written translated material if the situation requires it.

We can provide information on the availability of training in ethnic languages.

We can provide a translator although a time delay may occur [Language line / local translators]

We welcome the client providing a translator e.g., young members of the Chinese community will often translate for older members.

We provide literature in the principal languages spoken used in Midlothian English / Chinese / Cantonese / Urdu / Punjabi / Turkish / Polish

In engagement with the businesses, matters are assessed on a per case basis and if it is possible that there may be difficulties with written English there is information inserted in the relevant language indicating that the written communication is important, i.e., it has legal significance and translation should be sought if it cannot be understood.

7ii. Note any negative impacts on equalities groups

The Food Service plan is to provide a statutory enforcement regime on all
groups using a predefined assessment and scoring regime which identifies risk
At present we have no negative data impact on equalities groups, further
engagement and consultation with our customers and stakeholders is achieved
by pro-actively engaging and consulting with all, data/information held
thereafter will be more robust and any inequalities identified can either be
removed or mitigated against.

7iii. How significant would this negative impact be, and what kind of numbers would be affected?

N/A

7iv. Note any opportunities for making a positive impact on equalities groups.

The delivery of the Food Service Plan will have a positive impact on equalities groups, particularly race. Small scale businesses indicate that Environmental health are often their only source of information and guidance as to what the law requires and how this may be put into practice.

Positive impact on race due to the mechanisms utilised specifically in terms of communications

Positive impact on pregnancy due to delivery of plan indirectly assisting with the protection of a group classed as a vulnerable population in terms of Food Law risk management.

Section D: Actions and Outcomes

Questions 8 and 9 below ask about actions which have been taken, or will be taken **as a result** of this Equality Impact Assessment (EQIA). Any pre-existing actions should be included in earlier sections.

Appendix C

8.	Note any	actions v	you will be	taking as	a result	of this	EQIA

Think about what you can do to:

- minimise or remove any negative impacts, and
- maximise the opportunities for positive impacts

Consider the data we gather and determine if any adjustment is required particularly in respect of Race.	

9. Please note any actions you have <u>already taken as a result of</u> this EQIA here.

N/A			

10. How will you track/monitor that the actions you mentioned in 8. have been achieved?

e.g. by adding them to a work plan, service plan etc.

The Service plan is produced annually and presented to the appropriate elected member forum for approval .

Each plan contains a review of the previous year's activity which requires collection and collation of information, matters are adjusted and appropriate action taken if necessary.

11. If you have decided not to take any action please note why this is, and any justification, here.

A significant negative impact, even if it affects only a small number of people, should be addressed.

Currently there is no evidence that any group or community is discriminated against by or through the implementation of the Food Service Plan.

Planned consultation and engagement exercises will confirm whether this is still correct and if it is not still the case then appropriate action will be taken.

12. Is a more detailed assessment recommended?

No		
	Version: EQIA Form V1.3	29 March 12



Professional Dog Walkers' Registration Scheme

Report by Dr Mary Smith Director Education, Communities & Economy

1 Purpose of Report

To seek Cabinet approval for the introduction of a voluntary registration scheme for professional dog walkers in Midlothian.

2 Background

- 2.1 An increasing number of professional dog walkers are using Council parks, the regional country park and other open spaces in Midlothian to walk dogs on a commercial basis. Whilst most of the professional dog walkers act responsibly there are a number who are transporting and walking large numbers of dogs. This is causing increasing concerns for the safety of the dogs and other land users.
- 2.2 There is also information to suggest that some dog walkers and members of the public feel intimidated by large numbers of dogs being walked, particularly off the lead, for example at Hillend Regional Park or Vogrie Country Park. It is understood that some private dog walkers now actively avoid areas frequented by professional dog walkers.
- 2.3 Concerns have been raised by the National Union of Farmers regarding an increased number of sheep worrying cases, allegedly linked in some cases to commercial dog walkers. At a local level, at the annual liaison meeting of Midlothian farmers and the Council, held on 15th February 2017, almost all farmers present voiced serious concerns and anger over the alleged significant problem of irresponsible commercial dog walkers.

3 Main Report

- 3.1 The increase in the number of professional dog walkers using parks and open spaces in Midlothian to walk dogs is thought to have arisen for several reasons:
 - (a) dog owners are increasingly using professional dog walkers to exercise and socialise their pet dogs during the day if they are unable to do so themselves;
 - (b) The Land Reform (Scotland) Act 2003 gives statutory access rights to most land with increased expectations of dog walkers to access the countryside; and

- (c) neighbouring local authorities including East Lothian Council and the City of Edinburgh Council have introduced registration schemes for professional dog walkers, and it may be that some professional dog walkers based in these neighbouring local authority areas have chosen to walk their dogs in Midlothian where there is currently no registration scheme.
- 3.2 There are currently no legislative controls to restrict the number of dogs an individual dog walker can walk at any one time. Scottish Government has been asked to consider introducing a national licensing scheme for professional dog walkers. It has responded that it considers there is currently insufficient evidence to suggest that a national scheme is required and that individual Councils should consider implementing a local registration scheme in the first instance. If this is not effective then Scottish Government has advised it will consider introducing a national licensing scheme.

4.0 Proposed Professional Dog Walker Scheme

- 4.1 It is proposed to introduce a voluntary registration scheme for professional dog walkers in Midlothian. This would be open to dog walkers who are based in, or visit to walk in, Midlothian. To join the scheme, professional dog walkers will be required to meet Midlothian Council's Professional Dog Walkers Code of Conduct, attached at Appendix 1.
- 4.2 The registration scheme would be advertised on the Council's website and in the local media.
- 4.3 Professional dog walkers joining the registration scheme would be charged a small annual fee to cover the administrative running costs. This fee is set to take into account:
 - the cost of administration of such a scheme; given that it is estimated that Midlothian currently has between 15 and 20 companies who regularly walk here;
 - the potential income generation of the professional dog walkers;
 and
 - the fact that the scheme is a voluntary registration scheme and cost versus benefit may influence uptake.
- 4.4 Once registered, the company's information would be placed on the Council's website to demonstrate that the company complies with the Code of Conduct for registration as a professional dog walker in Midlothian. This information would allow dog owners to select a responsible professional dog walking company who have undertaken to meet the minimum standards of registration as a professional Midlothian dog walker.
- 4.5 If a registered professional dog walker subsequently fails to meet the required registration standards they would be removed from the scheme and their company details will be deleted from the Council's website.

5 Report Implications

5.1 Resource

A modest financial outlay will be required to advertise and deliver the registration scheme. It is anticipated that the majority of this will be recovered from the administration fee which will be charged to participating professional dog walking companies with any small remainder being met from the Environmental Health budget.

5.2 **Risk**

In the absence of a national scheme, the Midlothian professional dog walkers' registration scheme will seek to encourage professional dog walkers to sign up to the Code of Conduct and meet minimum standards in terms of animal welfare and dog control.

Whilst the scheme is voluntary, it is hoped this will improve standards by allowing the public to selectively exclude those professional dog walkers who fail to demonstrate that they meet minimum standards of welfare. It is also anticipated that by complying with the code and limiting the numbers of dogs walked at any one time, that the dogs will be kept under enhanced levels of control which will in turn reduce the risk of dog bites or attacks on other animal or land users.

Failure to introduce such a scheme may leave the Authority open to criticism that it is not taking this matter seriously, and not taking action similar to that in other council areas. It may also result in an increase in attendance by the less scrupulous dog walkers displaced from neighbouring local authorities.

5.3 Single Midlothian Plan and Business Transformation

The	mes addressed in this report:
x	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

5.4 Key Priorities within the Single Midlothian Plan

Community Safety: People feel safe in their neighbourhood and home.

5.5 Impact on Performance and Outcomes

It is expected that the operation of the scheme can be met from within existing staff resources.

5.7 Involving Communities and Other Stakeholders

Consultation has taken place with the Council's Landscaping and Countryside Services, the National Farmers Union and a number of commercial dog walkers who are based in, or walk in, Midlothian and are already known to Environmental Health. Where relevant their comments have been incorporated into the draft scheme.

5.8 Ensuring Equalities

This report seeks to introduce a registration scheme for professional dog walkers with a view to improving safety and welfare standards. The EQiA indicates there are no potential inequality issues to consider.

5.9 Supporting Sustainable Development

The scheme supports a component of the Council's Single Midlothian Plan theme of sustainable growth in that visitors and residents will benefit from the quality of Midlothian's environment.

5.10 IT Issues

Information on the registration scheme and an up to date list of registered professional dog walkers would be maintained on the Council website.

6 Recommendations

6.1 It is recommended that Cabinet:

- endorses the introduction in 2017 of the Midlothian Council voluntary registration scheme for professional dog walkers;
- ii) notes the content of the Code of Conduct which requires to be met as a pre-requisite for registration as a Professional Dog Walker in Midlothian; and
- iii) notes that progress with the introduction and operation of the scheme will be reported to Cabinet at a future date.

Report date: 19 May 2017

Report Contact: Edel Ryan, Group Manager Environmental Health, Tel. 0131 271 3742 edel.ryan@midlothian.gov.uk

APPENDIX 1

Midlothian Council's Professional Dog Walker's Code of Conduct



Applicable for registration of Professional Dog Walkers who are based in or Walk in Midlothian

Professional dog walkers who wish to register with Midlothian Council to operate their business and dog walk in the Midlothian Council area must complete an application form and be able to demonstrate compliance with the following conditions:

- Professional dog walkers must hold appropriate pet business insurance. A copy of the document shall be provided to the Local Authority.
- 2. The maximum number of dogs walked at any time shall be in accordance with the business insurance policy and, in any event, shall be no more than 6 (including own dogs).
- 3. A well stocked first aid kit suitable for use on dogs shall be carried in vehicles used to transport dogs or on the person of the dog walker.
- 4. Dogs must be transported safely and securely and in accordance with animal welfare legislation. Dogs must be transported in individual cages (sufficiently large to allow the dogs to stand, turn around and sit down) or secured by means of a suitable harness.
- 5. Adequate ventilation shall be provided in vehicles used to transport dogs.
- 6. Fresh drinking water and suitable bowl(s) shall be available in vehicles used to transport dogs.
- Dog walkers should familiarise themselves with new routes and routes shall be planned carefully to avoid narrow or heavily populated walkways, spaces near children's play areas, livestock and sensitive wildlife.
- 8. Dogs should be exercised responsibly, with dogs either kept on a short lead or under close control so as not to disturb or cause alarm to other site users or interfere with recreational pursuits.
- 9. All dogs should be walked away from and returned to the vehicle on a lead.
- 10. Dog walkers should avoid walking jointly with other dog walkers to avoid alarm to other recreational users due to the increased number of dogs being exercised together.
- 11. Dog walkers shall not take dogs into any children's play areas or sports pitches.

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- 12. All dogs must wear a collar and tag with the name and address of their owner. In addition, professional dog walkers must add their own business tags, containing business name and telephone number whilst the dogs are under their authority.
- 13. Dog walkers shall immediately remove all dog waste in accordance with the Dog Fouling (Scotland) Act 2003 and make sure it is bagged and disposed of appropriately. Placing bagged waste for subsequent collection is not acceptable.
- 14. Prior to accepting any new dog, the dog walker shall obtain evidence that the dog is microchipped and that microchipping has been registered to the owner.
- 15. Accurate records must be kept of the dogs the professional dog walker is responsible for, including name of dog, microchip number, description, breed, age, gender, any nutrition requirements, owner's contact details and veterinary contact details.
- 16. Dogs shall not be left unattended in the vehicle other than to drop off or pick up dogs.
- 17. Consideration shall be given to the Scottish Outdoor Access Code including avoidance of livestock, sheep worrying and wildlife damage.
- 18. Registered dog walkers agree to comply with any reasonable request by an authorised officer of Midlothian Council to produce any documentation listed above and co-operate with inspection of premises and / or vehicle(s).



New Build Council Housing – Local Letting Initiative

Report by Eibhlin McHugh, Joint Director, Health and Social Care

1. Purpose of the Report

1.1 This Report proposes a Local Letting Initiative (LLI) to be used for the allocation of housing at Eastfield Farm Road, Penicuik.

2. Background

- 2.1 In May 2016 Midlothian Council revised it's Housing Allocation Policy. As part of the changes it was proposed that a Local Letting Inititative will be developed for each new build housing site prior to the allocation of properties. It is important that we make best use of our housing stock, which includes how these are allocated. Scottish Government guidance requires that houses are let in a way that gives reasonable preference to those in greatest housing need, which makes best use of the available stock and helps to sustain communities.
- 2.2 The Scottish Government publication, "Social Housing Allocations A Practice Guide" refers to Local Lettings Initiatives, noting that legislation allows Registered Social Landlords to operate separate allocations policies for different parts of their stock. However, a Local Lettings Initiative cannot take into account:
 - (i) how long a household has been resident in the area
 - (ii) previous rent arrears which are no longer outstanding
 - (iii) age of applicant
 - (iv) income of applicant
 - (v) ownership of property (this is subject to change shortly as part of the Housing (Scotland) Act (2014)
- 2.3 Midlothian Council has previously used a Transfer Led Local Lettings Initiative to allocate new build housing in communities. This helped to create a vacancy chain whereby transfer tenants would be able to move into a new build property and their existing home could be reallocated to an applicant on the Housing List. However, the 2011 Inspection Report of the Scottish Housing Regulator noted using this method meant that sometimes the Council did not always allocate properties through its LLI to households with a recognised

housing need. Consequently LLIs for new build properties must clearly address housing need.

2.4 In August 2014, Midlothian Council agreed to the development of 12 homes, designed to meet the needs of people with very complex needs, on the site which was previously the John Chant Centre at Eastfield Farm Road, Penicuik. These council houses are being built to meet the need for housing options for people with a learning disability and complex needs and will provide the best environment to support people whilst ensuring they can live in their own tenancy with dignity and privacy. This development has been specifically designed to meet the needs of these households and will reduce cost pressures on the General Fund by £0.590 per annum compared to the alternative care requirements in accommodating these households in mainstream accommodation.

Table 1: Housing Mix at Complex Care Development, Eastfield Farm Road

Property Type	Number of Properties
1 Bed, 2 Person Ground Floor Property	12

- **2.5** Following a procurement process, Richmond Fellowship have been appointed to provide supported living services to tenants living within the development.
- **2.6** Staff will be based at this development and shall provide a range of support services to tenants including:
 - Setting up their home
 - Following care plans
 - Management of medication
 - Personal finances
 - Accessing services
 - Emotional support
 - Social skills
 - Education, training and skills development
- 2.7 The weekly rental charge for these properties will be £74.06 per week. There is also an additional service charge of £9.52 per week to cover the costs of cleaning, maintaining and heating communal areas within the building. Tenants will have a Scottish Secure Tenancy agreement which gives them the same rights and responsibilities that mainstream council tenants receive.
- 2.8 In order to allocate these units in a way that ensures that Housing Applicants in the most need are accommodated, a Complex Care Housing Allocation Panel has been established to agree which applicants with complex care needs will be allocated a property in this development. The Panel will recommend allocations for all lets and prioritise applicants based on assessed need, where it is determined that an individual's support needs cannot be easily met in mainstream accommodation.
- **2.9** This Panel shall then continue to meet whenever a vacant property becomes available for let at this development in the future to ensure that an individual

with the greatest need for the housing and support service provided at the development is allocated a property. The Complex Care Housing Allocation Panel includes officers from Housing and Health and Social Care. The following criteria will also apply for the allocation of these units:

- (i) Properties to be allocated to applicants on Midlothian Council's Housing List.
- (ii) Properties to be allocated to applicants who are resident in Midlothian (including Midlothian residents who currently stay in supported accommodation outwith Midlothian.
- (iii) Properties to be allocated to applicants who have an assessed medical priority determined for complex care needs.

3 Report Implications

3.1 Resource

There are no resource implications within this Report.

3.2 Risk

It is essential to develop housing capacity for Midlothian citizens with very complex care needs in association with a Learning Disability.

The two key elements in the care of this group are the right support and the right environment.

The risks of failing to develop maintain, appropriately manage and allocate such properties in line with the needs of this group are that Health and Social Care packages are reactive and far more expensive than they need to be.

Not having the appropriate living environments would also result in the Council failing to deliver against national and local policy objectives for people with a learning disability and failing to make adequate planning and provision for future need.

3.3 Key Priorities within the Single Midlothian Plan

Midlothian Council and its Community Planning Partners have made a commitment to reduce inequalities as key priorities under the Single Midlothian Plan.

The themes addressed in this report impact on the delivery of the Single Midlothian Plan outcome measures in homelessness and stable and balanced communities. Early intervention and tackling inequalities are key priorities for Midlothian Council and the Community Planning Partnership and these proposals meet those objectives.

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

3.4 Impact on Performance and Outcomes

The core aim in the revised Housing Allocation Policy is to offer applicants to Midlothian Council flexibility in the type and location of housing they wish to apply for. A key strength of the management of council housing in Midlothian is tenancy sustainment and introducing a Local Letting Initiative for new build developments will ensure a sustainable community.

3.5 Adopting a Preventative Approach

The complex care housing development facilitates a more planned approach to the delivery of complex care and support in Midlothian. This in turn contributes to reducing reactive expenditure to meet needs, stemming from expensive stand-alone packages of care and use of out-of-area placements, thus mitigating demographic pressures.

3.6 Involving Communities and Other Stakeholders

The use of Local Lettings Initiatives for new build housing was recommended as part of the review of Midlothian Council's Housing Allocation Policy which was revised in May 2016. The key elements of the Local Letting Initiative for this development are consistent with the aims of the Policy. Consultation was carried out with service stakeholders, including Social Work Adult Care, Children and Families and Legal and Audit services in relation to this report. External consultation had also been carried out with the Registered Tenant Groups and Registered Social Landlords in Midlothian, the Housing Association Forum, tenancy support agencies, Midlothian Disability Access Panel, Shelter and the Armed Forces Covenant Liaison Officer.

Members of Midlothian Tenants Panel have been consulted in relation to this Local Letting Initiative. In addition, consultation with Housing Applicants with complex care needs and their families has taken place in terms of the design of the building and the support needs of tenants who move to the building. Some individuals with complex needs were also given the opportunity to view the development during construction.

Midlothian Council's Housing Allocation Policy and the Local Letting Initiative for this development will both be published documents which are available for tenants and housing list applicants to view.

3.7 Ensuring Equalities

The revised Housing Allocation Policy was subject to a full Equality Impact Assessment in accordance with the Council's Equalities Schemes to ensure equality of opportunity.

The policy ensures that discriminatory practices and procedures are eliminated and that the needs of women, ethnic minorities, people with disabilities and other target groups are assessed. The duties required of local authorities when letting their houses are set out in the Housing (Scotland) Act 1987 and the Housing (Scotland) Act 2001.

3.8 Supporting Sustainable Development

Not Applicable

3.9 IT Issues

Not Applicable

4 Recommendation

It is recommended that Cabinet:

a) Approve a Local Letting Initiative outlined in Section 2.8 of this report for the allocation of housing at Eastfield Farm Road, Penicuik.

Date: 13 June 2017

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Background Papers: Council Report: Progressing Complex Care in Midlothian

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Midlothian Council Annual Performance Report -2016-17

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

The 2015/16 plan year saw the end of a 3 year cycle of prioritising working together to improve outcomes for young people leaving school, improve lives of children in early years and their families, and improve the local economy. These priorities will continue to be further developed in 2016-19

The CPP undertook a review and engagement process in 2015/16 resulting in changed priorities for the next three years 2016-19.

Taking into consideration evidence about the comparative quality of life of people living in Midlothian, it is clear that less well off residents experience poorer health, have fewer or no choices in how they use low incomes, and also that there is a proven relationship between these factors and their learning. As a result the top three priorities for 2016-19 are:

- Reducing the gap in learning outcomes
- Reducing the gap in health outcomes
- Reducing the gap in economic circumstances

The council continues to face unprecedented challenges as a result of constrained funding combined with demographic and other cost pressures. In addition, managing the impact of a number of national and local challenges, including Welfare Reform, Health and Social Care Integration, Early Years Collaborative and the significant differences in social and economic equality across Midlothian.

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

"Midlothian – a great place to grow".

Three key approaches will continue to be the focus for how the council works with its communities – preventive intervention, co- production and capacity building and localising / modernising access to services

In addition to the three key priorities and approaches the Council will also focus on reducing the gap between outcomes for residents living in parts of the county which for many years have shown a significant gap between their outcomes and the average outcomes for Midlothian and Scotland as a whole. The areas targeted are Dalkeith Central/Woodburn; Mayfield/Easthouses and Gorebridge.

Work will progress on the outcome priorities and also the strategic priorities and budgets for 2016 through 2019. The Council's contribution to the three year outcomes and the first year priorities for each of the thematic areas are set out in the individual service plans with associated actions and indicators.

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, Care Responding to growing demand for adult social care and health services
- Community Safety 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 People in Midlothian Creating opportunities for all and reducing inequalities.
- Sustainable Growth and Housing Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.

Progress of Single Midlothian Plan Themes 2016-17

Adult, Health and Care - Achievements

Responding to growing demand for adult social care and health services

"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 creation of a new Health and Care Partnership provides an opportunity to make significant change in how we deliver health and care services. We aim to achieve this ambitious vision by changing the emphasis of services; we are fully committed to the principles of reducing inequalities, promoting opportunities and eliminating discrimination in line with the Equality Act and Human Rights legislation.

Integration: Local management arrangements changed on 1st June 2016, with two joint Heads of Service with responsibility for Primary Care and Older People, and Adult Services. These posts now manage services across health and social care. Integration at a service level is progressing with nurses appointed to work in Newbyres Care Home, and plans for a Recovery Hub for mental health and substance misuse progressing well. Consultation on the 2017-18 Directions document has been issued to NHS Lothian and Midlothian Council. Work on refreshing the Strategic Plan is underway. A Workforce Plan and a Financial Strategy are being developed and a Risk Register has been completed. The IJB (Integrated Joint Board) continues to meet formally and through Development Sessions as does the Strategic Planning Group and Audit and Risk Committee. Video conferencing facilities have been implemented in care homes, and a training programme began in February with 170 attendances to date over four sessions, with the capacity to deliver multi-disciplinary training to care home staff.

Older People: A consultation event and launch of the Older People's strategy was held in November 2016. Follow up information and consultation events have commenced and others will be scheduled for September and October this year. Newbyres care home has introduced 24 specialist dementia beds in order to provide a long term, homely setting for people with a diagnosis of dementia who are no longer able to live independently in their own home or who have been delayed from leaving a hospital setting. There continues to be significant challenges within the care at home sector and these are being mitigated through the provision of management and quality assurance support directly from Midlothian Council staff. These pressures are, in the main, being driven by the availability of carers to deliver the service and there is work underway to develop a robust recruitment campaign to promote caring as a career. There is also a further procurement process underway to introduce greater flexibility in to the delivery of care services across Midlothian and this will be in place from Q3 2017. An independent review of Midlothian's participation in the national testing of Alzheimer Scotland 8 Pillars model for people with dementia has commented that Midlothian perhaps has an ideal model whilst recognising the challenges of establishing an effective, fully integrated team. A multi-agency dementia steering group has been established to develop a 3 year dementia action plan. Outcomes focused performance monitoring frameworks are being introduced and agreed with community services within the third sector. The aim of this monitoring is to enable efficiencies by identifying opportunities for improved partnership projects. The Grassy Riggs project in Woodburn has opened and features a daily drop-in cafe for older people living in the Dalkeith/Woodburn area who are at risk from the adverse effects of social isolation and loneliness.

Learning Disabilities: The 12 houses for people with complex care needs in addition to their learning disability will be complete by the end of May 2017, after which people will start to move in on a phased basis. The Richmond Fellowship for Scotland have been appointed as the care provider. The project provides an opportunity to enhance local skills in the support of people with a learning disability and complex needs to live in local communities. One flat will be designated as a Place of Safety to prevent hospital admission. The day service review is drawing to a conclusion. The review will provide: a better understanding of whether we are providing the right day services, to the right people, in the right place, at the right time to achieve positive outcomes and best value; a better understanding of whether service is fair and equitable for all; a service model that delivers positive outcomes for service users in a creative and cost effective manner. Two Trumpets, The Midlothian Autism Strategy has been completed and its implementation is being overseen by the Midlothian Autism Strategy Group.

Physical Disabilities and Sensory Impairment: Big Lottery funding bid was unsuccessful but closer links formed with the Lifelong Learning and Employability Team, to ensure appropriate focus is given to those with physical disabilities who require support into or to continue in employment. Work is also continuing on all actions identified within the Physical Disability Action Plan, the area of improved communication in particular proving successful through the excellent, informative newsletters being published by ForwardMid. The training of volunteers by Audiology has been delayed due to staff shortages, but this will start on 4th May. The creation of an adult audiology clinic at the community hospital has had similar delays, but is still firmly on the agenda. Sensory impairment awareness training continues to be rolled out with particular focus on Midlothian Council care homes and care at home staff. The National British Sign Language Plan has been put out for consultation. Once finalised, Midlothian Council will be required to create a local plan, preparation for which is already underway through the work being done locally through the See Hear Strategy.

Long Term Conditions: MERRIT (Midlothian Enhanced Rapid Response and Intervention Team) now has an

Advanced Practitioner Physiotherapist (APP), in post, who has started seeing people living in Midlothian with respiratory problems and is developing our Community Respiratory Service for people living with chronic obstructive pulmonary disease across Midlothian. Referrals are coming from the Respiratory Multi Disciplinary Team from the Royal Infirmary and Western General Hospitals, MERRIT and GP's. The APP will also provide support, education and training to increase the knowledge and experience of other physiotherapists working in Midlothian. An Anticipatory Care Nurse will be recruited to work with the APP from a case management perspective to support people to manage their condition and to refer/link people in to other community services as required.

Self Directed Support: Work is continuing to embed Self Directed Support into a 'business as usual' activity. Some development work has been delayed due to resourcing constraints and a need to prioritise operational activities. Ongoing service development is however taking into consideration requirements of Self Directed Support.

Substance Misuse: A Midlothian Core Group comprising of key stakeholders made a number of recommendations as to how the proposed 23% savings should be achieved. The Core Group's recommendations were approved by the MELDAP (Mid and East Lothian Drugs and Alcohol Partnership) Strategic Group at its January 2017 meeting.

Mental Health: Mental Health Access Points were launched in two locations in Midlothian in August and already the service is at full capacity. Staff at the Access Points guide people to access the support they need to increase their mental wellbeing; reducing low mood and feelings of stress; increasing confidence; and self-esteem. Staff help people to decide what support will work best for them, this includes psychological therapies. Around half of those who have attended have been offered assessment for psychological therapies. The House of Care Wellbeing project was originally based at Newbattle Health Centre but has been expanded to another seven health centres throughout Midlothian. The Community Health Inequalities Team continues to offer physical health checks to people with mental health issues in several locations throughout Midlothian.

Community Safety - Achievements Ensuring Midlothian is a safe place to live, work and grow up in

Criminal Justice – The new structure for Community Justice came into being on 31st March 2017 and local partnerships will now report to the national body, Community Justice Scotland. The Chief Executive of Community Justice Scotland spoke at the Community Safety and Justice Partnership Board meeting on 14th March and set out her vision for Community Justice in Scotland. This was generally well received and there was a lengthy discussion after the talk. The Community Justice Outcomes Improvement Plan was sent to Community Justice Scotland at the end of March and the plan is now on the Council's website. Over the next three years all partners will have to work closely together towards the objectives outlined in the plan.

Community Safety: Midlothian Licensing Board approved an Overprovision Statement 2016 based on a profile exercise on the impact of alcohol related harm, and a public consultation.

The Serious & Organised Crime Integrity Group has been established for Midlothian with a range of partners. The group will focus on the principles of the national agenda to deter, disrupt, divert and deter criminality and potential areas of activity. A parallel Prevent Strategy group is also focussed on the counter terrorism agenda.

Expansion of the Midlothian Community Mediation Service has progressed this year beyond neighbour disputes. Staff volunteers have been trained and accredited and are now deployed directly. This has been an excellent opportunity to provide this service to other types of dispute, to prevent them from escalating and the service is attracting external interest in its outcomes.

Road Services: Midlothian has a vision as being "a great place to grow". In this respect the road network must be maintained in a condition that is fit for purpose. The council have completed the identified footway and road improvement programme thereby maintaining the road network in a steady state position with no deterioration for the last five years. However this underlying figure is that just over 30% of the road network requires to be considered for maintenance.

As part of the drive towards lowering carbon emissions and reducing the consequent energy use, the programme to deliver LED lights across Midlothian has continued with a further 400 lights replaced during the last year.

A revised active travel strategy has been developed and in conjunction with this good progress has been made in terms of planning for the extension of walking and cycling routes linked into the new Borders rail line.

Following intimation of withdrawal of the traffic warden service significant preparatory work has concluded which has resulted in a draft application submitted to Scottish Government to allow for the introduction of decriminalised parking enforcement in Midlothian.

A formal start to the Edinburgh, Lothians, Borders and Fife (ELBF) shared services project has begun following the setting up of a shadow joint committee comprising elected members from each authority. Work streams have been identified and allocated to each authority with Midlothian having successfully procured a joint weather forecasting service as part of the early works programme.

Road Services were a UK Finalist in the Association of Public Service Excellence (APSE) Best Performer for Roads,

Highways and Winter maintenance.

Getting it Right for Every Midlothian Child - Achievements Improving outcomes for children, young people and their families.

Midlothian Council Children's Services and Legal Services attended The Scottish Public Service Awards in December 2016 and were successful in winning the 'Policy Development Award' for the 'Framework for Permanence'. This framework ensures that our children and young people who are requiring to be cared for out-with their family home have a clear pathway which shall allow them to be secured in their permanent placement as swiftly as possible.

Family Placement Team: In the last quarter we have recruited 2 new foster carers, however we also seen one foster carer retire. Over the past year we have increased our current foster care numbers by 12.5% from 56 in Q1 to 63 in Q4. This year we have an established Kinship care strategy group who have devised a training and development plan that is reviewed twice yearly by the Head of Service to ensure the plan is on track. This piece of work supports our commitment to supporting kinship carers and offering them greater parity with foster carers in relation to training opportunities.

Child Protection: In Q4 there are 54 children on the Child Protection Register an increase of 2 children from the last quarter. The number of children on the child protection register equates to a rate of 3.2 children per 1,000 against a national average rate of 3.0. Overall our numbers have remained fairly static over the past year with the usual monthly fluctuations which is to be expected in this area of work.

The number of Interagency Referral Discussions (child protection referrals) over the past year has increased by 39% from 364 in 2015/16 to 507 2016/17.

Attainment: Moderation, tracking and assessment of progress through the Broad General Education (BGE): At the end of September, as part of the National Improvement Framework, Curriculum for Excellence (CfE) data using the new term 'achieving a level' was uplifted for P1, P4, P7 and S3 stages. For the first time a report called *Achievement of Curriculum for Excellence (CfE) Levels 2015/16* was published by the Scottish Government on 13 December 2016 outlining the CfE data for each local authority and the Scottish average. This included Midlothian data and National data. Raising attainment through the Broad General Education (P1-S3) will remain a core priority for Midlothian in order to ensure that we bring CfE levels at all stages in line with the national average in order to build strong progression through the broad general education (P1-S3).

Attendance: A new outcomes dashboard was created which enables the education service to critically analyse attendance weekly and take proactive action to ensure that the very best interventions are implemented at the earliest possible stage. As a result of this preventative work, primary school attendance for the 16/17 School year is at 95%. Although this is 1.96% below our aspirational target, attendance for 2016/17 is the highest recorded annual attendance for the primary sector. In Secondary schools, attendance for the 16/17 School year is 90.24%. Although this is 1.76% below our aspirational target, this is 0.22% higher than the previous year. This will remain a priority for improvement for session 2017/18.

Reducing Exclusions: The new dashboard also helps to monitor exclusion levels across the school estate and implement proactive strategies to help reduce exclusions across Midlothian. The indicator for the primary sector falls slightly below our aspirational target by 5 recorded incidents but represents a significant improvement on the previous year with exclusions showing 42 less recorded incidents than the previous year dropping from 143 incidents in 2015/16 to 101 incidents in 2016/17.

The indicator for the secondary sector is off target and shows 3 more recorded incidents than the previous year. This will remain a key priority for session 2017/18 because our commitment to reducing exclusions is key to closing the poverty related attainment gap. Over the course of this year, and the year ahead, we are also undertaking a review of Inclusion to ensure that we build on the very early good practice that we have secured with this improvement priority.

To close the gap between the most and the least disadvantaged: This has been a significant focus this year and we have reported an improvement in attainment in terms of average total tariff scores for the lowest 20% of learners by the end of S4 and S6; a significant improvement in tariff scores for the middle 60% and highest 20% by SIMD by the end of S6; and 3.69% improvement at 3 or more qualifications at level 6 by the end of S6. In the December 2016 attainment report to Council we reported a three year improvement trend for Literacy and Numeracy at level 4 for the 30% most deprived learners by the end of S4. Attainment in 2016 at this level is now above both the virtual and the national average and is 8.07% higher than the previous year. In addition we reported a three year improvement trend for Literacy and Numeracy at level 5 for the 30% most deprived learners by the end of S4. Attainment in 2016 is now above both the virtual and the national average with attainment at level 5 in 2016 being more than double the percentage achieved in 2014. Further attention will now be given to closing the vocabulary gap by the end of P1 and closing the gap in literacy and numeracy by the end of P1, P4, P7 and S3.

The Senior Phase: A full attainment report, based on the local measures, for the 2015/16 attainment diet was presented to Council in December. Prior to this report, as agreed by Council last year, our Secondary Head Teachers presented a seminar to elected members on the steps they are taking in their schools to raise attainment overall and

how they are closing the attainment related poverty gap. A summary of attainment was presented and some highlights include a 16.2% improvement in level 5 literacy and numeracy by the end of S4; 9.8% improvement in literacy and numeracy by the end of S6. Further improvements were identified, particularly in relation to attainment by the end of S5. In terms of leavers data (National benchmarking measures), there was a 1.9% improvement in literacy and numeracy at level 4 and a 7% improvement in literacy and numeracy at level 5. There is also a clear positive improvement trend in terms of local government benchmarking ranking for attainment in 8 out of 12 of the LGBF attainment indicators. Our aspiration is to secure a five year improvement trend where attainment measures are above the virtual and national average at all stages.

Improving Opportunities for People in Midlothian - Achievements Creating opportunities for all and reducing inequalities.

Customer Services: In the Customer Services Review, the public consultation in *Shaping our Future* will inform phase 3 of the review in changes to library opening hours, an increase in the number of transactions and resources available online, and the move towards enhanced self service functionality.

Landscape & Countryside: A strong focus for the Council in this area is maintaining and enhancing the natural environment by encouraging people to be active by providing facilities and an environment that encourages activity.

A number of projects and initiatives have been delivered across Midlothian, many of which are as a result of having identified and secured significant third party funding. This has included work for example in Auld Gala park in Gorebridge, new play equipment in various schools and play groups as part of the play strategy, and the remediation of significant bing sites near Gorebridge.

In addition, the general population have benefitted from a number of events across Midlothian organised by the Ranger service and in many instances involving many hundreds of volunteers to maintain and enhance the built environment. The Vogrie Play day in August was well received and was attended by just over 800 children from across Midlothian and beyond.

We have achieved green flags status in five of the our parks. This included the retention of the four previous awards followed by the successful application and award of a green flag for Memorial Park in Loanhead.

Positive Destinations

This year we exceeded our ambitious target for positive destinations with 95.1% of Midlothian young people now recorded to be in an initial positive destination. This is our highest recorded figure and Midlothian is now ranked joint 4th when compared with the 31 other local authorities in Scotland. Midlothian is ambitious on behalf of our young people and through the Developing Midlothian Young Workforce Board (DMYWB) we will focus on continuous improvements and offers within the eight areas below:

- Increasing vocational pathways in the senior phase
- Strengthening school/college partnerships
- Improving young people's employability skills
- Reviewing work experience
- Introducing foundation apprenticeships in schools
- Promoting pathways in science, technology, engineering and maths
- Strengthening school-business partnerships
- Supporting young people at risk of negative destinations

Sport and Leisure

The Council are continuously expanding the programme of events to ensure a wide diversity of participation included a fuller Active School summer programme, the launch of Walking Rugby, Dance showcases, Football challenge festivals, Club Golf sessions, Rugby Rascals, Walk the Line, Special Olympics, Senior Games and swimming galas.

The David Dunn fitness trail opened in Bonnyrigg King George V Park in conjunction with Bonnyrigg Community Council, which has demonstrated our aim of partnership working and alternative delivery methods.

Kings Park and Strathesk primary schools were recognised with the prestigious SportScotland Gold School Sport Award, which is designed to encourage continuous improvement in physical education and sport, run by the Active School team.

To support the Council's budgeting position a new and increased fee scale has been introduced during the year without any significant disruption to the service.

Supporting the proposal to make exercise more accessible to all, the introduction of free swimming for school children during holiday periods has been very popular.

Sustainable Growth and Housing - Achievements

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

Overall Strategy

- Midlothian Local Development Plan has reached an advanced stage of preparation, and is due for final
 adoption in Autumn 2017: providing the statutory planning context over a ten year period for driving economic
 development, meeting housing needs, and promoting environmental sustainability.
- As a member Council of the South East Scotland Strategic Planning Authority, Midlothian has been one of the six constituent Councils which have jointly prepared and published the Edinburgh and South East Scotland Strategic Development Plan No. 2, which sets overall strategic planning policy for the region to 2038.
- Along with the City of Edinburgh, East Lothian, Fife, Scottish Borders and West Lothian Councils, Midlothian
 has progressed the Edinburgh and South East Scotland City Region bid to the stage where confirmation of
 the City Deal by the UK and Scottish Government's is expected in Autumn 2017.
- Trading Standards Partnership to deliver that service jointly with East Lothian Council confirmed and operational.

Serving Communities

- Midlothian's Learning and Development in its Communities Service received a 'very good' rating; its best ever following inspection by Education Scotland
- Delivery of a Scottish Government funded Participatory Budgeting project in Mayfield/Easthouses, at which 350 residents decided on the allocation of £30,000 amongst 17 locally based community projects.
- Decision for Councillors' environmental funds to be spent through a transparent participatory budgeting approach.
- Successful application for £360,000 of Scottish Government Regeneration Capital Grant funding to contribute to renovate Newtongrange train station building into a training bistro.
- Joint working and intelligence sharing with the Police to apprehend mobile fish sellers under the Consumer Protection from Unfair Trading Regulations.
- Successful programme of tobacco test purchasing by Trading Standards which resulted in penalty notices being served on 30% of premises inspected for underage sales.
- Successful collaboration of Trading Standards with the Police to stop sales in Midlothian of 'Poppers' (Amyl Nitrite).
- Borders Rail Blueprint funding secured for masterplanning work at Newtongrange Town Centre, and at Stobhill, Newtongrange.
- Management of a second incident of carbon dioxide gas ingress into residential properties in Gorebridge.
- Participation in a pilot project with Food Standards Scotland to review the way in which food businesses are risk rated.
- Major improvements within Gorebridge centre under the Gorebridge Conservation Area Regeneration Scheme, including restoration of the key building at Newbyres Hall.

Economic Development

- New Business Gateway programme commenced in April 2016 to provide direct support to new start up, and growing businesses in Midlothian.
- Substantial funding allocated by the Borders Rail Blueprint Fund to promote and develop the tourism sector along the route of the Borders Rail corridor.
- Establishment of, and approval of first tranche of EU LEADER funded projects to support rural communities in Midlothian and East Lothian.
- Securing stage one funding from the Heritage Lottery Fund and Historic Environment Scotland for a £3.8m programme (2018-2023) for extensive environmental improvements at Penicuik Town Centre.
- Successful operation of the Penicuik Business Improvement District.
- Good progress towards the establishment of an Easter Bush (Midlothian Science Zone) Business Improvement District.

Housing: The Strategic Housing Investment Plan (SHIP) was submitted to the Scottish Government identifying sites for future development of affordable housing and allocation of resources. The SHIP indicates a requirement to increase the supply of affordable housing in all areas of Midlothian in order to meet a growing number of households who have a housing need as the private rented sector and owner occupied sectors will not be affordable as housing options for a number of households in Midlothian.

Feedback from Scottish Government More Homes Division to the Midlothian SHIP has been favourable, with an increased resource planning assumption to deliver affordable housing provision.

During this year, the Right to Buy policy in Scotland, aimed at allowing council house ownership, ended on 1 August, 2016, although Right to Buy schemes are still operating in the rest of the United Kingdom.In Midlothian, the policy effects significantly reduced the council housing stock, increased the housing waiting lists, contributing to inequality of access to affordable, quality housing and expanded the buy to let landlord sector. There was a significant reduction in

the availability of affordable rented housing in Midlothian from 1980 as 7,480 properties have been sold to date under the Right to Buy scheme. The Council subsequently commenced a Social Housing Programme for new build housing with the initial developments delivered from 2006. This year developments were completed and allocated to tenants in Penicuik, Loanhead and Bonnyrigg.

Homelessness: Homelessness presentations in Midlothian have reduced in the past year to continue that position over the past 3 years, which is now against the regional trend and results from the homeless prevention work and housing options developed.

Housing Options guidance was published nationally to complement the local work delivering housing solutions and reduce homelessness applications. Progress in Health & Homelessness around the need to modernise temporary accommodation and improve support for drug and alcohol and mental health services, with the importance of housing and related services in delivery of quality health and care services represented at strategic and operational levels in the public health network.

Waste Management: As part of a unique partnership arrangement with City of Edinburgh Council the construction and commissioning of a food waste reprocessing plant has been completed on the jointly owned site at Millerhill. Food waste is now being delivered, at higher than the Scotland average levels, to the plant which sees food waste used to provide an energy source as well as recovering a fertiliser for agricultural use.

The second stage of this exciting project is the construction of a residual energy from waste plant on the same site which is due for completion during late 2019. This multi million pound project will allow Midlothian to meet fully its legal obligations to restrict landfill to no more than 5% of the waste stream by 2025..

The Scottish Government have set challenging targets of 70% recycling and no more than 5% of waste being sent to landfill by 2025. Midlothian achieved its highest level of recycling to date of 53.8% in 2016.

This was achieved through a combination of measures including assisting schools with food waste recycling efforts, revising the 'recycling' pages of the new Council website, community venue hosted small WEEE (waste electrical and electronic equipment) event week, and 8,000 households targeted as part of the drive to increase participation in food waste recycling. Funding of £19,000 was secured from Zero Waste Scotland to promote food waste recycling.

Travel & Fleet: As part of the agenda to drive down carbon emissions, the Council has installed new electric vehicle charging points across Midlothian, as well as taking delivery of seven new electric vehicles. This brings the number of electric vehicles up to 11 with a further two on order.

Following the long awaited return of rail travel in Midlothian support for the new rail line has continued to ensure its use is maximised. In addition a close working relationship with Lothian Buses, as the main public transport operator in Midlothian, endeavours to ensure that so far as practical the needs and travel habits of Midlothian residents are met.

The Council was a finalist in the APSE Best and most improved performer awards for Transport Operations and vehicle maintenance.

Additional Areas of Interest

Internal Council actions/activities supporting the delivery of agreed outcomes

Delivering Excellence - A programme for change: Delivering Excellence is about looking at how we do things, with a focus on improving outcomes for our residents and our communities within the context of the financial and other challenges ahead. To do this, we need to think about:

- What our priorities are
- · What we can change or do differently
- Which services can be improved
- Which services we can stop

Employee engagement and empowerment is at the core of the Delivering Excellence framework. Every council service is being asked to look at what it does, how much it costs, how it performs and how it could be changed and improved.

Shaping our Future – engaging with our communities: To inform and support changing the way we do things at Midlothian Council and ensure that services are fit for the future we've launched a major community engagement drive as part of the Delivering Excellence programme. We want residents to tell us what the priorities are for them, their families and their communities - and we want them to help us reshape our services to meet those priorities.

Financial Strategy

- Successful completion of 2015/16 Audited Financial Statements with an unqualified Audit Certificate;
- Completion of and presentation of quality Financial Monitoring reports for Council and Audit Committee as part of the continuing robust scrutiny of financial performance;
- Financial Strategy reports for 2017/18 to 2021/22 presented to Council meetings and other political or senior

officer forums which outlines future years budget projections, the impact of the Change Programmes and the financial implications of investment decisions / priorities; Further development of the financial relationship between the Health and Social Care Integrated Joint Board and the Council.

Transformational Change

- a) External Engagement for Shaping our Future and launched across Midlothian communities.
- b) Internal Tell Ken campaign for employee engagement launched in October.

Emerging Challenges

FINANCIAL

Financial Strategy: Building future years budget against a backdrop of reducing government funding, increasing service demands and demographic costing pressures

- Ensuring effective financial stewardship by continuing to work closely with budget holders to maintain effective control over expenditure;
- Complete the Council's statutory Final Accounts by the deadline of 30th June 2017;
- Continue work on developing future years budget projections and financial strategy to address projected budget gaps, the impact of the Change Programmes and the financial implications of investment decisions;
- Continued financial support for the Change Programmes. Help shape and lead all strands of the programme, continue to revise savings profiles, regularly update on application of the fund and develop the benefits tracking and realisation process:
- Implement a new Capital Accounting system in advance of the financial year end;
- Refreshment and enhancement of Capital and Revenue Budget and Reserves Strategies, reflecting the significant investment pressures as a consequence of the growing population

ADULT HEALTH AND CARE

Funding Pressures: There is a continuing requirement to seek major efficiencies despite the growing demand, particularly in relation to older people and those with complex needs. There was an overspend primarily as a result of some very high care packages and work is being undertaken to find more cost effective ways of providing care. The move towards an integrated budget through the establishment of the Integration Joint Board provides an opportunity to make better use of collective resources.

Capacity and Quality of Services; The ongoing shortfall in care at home capacity has been difficult to manage and has had a knock-on impact on the Reablement Service as the limited capacity of external providers has impacted the ability to move people following their period of reablement. The longer term viability of services in both care homes and care at home services requires a long term approach to workforce planning and the promotion of social care as a career, and this work is being undertaken on a multi-agency basis involving NHS Lothian and the Third Sector. A specific development has been the establishment of a Health and Care Academy. The decision to fund the Living Wage in the care sector also provides an opportunity to create a more sustainable and stable workforce.

COMMUNITY SAFETY

The number of dishonesty crimes and domestic housebreakings in Midlothian continued to increase. The Community Safety Delivery Group is working on the delivery of a comprehensive awareness campaign with Police Scotland on operation RAC (Reduce and Capture) and to raise awareness of home security through the *Lock Down Crime* launched prior to the holiday period. Additional Police resource has been deployed in Midlothian during the period and currently continues.

Road Services: Increasing pressure on the road maintenance budget will prove a significant challenge to maintain the road network at current condition levels. To ensure that best use is made of the limited resources the service will continue to utilise the developed asset management system.

Budget pressures will also impact on the ability to maintain other road network features including structures, drainage and street lighting at current levels, and to be able to react positively in terms of meeting Government road safety targets to reduce casualty numbers.

Ensure that infrastructure improvements associated with Borders Railway are completed. To this end, final negotiations with the Shawfair developers and others are being facilitated to allow for the completion of rail and transportation infrastructure.

The Flood Risk Management Plans were published in June 2016 the service will work with other councils, SEPA (Scottish Environmental Protection Agency) and Scottish Water to draw on their expertise in assisting and considering what mitigation measures should be undertaken.

GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD

Increasing Referrals: Overall the total number of referrals into Children's services for 2016/17 is 4764 which is a

4% increase from 2015/16 (4580). This coupled with a 39% increase in child protection referrals has put a strain on front line services. The new Children's Service structure is designed to better manage referrals by offering proportionate and appropriate support or directing referrals to other agencies if appropriate as well as offering short term pieces of intervention to prevent a crisis situation occurring.

Scottish Child Abuse Inquiry: This is a significant piece of work with a project team dealing with the requests for information and a working group now in place to write new protocols/ policies around how we manage any potential future claims. A significant amount of time and resources are being deployed at this time to ensure that Midlothian Council complies with the requests for information within the agreed time scales.

Mental Health: Mental health services for young people in Midlothian remains an area of risk. Despite ongoing discussions with health colleagues the waiting lists remain long and the volume of referrals into the service continues to rise. This is now being addressed through a working group.

Recruitment of primary teachers: This remains a risk. Although we have secured an additional pool of permanent supply, a number of those staff are in a much more positive place with staffing than in the past, this will continue to be flagged as a risk as we move into next year.

IMPROVING OPPORTUNITIES FOR MIDLOTHIAN

Lifelong Learning and Employability: New opportunities are now emerging for the replacement of employability funded programmes by Scottish Government. LLE will embrace these opportunities to attract resources to support adults and young people to secure employment through these new funded programmes, which will complement the recent funds secured through European Structural Funds.

Customer Services: The promotion of channel shift through digital participation and development of online skills is improving the capacity of customers to realise the benefits of digital by design services to respond to Welfare Reform changes and to complement the channel shift work already underway to maximise savings and efficiencies. As a result online transactions are increasing in Revenues and Library services for accessible and convenient contacts to customers. The Council's new website give us the technology to make a shift to deliver more transactions online as we know that many of our customers would prefer to engage with us online as it fits with their lifestyle and saves time.

Land and Countryside: In an effort to shift the direct burden of maintaining the natural environment a number of opportunities require to be maximised including working in partnership with volunteers to develop and maintain walking/cycling routes. In addition the service is looking to publicise and promote opportunities for coproduction with communities.

Improving access for all abilities to Midlothian Town Parks Play areas is an important theme and the challenge is to deliver facilities in all of the Council parks.

Works to reinstate the steps at Ironmills were completed on budget, however there is a period of monitoring ongoing to ensure there is no further movement before there is confidence that the final stages of the project are complete.

SUSTAINABLE GROWTH and HOUSING

Overall Strategy

- . Securing genuine engagement across the Community Planning Partnership to achieve tangible outcomes arising from the Single Midlothian Plan.
- . Complete statutory stages to adoption of Midlothian Local Development Plan.
- . Working with five partner Councils to conclude preparation of Strategic Development Plan (SESplan) No.2.
- . Collaboration with five partner Councils to secure a City Deal for the Edinburgh City Region; to include proposals that meet the expectations of Midlothian in the areas of infrastructure, housing, skills and innovation.

Serving Communities

- . Building the capacity of Community Councils and third sector groups to engage fully in community planning and neighbourhood planning work to achieve demonstrable outcomes for their communities.
- . Mitigate the impact of welfare reform.
- . Deliver on health and safety, and food safety responsibilities and tackle underage sales of tobacco.
- . Review the climate change and biodiversity agenda for Midlothian.
- . Dealing with an increased prevalence of pests of public health significance.
- . Managing changes in the enforcement of animal feedstuffs legislation.
- . Managing mines gas ingress to residential properties in Gorebridge.
- . Managing requirements arising from introduction of new Scottish Landlord Registration system.

Economic Development

- . Maximise impact of Business Gateway activity to support new and growing businesses.
- . Continue to maximise the medium and long term economic benefits of the Borders Railway.
- . Maintain a focus on promoting town centres.
- . Continue to support and promote further science based development at Easter Bush; and lead in seeking to address infrastructure (especially transport) constraints.

. Managing the consequences of the BREXIT decision in terms of business confidence, inward investment and EU funding programmes.

Housing Services: A unique collaboration between the six local authorities and the UK and Scottish Governments to drive forward the housing supply across the city region. Upfront infrastructure finance can deliver transformational change in regional housing supply and Midlothian Housing Services continue the collaborative development and refinement of current proposals. The ESES (Edinburgh and South East Scotland) City Deal continues to play an important part in the policy approach to housing, as a specific workstream which continues to be developed as a general "ask" in relation to the role of cities in economic development and public service delivery by strengthening the housing programme capability as a key driver for the south east of Scotland economy.

Waste Management

Each of the emerging challenges within the waste sector, against a background of reducing budgets, have significant financial implications.

Revised contract terms have been agreed for the processing of the blue bin (recycling) material. The challenge going forward will be to reduce contamination levels (to maintain and increase recycling levels) and to ensure that processing costs are charged at their lowest level.

Following the granting of planning consent to refurbish Penicuik recycling centre the challenge will be to secure funding to allow this work to progress.

Having signed up to Scottish Governments Household Waste Charter the Council will require to consider and thereafter potentially implement changes to the waste collection frequencies, including the option to introduce a charge for the only non-statutory service, garden waste.

An emerging challenge for Council to consider is the potential requirement to provide a food waste collection service for every household.

A revised Litter Code of Practise is due to be released during the summer of 2017. This is likely to see higher levels of cleanliness, with shorter time scales for remedial works being introduced. This is likely to have significant resourcing issues for the Council to consider.

Midlothian Council Performance Indicator Summary for 2016/17

Targe

16

17

17

		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		
	Total number of complaints received (cumulative)	4,756	1,730	3,215	N/A	5,936		16/17 : Data Only	₽			
	Percentage of										Number of complaints complete at Stage 1	5,802
01. Provide an efficient complaints service	complaints at stage 1 complete within 5 working days		92.56	91.53	N/A	97.66 %		16/17: A Council wide review to raise awareness and understanding for		95%	Number of complaints at stage 1 responded to within 5 working days	5,666
	Percentage of							staff and therefore improve performance is			Number of complaints complete at Stage 2	86
	complaints at stage 2 complete within 20 working days	88.14 %	50%	61.54 %	N/A	63.95 %		planned for 2017/18	•	95%	Number of complaints at stage 2 responded to within 20 working days	55

Making the Best Use of our Resources

Priority	Indicator		Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	2016/17			Annu al Targe	Feeder Data	Value	
, nong		Value	Value	Value	Value	Value	Statu	Note	Short Trend	2016/ 17		
02. Manage budget effectively	Performance against revenue budget		£202. 266m					Data not available. Performance against budget will be reported to the Council in June				
	Sickness Absence							16/17: Off Target: This is a priority area that services are addressing to			Total number of employees (FTE) All employees including teachers	
03. Manage stress and absence	Days per Employee (All employees)	8.29	2.17	3.76	6.3	8.34		reduce absence statistics. Managers are being trained to provide a consistent and supportive approach across the council.		8	Number of days lost (cumulative)	32,285. 65

					Cor	porate Health			
Priority	Indicator	2015/	Q1	Q2	Q3	2016/17	Annu	Feeder Data	Value

		16	2016/ 17	2016/ 17	2016/ 17					al Targe		
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		
	% of high risks that							16/17: On Target. The Risk Manager has reviewed the			Number of high risks reviewed in the last quarter	8
05. Control risk	have been reviewed in the last quarter	100%	100%	100%	100%	100%	②	High Risks and is supporting Service Risk Management Representatives to update High risks for their service.		100%	Number of high risks	8
								16/17: Off Target The % value of			Number received (cumulative)	67,138
04. Process invoices efficiently	Percentage of invoices sampled and paid within 30 days (LGBF)	90.0	88.8 %	90.8	88.4 %	87.4 %		invoices paid within 30 days is 97% as per the SPI and 99.6% for all payments. A new set of measures will take effect from 1st April 2017 which will exclude internally generated payments such as petty cash, grant payments etc.	•	95.0 %	Number paid within 30 days (cumulative)	58,659

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
. Homy	maioator	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		Valao
								16/17: Off Target There are 60 Audit			Number of Actions on target	16
06. Implement improvement plans	% of internal/external audit actions in progress	72.13 %	33.93 %	67.65 %	19.77 %	26.67 %		actions in progress of which 16 are On Target. The outstanding actions are being addressed by the relevant managers within each Service.	.	85%	Number of actions in progress	60

Balanced Scorecard Indicators 2016/17



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 Councils services.

		Ctalca	h a l d a r
Just	omen	Siake	holder

- Adult Health, Care Responding to growing demand for adult social care and health services
- Community Safety 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 People in Midlothian - Creating opportunities for all and reducing inequalities.
- Sustainable Growth and Housing Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.

Financial Health

- Maintaining financial sustainability and maximising funding sources
- Making optimal use of available resources
- · Reducing costs and eliminating waste

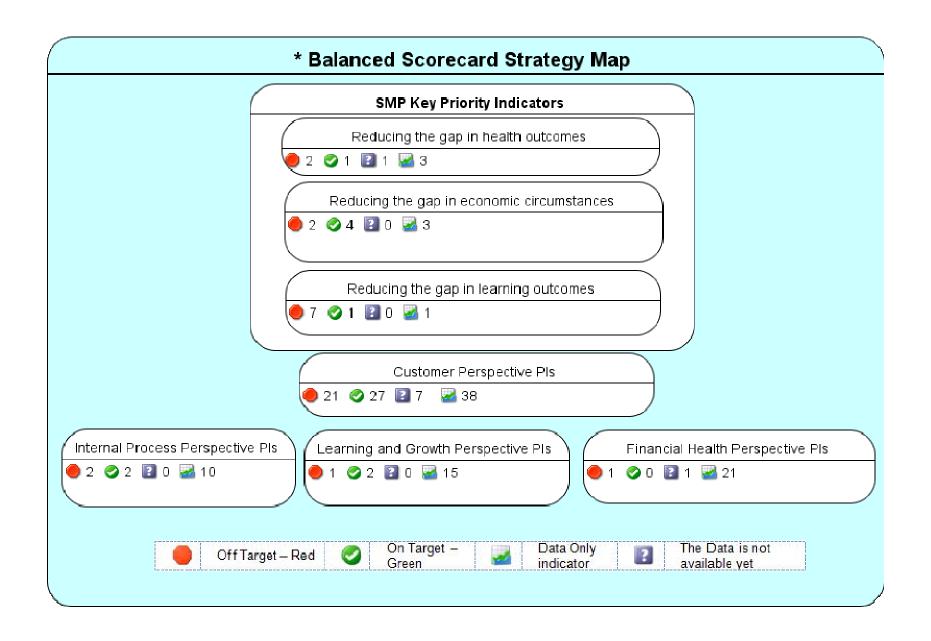
Internal Processes

Improving and aligning processes, services and infrastructure

Learning and Growth

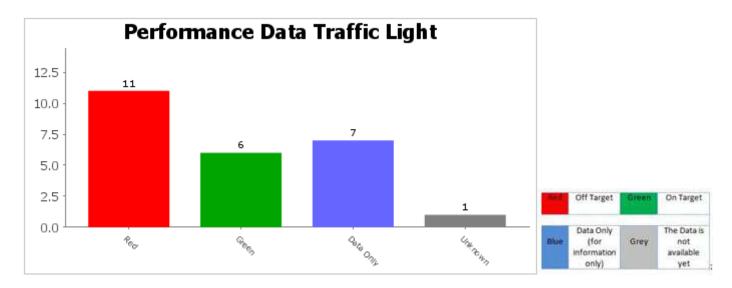
- Developing employee knowledge, skills and abilities
- Improving engagement and collaboration
- Developing a high performing workforce

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. Whilst the Balanced Scorecard provides an overview of the key measures and indicators which support each of the perspective noted above, further detailed performance data is available in the quarterly service performance reports provided as part of the quarterly reporting documentation.



Single Midlothian Plan - Key Indicators





Reducing the gap in economic circumstances

	2015/16	2016/17		
PI Description	Value	Value	Target	Status
Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £250k per quarter.		£2,874,343	£1,000,000	
Midlothian Citizen Advice Bureaux (CABs) will generate an additional income maximization of £625k per quarter		£3,820,265	£2,500,000	
Percentage of those leaving school secure a positive destination		95.1%	95%	
Percentage of 16-19 years olds secure a positive destination. DSYW plan details the actions required to achieve this	New for 16/17	N/A	Data Only	4
Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)		100	Data Only	2/
Number of LEADER projects funded		10	Data Only	29
Number of new homes completed		80	165	
Percentage of young people approaching youth homeless prevention (YHP) service that go on to present as homeless		33%	50%	②
Increase the number of households accessing energy saving or fuel advice and assistance schemes	3,724	2,449	4,000	

Reducing the gap in health outcomes

	2015/16	2016/17		
PI Description	Value	Value	Target	Status
Number of Health & Social Care staff who have participated in face to face or on-line training (in health inequalities)		193	Data Only	47
The number of service users/patients supported through Community Health and Inequalities Team	New for	3,736	Data Only	
Number of Health & Social Care staff who have participated in face to face or on-line training	16/17	0	Data Only	
Recovery College: number of people engaging in education, training, volunteering and employment		N/A	20	?

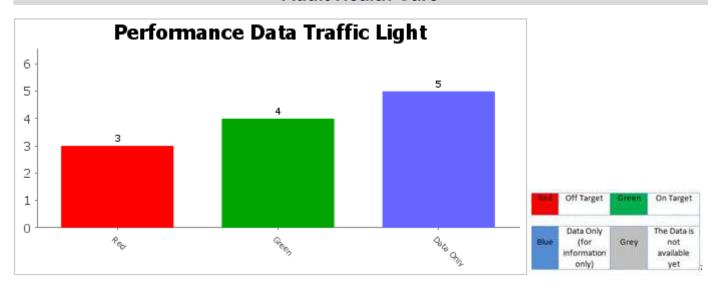
Reduce the number of young people referred to CAMHS by providing alternative support.	649	360	
% uptake of 27-30 Month health checks	84.6%	86.7%	
Offer immediate mental health assessments through the new Gateway pilot project. Run 2 sessions a week across Midlothian and provide 200 mental health assessments in 2016/17	395	200	

Reducing the gap in learning outcomes

	2015/16	2016/17			
PI Description	Value	Value	Target	Status	
In identified SIMD areas (1 & 2), value added for each pupil from entry to exit in P1 as a % comparison to Midlothian overall		81.2%	90%		
Number of 2 year olds in early learning and childcare	115	171	200		
Average primary school attendance	94.08%	95%	96.96%		
Average secondary school attendance	89.8%	90.24%	92%		
Total number of primary school exclusions	143	101	96		
Total number of secondary school exclusions	315	318	309		
Improvement in the % of SIMD 1 and 2 pupils achieving the expected CFE level by the end of P1, P4,P7 and S3	N/A	N/A	Data Only		
The qualification levels of Midlothian residents have increased as follows: SVQ4 and above from 38.5% to 40%		38.5%	40%		
Midlothian residents with no qualifications have reduced from 9.7% to 9.4%		6.4%	9.4%		

Customer Perspective

Adult Health Care



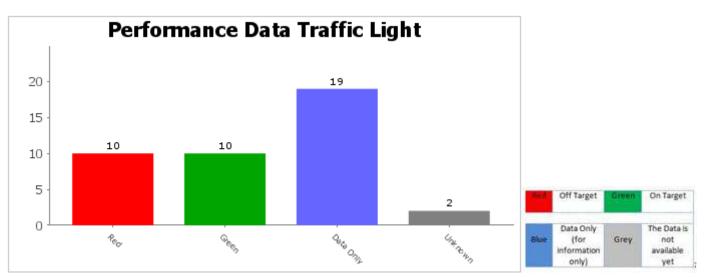
	2015/16	2016/17		Status
PI Description	Value	Value	Target	
Number of carers who feel valued and supported to continue in their role	55%	55%	85%	
Maximise the no. of people accessing short breaks	827	700	Data Only	*
Percentage of people who say that have a say in the way their care is provided	78%	78%	78%	②
Number of clients with new post diagnostic support	46	200	Data Only	**
Reduce the number of emergency admissions for people aged 75+	3,876	2,257	Data Only	
Number of women offenders from Midlothian who engage with support services		9	Data Only	
Percentage of women offenders from Midlothian who engage with support services	New for 16/17	55.5%	20%	
% of satisfactory complete Community Payback Orders		78.7%	80%	
Increase the percentage of people who say they are able to look after their health or who say they are as well as they can be	83%	83%	83%	②
Decrease the percentage of falls which result in a hospital admission for clients aged 65+	4.79%	5.03%	10%	
Maintain at zero the number of patients delayed in hospital for more than 2 weeks at census date	1	11	0	
Percentage of service users 65+ with intensive needs receiving care at home. (LGBF)	37%	LGBF Data for 16/17 not yet available	Data Only	

Community Safety



	2015/16	2016/17		
PI Description	Value	Value	Target	Status
Proportion of MAPPA clients convicted of a Group 1 or 2 offence	0%	0%	2%	②
% of satisfactory complete Community Payback Orders	N/A	78.7%	80%	
Reduce the percentage of initial warning cases escalated to ABC	2%	0.8%	3%	©
Reduce the percentage of acceptable behaviour contracts (ABC) breached	31.25%	57%	26.25%	0
Number of high risk fire home safety visits	334	161	320	
Percentage of ASBOs breached	20%	50%	20%	
Percentage of all street light repairs completed within 7 days	96.2%	98.5%	90%	

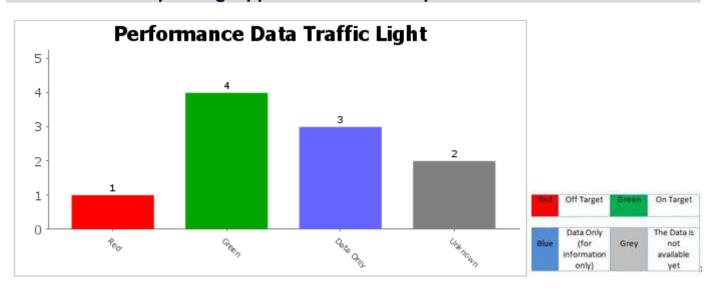
Getting it Right for Every Midlothian Child



	2015/16	2016/17		
PI Description	Value	Value	Target	Status
Number of stage 2 outcome focused assessment undertaken		234	Data Only	4
Number of stage 3 outcome focused assessment undertaken		180	Data Only	~
Number of external "Foster" placements purchased this year		2	Data Only	
Number of referrals to the duty service		4,764	Data Only	4
Number of children adopted		11	6	
ength of time children in permanence process before reaching forever amily	New for 16/17	13.8	Data Only	~
Number of foster carers going through prep groups on a quarterly basis	16/17	43	Data Only	4
Number of new foster carers approved	C	9	Data Only	27
Number of foster carers de-registered quarterly		5	Data Only	27
Number of permanence LAAC Reviews happening quarterly		34	Data Only	
Number of children matched in quarter – (average months from perm LAAC o matching panel)?		19	6	②
Number of places taken at residential houses - capacity 14		10	12	
The number of children living in kinship or foster care	192	171	Data Only	-
Number of Midlothian children on the Child Protection Register		54	Data Only	4
Rate per 1,000 population of Midlothian children on the Child Protection Register in relation to the Scottish average		3.2	Data Only	
% of Child Protection plans which have chronology		79%	Data Only	
Rate per 1,000 of Midlothian Looked After Children AT HOME in comparison with the Scottish average		3.7	Data Only	
Rate per 1,000 of Midlothian Looked After and Accommodated Children in comparison with the Scottish average		10.7	Data Only	
The number of LAAC placed outwith Midlothian who improve their literacy and numeracy levels.		Data not yet available		?
The number of looked after children and young people placed outwith Midlothian	55	51	Data Only	-
The percentage of care leavers in positive destinations.	76%	76.92%	95%	
ncrease by 5% the number of young people preparing to leave care/leaving care who engage with Through Care and After Care service	83%	88%	88%	②
Early Years Collaborative Aim that by the end of 2016 - 85% of all children reviewed have reached all of the expected development milestones at their 27-30 month review	85.7%	85.8%	85%	②
Establish baseline for take up of the 27-30 month review of children's health and development	85%	84.6%	85%	
Child Protection: % of Core Group meetings held within a 4 week period.	New for 16/17	80%	100%	
Child Protection: % of Core Group meetings held within 15 days for Initial cumulative)		87%	100%	
Reduce exclusions in Primary schools by 2%	140.14	101	96	
Reduce exclusions in Secondary schools by 2%	315	318	309	
mprove in Primary School attendance by 2%	94.08%	95%	96.96%	

Improve Secondary School Attendance by 2%	90%	90.24%	92%	
Increase the number of children achieving the expected CfE level in Reading, Writing and Numeracy		6%	2%	②
Increase the number of children from SIMD achieving the expected CfE level in Reading, Writing and Numeracy		Data not yet available		?
Increase the percentage of leavers who achieve Literacy and Numeracy at Level 4 to bring in line with the national average	16/17 he on -	87.8%	85.8%	
Increase the average total tariff score for leavers to bring inline with the virtual comparator (National benchmarking measures)		5%	3%	
Close the attainment gap for all leavers (Attainment versus deprivation - National benchmarking measure)		90%	50%	②
Increase percentage of school leavers in positive destinations to 93% from 89.2%	93.5%	95.1%	95%	
% S5 pupils with 3+ Level 6	34.15%	31.26%	42%	
Proportion of looked after school leavers with 1 or more qualification at SCQF level 4		73%	Data Only	4
Number of Children looked after at home	New for 16/17	70	Data Only	-
Number of Children looked after away from home		200	Data Only	4
% of child and adolescent mental health service meeting HEAT targets for waiting times seen within 18 week maximum waiting times		37.8%	70%	

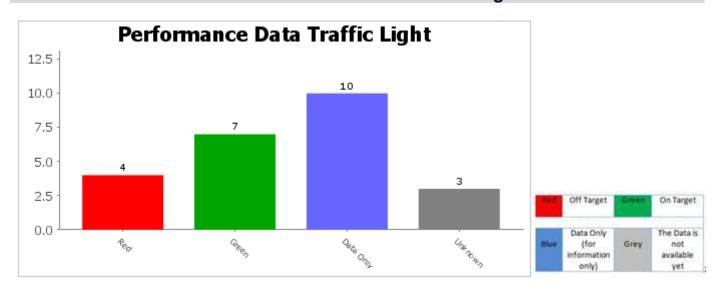
Improving Opportunities for People in Midlothian



	2015/16	2016/17		
PI Description	Value	Value	Target	Status
Increase the percentage of people who say they are able to look after their health or who say they are as well as they can be	83%	83%	83%	②
Number of neighbourhood plans completed	15	15	16	
Number of calls received regarding Scottish Welfare Fund	7,391	7,806	Data Only	
Number of calls leading to application to Scottish Welfare Fund	4,220	4,270	Data Only	4
% of claims to Scottish Welfare Fund dealt with within 48 hours	97.94%	93.68%	Data Only	

Percentage of contracts engaging in local businesses	100%	100%	100%	
Number of activities offered by Ageing Well programmes to 50+ age groups	24	23	16	
Tone zone retention rate	56.66%	55.25%	55%	
Proportion of Pupils Entering Positive Destinations (LGBF)	95.1%	LGBF Data for 16/17		?
Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)	9%	not yet available		?

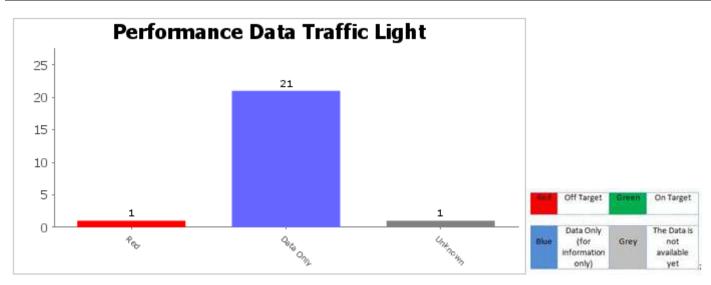
Sustainable Growth and Housing



	2015/16	2016/17		Status
PI Description	Value	Value	Target	
Number of inward investment/indigenous investment enquiries received for sites/premises in Midlothian	49	49	Data Only	27
Hectare take up of economic land	New for 16/17	0.0 ha	5.0 ha	
Number of buildings transferred to community groups.	0	0	Data Only	4
Amount of additional direct inward investment		£4,000,000	Data Only	4
Increase in tourist visitors	New for	1.6%	Data Only	4
Number of new jobs directly created	16/17	Indicator need definition in one measure	?	
No of participating Midlothian tourism businesses (Target – 15)	5	45	15	②
% premises to have access to next generation broadband Target – 98% by Dec 2017	78.5%	98.1%	98%	②
Number of young people receiving support through the Youth Homelessness Service	263	192	Data Only	
Total number of homeless households accommodated in Midlothian temporary accommodation	520	467	Data Only	-
Number of new build properties	New for 16/17	59	Data Only	

Re-let time permanent properties (days)	52 days	48 days	45 days	
Number of environmental awards e.g. Green flags	5	5	5	Ø
Number of individuals involved in Community Schemes	New for 16/17	1,580	Data Only	*
Average Percentage of roads that should be considered for maintenance treatment	31.4%	31.4%	Data Only	
% of total road network resurfaced	1.15%	1.1%	1%	
Percentage of Council fleet which is 'Green'	2.1%	4.68%	5%	
% of waste going to landfill	34.0%	Data not yet available	35.0%	?
Reduction in carbon emissions from Council premises	12,851	47,402	53,744	②
Number of void properties re-let	219	258	Data Only	~
Street Cleanliness Score	99%	97.5%	93%	②
Percentage of total household waste that is recycled	47.9%	Data not yet available	46.0%	?
Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria	93.1%	93.1%	93.1%	
Number of new Business Start Ups assisted (cumulative)	173	168	200	

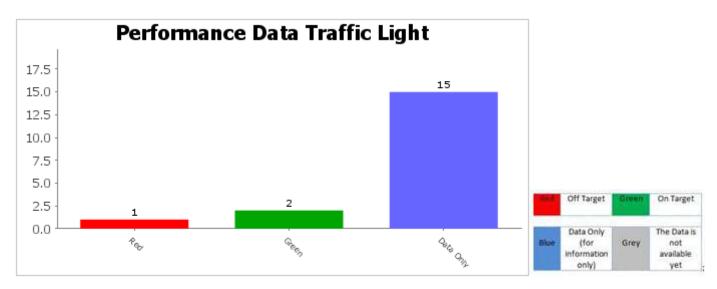
Financial Health



	2015/16	2016/17		
PI Description	Value	Value	Target	Status
Performance against capital budget			Data Only	
Business Transformational Funding Applied	New for	Annual	Data Only	4
Business Transformational Funding Remaining	16/17	measure not yet available	Data Only	
Value of Transformational Savings Delivered			Data Only	4

Performance against revenue budget	£191.344m	Data not yet available		?
Primary Education - Cost per pupil (LGBF)	£4,649		Data Only	
Secondary Education - Cost per pupil (LGBF)	£6,298		Data Only	
Pre- Primary Education - Cost per pupil (LGBF)	£3,558		Data Only	
The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week (LGBF)	£2,951	LGBF Data	Data Only	
The Gross Cost of "Children Looked After" in a Community Setting per Child per Week (LGBF)	£319.83	not yet available	Data Only	
Corporate Indicator - Central Support services as a % of Total Gross expenditure (LGBF)	5.08%		Data Only	
Corporate Indicator - Corporate and democratic core costs per 1,000 population (LGBF)	£34,363		Data Only	
Cost of collecting council tax per dwelling (LGBF)	£10.94		Data Only	4
Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF)	90.0%	87.4%	95.0%	
Net cost of waste collection per premise (LGBF)	£70.30		Data Only	
Net cost of waste disposal per premise (LGBF)	£84.33		Data Only	
Net cost of street cleaning per 1,000 population (LGBF)	£11,61		Data Only	
Cost of maintenance per kilometre of roads (LGBF)	£14,517	LODE Data	Data Only	
Cost of Trading standards per 1,000 population. (LGBF)	£6,362	LGBF Data for 16/17	Data Only	2/
Cost of environmental health per 1,000 population. (LGBF)	£9,715	not yet available	Data Only	4
Older Persons Home Care Costs per Hour (Over 65) (LGBF)	£25.90		Data Only	
SDS spend on adults 18+ as a % of total social work spend on adults 18+ (LGBF)	3.85%		Data Only	
The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)	£392		Data Only	

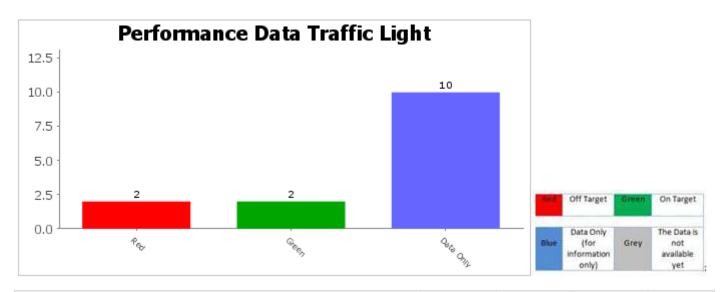
Learning and Growth



	2015/16	2016/17		Status
PI Description	Value	Value	Target	
Percentage of employees who are performing as 'Outstanding' in their individual performance framework		5.87%	Data Only	
Percentage of employees who are performing as 'High' in their individual performance framework	New for 16/17	26.72%	Data Only	
Percentage of employees who are performing as 'Good Overall' in their individual performance framework		43.12%	Data Only	
Percentage of employees who are performing as 'Below Standard' in their individual performance framework with appropriate improvement plans in place		0.44%	Data Only	
Percentage of staff turnover (including teachers)		10.48%	Data Only	
Number of Work Experience Placements		Data	Data Only	-
Number of Apprenticeships	16/17	collation method under	Data Only	
Number of Trainee Positions		development for 17/18	Data Only	
Number of staff in SWITCH		42	Data Only	
Employee Survey - I enjoy the work I do		94.4%	Data Only	*
Employee Survey - I am proud to work for Midlothian Council		79.3%	Data Only	4
Employee Survey - I can see how my objectives link to the councils objectives and priorities		85.3%	Data Only	
Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)	44.6%	47.0%	44.5%	
Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees	4.58%	2.96%	Data Only	46
Corporate Indicator - Sickness Absence Days per Employee (All employees)	8.29	8.34	8	
Corporate Indicator - Sickness Absence Days per Teacher (CUMULATIVE)	4.16	4.94	Data Only	

Corporate Indicator - Sickness Absence Days per Employee (non-teacher) (CUMULATIVE)	9.9	9.64	Data Only	47
Progress against Council's mainstream report (Equality and Diversity)	New for 16/17	100%	100%	

Internal Processes



	2015/16	2016/17			
PI Description	Value	Value	Target	Status	
Transformation Programme - % of Transformation Strands on target (5 strands)	N/A	N/A	Data Only	-	
Delivering Excellence - % of Service Area Savings on Target (8 service areas)	N/A	N/A	Data Only		
% of internal/external audit actions in progress	72.13%	26.67%	85%		
% of high risks that have been reviewed in the last quarter	100%	100%	100%		
Total number of complaints received (cumulative)	4,756	5,936	Data Only	4	
Percentage of complaints at stage 1 complete within 5 working days	94.87%	94.21%	95%		
Percentage of complaints at stage 2 complete within 20 working days	88.14%	63.95%	95%		
Percentage of adults satisfied with leisure facilities (LGBF)	73.67%	92.73%	90%		
Percentage of Adults satisfied with local schools (LGBF)	78%		Data Only	×	
Percentage of Adults satisfied with refuse collection (LGBF)	83%		Data Only		
Percentage of adults satisfied with street cleaning (LGBF)	72%	LGBF Data	Data Only	**	
Percentage of adults satisfied with social care and social work services (LGBF)	37%	not yet available	Data Only	47	
Percentage of adults satisfied with libraries (LGBF)	68.33%		Data Only	-	
Percentage of adults satisfied with parks and open spaces (LGBF)	79%		Data Only		

SINGLE MIDLOTHIAN PLAN UPDATE

16/17 Adult, Health and Care Actions and PIs



Adult, Health and Care

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Status	Indicator Value	Indicator Progress	Future Model approaches
		Actively support programmes and partnerships that work to reduce health inequalities or mitigate their impact	16/17: Complete Partnerships (such as Joint Health Inequalities Partnership) continue to meet to plan and review activity to reduce inequalities. Programmes also continue such as Community Health Inequalities Team work in homeless units, weight management work, training and workforce development.	100%	Number of Health & Social Care staff who have participated in face to face or on-line training (in health inequalities)				193	16/17: Data Only 6 Bite Size Sessions with 76 attendees. Three Good Conversation Programmes with 39 learners. H2 figures totals 115.	
	01. Addressing health inequalities				Number of people supported by programmes including Food and Health Alliance, Physical Activity Alliance and MFIN (measure to be developed)	Measure to be developed			N/A	16/17: No Data Available Food and Health Alliance continues to support local groups and services as does MFIN. There is no Physical Activity Strategy at present but work to develop one is underway.	
M.AHC.A	02. Reshaping services to meet changing	Develop the range of services available in Primary Care including pharmacy and advanced nurse practitioners	16/17: Off Target Not currently measurable, to be reviewed.	50%	Number of additional FTE staff working in Primary Care settings			27	6.8	16/17: Data Only No data available for H2, H1 values carried forward.	
SC.02.01	demand including an increasing and ageing population				Number of patients seen by these additional staff working in Primary Care settings				N/A	16/17: Data Only No data available for H2.	
M.AHC.A SC.02.02	02. Reshaping services to meet changing demand including an increasing and ageing population	Address the current and projected shortfall in capacity in Primary Care	16/17: Off Target There continues to be pressures within Primary Care and these are being addressed through the development and implementation of a Strategic Programme, which will focus on	80%	Reduction in the number of GP restricted lists				7	16/17: Data Only There has been an increase in the number of restricted lists in Midlothian, partially driven by the impact of existing Practices operating a restricted list, therefore putting pressure on neighbouring Practices	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Status	Indicator Value	Indicator Progress	Future Model approaches
			the following:							with more patients	
			1 General Practice							seeking to register with	
			expansion.							Practices that are open.	
			2 LEG up Support for							A new Practice is due to	
			list size growth.							open in Newtongrange in	
			3 Practice Catchment							Autumn 2017 and	
			review.							increased capacity at	
			4 S75 Policy							Loanhead from July 2017	
			development.							will alleviate some of	
			5 Making the right							these pressures.	
										triese pressures.	
			choices								
			communication								
			initiative.								
ı			6 Collaborative								
			Leadership in								
			Penicuik.								
			7 Out of Hours								
			Services Review.								
			8 Organisation								
			Change and People								
			Development within								
			Practice teams.								
			9 Advanced Nurse								
			Practitioner training.								
			10 Develop the role of								
			10 Develop the role of								
			Advanced								
			Physiotherapy within								
			practice teams.								
			During 2017 a new								
			physiotherapy role will								
			be developed in								
			Midlothian initially								
			working within								
			Pathhead, Strathesk								
			and Newbattle								
			Practices.								
			11 Extending the								
			provision of practice-								
			based pharmacist and								
			pharmacy technician								
			support.								
			12 Embed the								
			Wellbeing Condens in 0								
			Wellbeing Service in 8								
			health centres and								
			evaluate the impact of								
			the service.								
			13 Develop the								
			eFrailty index.								
			14 Patient Experience								
l .			15 Implementing the								

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Status	Indicator Value	Indicator Progress	Future Model approaches
			Midlothian Prescribing Action Plan.								
	03. Addressing Health inequalities; Reshaping AHC.A services to meet changing demand including an increasing and ageing population	nd and capacity to communicate with people with sensory	16/17: Complete Awareness of contactSCOTLAND part of the ongoing sensory impairment awareness training programme. Jayne Lewis allocated as the Midlothian Lead for the Scottish Government's BSL Bill.	100%	Improved reported outcomes for service users with sensory impairment				30	16/17: Data Only Reviews include nine outcomes focussed questions. Since not all questions are asked at each review, this measures the proportion of people who responded positively to at least 66% of the questions they were asked. 30 out of 31 people with sensory loss responded positively to at least 66% of the outcomes focussed questions they were asked.	
					The number of Health & Care staff who have attended awareness sessions for people with sensory impairments				187	16/17: Data Only Sensory impairment awareness training has been delivered to 70 Health & Social Care Staff. This training programme is ongoing.	
	03. Addressing Health inequalities; Reshaping services to meet changing demand including an increasing and ageing population	Improve access to high quality services, particularly for those who have poorer health outcomes	16/17: Complete Wellbeing Service expanded to an additional 6 GP practices – now 8 in total. Community Health Inequality Nurses working in homeless hostels, women's aid and other settings.	100%	Number of people accessing smoking cessation support				712	16/17: Data Only 712 people at Royal Infirmary, Royal Edinburgh Hospital, Western General, Midlothian community or pregnancy services.	
M.AHC.A SC.03.02					Number of people accessing weight management programmes				172	16/17: Data Only Since a Professional Forum on Weight Management there has been a welcomed 58% increase in referrals to the weight management service. Work continues on a weight management	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Status	Indicator Value	Indicator Progress	Future Model approaches
										pathway and access to community based support as well as tier 3 dietetic services.	
	03. Addressing Health inequalities; Reshaping services to meet changing demand including an increasing and ageing population	Improve access to Further Education, Volunteering and Employment for unpaid carers, older people with disabilities and those with mental health and/or addiction problems	16/17: Off Target Links established between VOCAL (Voices of Carers Across Lothian) and local DWP (Department for Work and Pensions) exchanging training opportunities and information to develop knowledge regarding challenges and barriers faced by carers and available supports to sustain or re-enter employment. Increased and established contact of Health & Social Care Carers, Planning and VOCAL with Midlothian Life Long Learning & Employability Team (LLE). Objective is to share knowledge and understanding of the needs of unpaid carers and to improve access and inclusion of unpaid carers within existing programmes or look to develop bespoke opportunities.	70%	Explore options for measurement including user surveys and equality impact assessments				50%	16/17: Data Only Health & Social Care responsibilities have continued to meet with Community Members on topics of relevance to them through the Hot Topics programme.	
	04. Enabling people to recover or live well with their long-term condition or disability;	Promote the national guidance "Good Mental Health for All". This will have a	16/17: Off Target Work is progressing under different headings. Access	40%	The number of people accessing the new "Mental Health Access Point"	New for 16/17			281	16/17: Data Only Attendance has exceeded expectations and the clinics are at full capacity.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Status	Indicator Value	Indicator Progress	Future Model approaches
	Addressing Health inequalities	improving access to	Points have enabled over 220 people to access psychological therapies. Triage system between Police and Intermediate Home Treatment Team has been established.		The number of people 'supported' during crisis events involving the police (measure to be developed)				N/A	16/17: NoData Available At time of printing.	
M.AHC.A SC.05.01	05. Staying healthy and preventing injury, illness and disability; Enabling people to recover or live well with their long-term condition or disability; Addressing health inequalities; Reshaping services to meet changing demand including an increasing	Develop and extend the "House of Care" approach through Wellbeing Services, the Health Inequalities Team, Specialist OTs and the "Transforming Care after Treatment"(Cancer) Project	16/17: Complete The wellbeing Service was expanded to an additional 6 GP practices. The Community Health Inequalities Team service is now operating from homeless hostels, women's aid, substance misuse services and other arenas. The Transforming Care After Treatment programme continues to operate in Midlothian. Staff from a range of House of Care services continue to benefit from joint training and learning opportunities to improve co- ordination and effectiveness.	100%	The number of service users/patients supported through Community Health and Inequalities Team				3,736	16/17: Data Only Cafes/Day Centres - 65 Volunteer Midlothian - 308 Alzheimer's Scotland - 120 VOCAL (Voices of Carers Across Lothian) - 949 British Red Cross - 325 Local Area Coordinators - 100 Assisted Discharge - 19	
M.AHC.A SC.05.02	05. Staying healthy and preventing injury, illness and disability; Enabling people to recover or live well with their long-term condition or disability; Addressing health inequalities; Reshaping services to meet changing demand		16/17: Complete	100%	Number of older people accessing social support through Voluntary organisations				3,092	16/17: Data Only Weekly participants - 750 Taster Session/Talks/Events - 952 Activities/Events in residential establishments - 490	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Status	Indicator Value	Indicator Progress	Future Model approaches
	including an increasing										
	06. Enabling people to recover or live well with their long-term condition or disability; Reshaping services to meet changing demand including an increasing and ageing population	Increase the availability of suitable housing for older people, people with dementia and people with learning disabilities	16/17: Complete 12 units proposed for Gore Avenue Gorebridge and proposal tabled for 30+ unit complex in Dalkeith. Ongoing work with Housing Association providers to remodel existing facilities (CRE) and develop new build developments (Viewpoint HA). Ongoing assessment of existing MC housing stock with potential for use as core and cluster ECH sites.	100%	The number of additional extra-care/complex care housed provided	New for 16/17			88	16/17: Data Only Salisbury View Mayfield (Castle Rock Edinvar) now allocating as Extra Care Housing and in the process of remodelling although not yet registered as an Extra Care Housing provider. Current number of Extra Care Housing units in Midlothian is 88 compared to 47 last year.	
M.AHC.A SC.07.01	07. Staying healthy and preventing injury, illness and disability; Addressing health inequalities.	Participate in Neighbourhood Planning and Area Targeting work	16/17: Off Target Health & Social Care staff continue to participate in area targeting work. The strategic group has recently reconvened. As yet work is at early stages and has yet to influence mainstream budgets. However there is useful work undertaken in areas. Further work required.	70%	The number of meetings with community groups attended by Health and Social care representatives				32	16/17: Data Only There were 4 Hot Topic Groups at which community members and members of the Health & Social Care management Team were in attendance. Health & Social Care representatives also attended community council and other community let groups to discuss relevant issues/ideas.	
M.AHC.A SC.08.01	illness and disability; Enabling people to recover or live well with their long-term condition or disability;	Work in partnership with other agencies to address poverty, evidencing change of practice obtained	partnership er agencies to poverty, ng change of obtained training 16/17: Off Target Universal Credit live service commenced in Midlothian from 22/3/17. Welfare Reform Awareness Training to be rolled	10%	Number of Health & Social Care staff who have participated in face to face or on-line training				0	16/17: Data Only Universal Credit live service commenced in Midlothian from 22/3/17. Welfare Reform Awareness Training to be rolled out 2017/18.	
					The number of appropriate referrals made to the Welfare Rights and CAB Services by Health and	To be established			576	16/17: Data Only 576 referrals received into the Welfare Rights Team. Citizens Advice Bureau	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Status	Indicator Value	Indicator Progress	Future Model approaches
					Care Staff					referral to be established from returns from their grant funding.	
					Percentage of service users satisfied with help they received in relation to poverty				N/A	16/17: Data Only Questionnaire analysis being compiled for end of year report of welfare rights service.	
M.AHC.A SC.08.02	their long-term	Strengthen the availability of Peer Support across Midlothian and in all areas of illness or disability	16/17: Off Target Peer Support work does continue in Midlothian and small grants were available to support this. Further work required to maximise the impact of peer support work in a wider range of settings.	75%	Increase the number of Peer Support groups in Midlothian				20	16/17: Data Only Twenty groups have been operational throughout the year.	

16/17 Community Safety Actions and PIs



Community Safety

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
M.CSJ.C HS.01.01	01. Alcohol and drug misuse	Encourage responsible alcohol retailing in Midlothian via positive interventions	16/17: Complete Midlothian Licensing Board agreed an Over provisioning Policy for Dalkeith and areas of concerns at Straiton and Penicuik. The Dalkeith Licensing group have met and agreed to consult and engage with local young people and licensed premises as a first step. Two Police officers have now been identified and will be responsible for taking Best Bar None forward together with the pub watch scheme.	100%	Reduce the volume of violence and ASB aggravated by alcohol (group 1&6)	2013/14 = 692 alcohol, 2517 total crimes = 27.5% 2014/15 = 525 alcohol, 2055 total crimes = 25.6% 2015/16 = 494 alcohol, 1963 total crimes = 25.2% 3 yr average = 570 alcohol, 2178 total crimes = 26.1% Q1 2016/17 = 149 alcohol, 585 total crimes = 25.5% Source: UNIFI Crime recording system. All group 1 and 6 crimes tagged with			21.3%	16/17: On Target Percentage of crimes tagged with the 'alcohol' aggravator was 3.3% below target. However the number of violent and ASB crimes recorded increased by 200 crimes in the last year, over a quarter occurring Thu/Fri/Sat between 20:00 and 03:00.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches	
						alcohol aggravator.						
					No of licensed premises participating in the best bar none scheme	Baseline: Baseline 4 (14/15), 3 (13/14) 4(15/16 4).	5		5	16/17: On Target Police Scotland responsible for progressing Best Bar None (BBN). 7 premises applied, 6 withdrew and 1 received a Gold Award in BBN this year.		
					No of licensed premises participating in proactive partnership licensing activity	15/16: 7 - 3 L Forum members, 4 BBN 16/17 Target rationale - 3 LF members, 5 BBN and 1 DK group	9		10	16/17: On Target Police Scotland responsible for progressing Pub watch. Increased participation in pub watch scheme.		
					Sustain the number of Alcohol Brief Interventions undertaking in Midlothian	NHS Lothian target. The MELDAP target should be 20% of this target	1,000	•	1,255	16/17: On Target For 2015-16 MELDAP achieved a 29% level of performance; 2510 adults. The Midlothian figure was 1255.		
M.CSJ.C HS.01.02	01. Alcohol and drug misuse	drug in prevention,	individuals engaging in prevention, treatment and recovery orientated individuals engaging in prevention, treatment and recovery orientated	Successful	100%	Increase the number of clients successfully completing the LEAP 12 week rehabilitation programme	Midlothian clients offered place annually. 50% target	50%		58%	16/17: On Target A total of 12 Midlothian clients were offered a place. Of these 7 completed the 12 week course.	
			overy orientated '		Horizons Cafe: Weekly Attendance	Average weekly attendance of 60	60		70	16/17: On Target A weekly SMART group is offered and there is advice from Citizen's Advice provided at a Friday drop-in.		
					Pink Ladies: the % of women completing 10 week course		65%		69%	16/17: On Target Pink Ladies continued to receive a high number of referrals from a range of		

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
										partners. 25 women attend a Saturday peer support group. (156 completed the courses (69%) 30 women (13%) partially completed the courses).	
					Recovery College: number of people engaging in education, training, volunteering and employment	Projected annual attendance of 20 students	20		N/A	16/17: No Data Available (15-16 The Recovery College had 35 students, 24 gaining some level of qualification, 6 moved into further education and 5 people gained employment.) No data available for H2, for nearly all of our MELDAP (Mid and East Lothian Drug and Alcohol Partnership) commissioned services we will have to reduce funding by up to 23%.	
M.CSJ.C HS.01.03	01. Alcohol and drug misuse	Undertake a range of proactive communication and engagement activity regarding responsible alcohol consumption	16/17: Complete The Licensing Forum continues to promote responsible alcohol consumption. A responsible alcohol retailing group has been established for licensed premises and off-licences in Dalkeith. Work is also progressing to encourage more applicants to apply for the Best Bar None scheme.	100%	Reduce the no of alcohol related hospital admissions	15/16 TBC, 14/15: 371.1 13/14: 380.5 2012/13:39 9.1) target TBC 2012/13 = 399.1 2013/14 = 380.5 2014/15 = 371.1 2015/16 = likely published in October Source: ISD Scotland, Alcohol- related hospital statistics - General Acute			377.2	16/17: Data Only In 2015/16 the rate of alcohol-related inpatient stays reduced by 1.6% which is similar to the Scottish wide trend where overall, there has been a steady decline in alcohol- related hospital stays since 2008/09 both in general acute hospitals and in psychiatric hospitals.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
						(SMR01) Stays by Local Authority. Patients per 100,00 population					
M.CSJ.A SC.02.01	02. Community Justice (reducing future offending)	Develop a local strategic plan for improving Community Justice outcomes	16/17: Complete Midlothian Community Justice outcome improvement plan 2017/20 has been completed and submitted to Community Justice Scotland ready for local implementation.	100%	There is no Performance Indicator for this action						
M.CSJ.A SC.02.03	02. Community Justice (reducing future offending)	Develop a sustainability plan for the SPRING service	16/17: Complete SPRING Team Leader in place to manage service.	100%	The percentage of women attending the Spring induction who go on to engage with the service for at least three months		70%		71%	16/17: On Target This is a new service and it is proposed that data is reported annually until service becomes established.	Prevention
M.CSJ.C HS.02.01	02. Community Justice (reducing future offending)	Community payback orders are completed satisfactorily	16/17: Complete Successful completion overall.	100%	Increase the % of successful completions of orders	Baseline: 15/16: 86.60% 14/15: 93.20% 13/14: 87.60% 12/13: 88.20% Target: 15/16 Target: 80% 14/15 target: 96% (based on 12/13 baseline of 95%)	80%		78.7%	16/17: Off Target 78.7% of Community Payback Orders have been successfully completed.	Prevention
M.CSJ.A SC.03.01	03. Gender based harm (including domestic abuse)	Increase multiagency working to improve the safety of high risk victims of domestic abuse	16/17: Complete Partnership work includes MARAC (Multi-agency Risk Conference) and MATAC (Multi-agency	100%	Percentage of MARAC cases showing reduction in risk upon exit from the domestic abuse	Baseline: H1 14/15: 100% Target: 15/16 Target:	100%		100%	16/17: On Target The target was achieved; Of the 25 exits the average reduction of risk from entry was 6 points.	Prevention

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
			Tasking and Co- ordinating Group) forums for actions and interventions for perpetrators and victims. VAW (Violence Against Women) team integrated into Public Protection Committee and reports directly to Committee and Chief Officer Group.			100% 14/15 target: 100%					
M.CSJ.A SC.03.02	03. Gender based harm (including domestic abuse)	Deliver the Caledonian system	16/17: Complete The Caledonian system continues to operate successfully in Midlothian with all relevant staff in place. Numbers of orders made are low but this is not within the control of Criminal Justice social work.	100%	Proportion of men who successfully complete the Caledonian programme	First year reporting on measure	44%	②	100%	16/17: On Target Criminal Justice Social Work is delivering the Caledonian System and effectively managing registered sex offenders.	
M.CSJ.A SC.03.03	03. Gender based harm (including domestic abuse)	Increase awareness of violence against women	16/17: Complete Recruitment to staff vacancies in VAWG (Violence Against Women & Girls) and Learning and Development. The new East & Midlothian Public Protection Office (EMPPO) Learning and Development coordinator came into post in May 2016 and a Learning and Development strategy is in place.	100%	Increase the number of violence against women training events taking place		9		9	16/17: On Target Performance is off target due to staff vacancies in VAWG and Learning and Development. The new EMPPO Learning and Development coordinator came into post in May 2016 and Learning and Development strategy is now in place. 2 Training events took place: Domestic Abuse Level 1 & Training for Trainers. 7 training events took place covering: Domestic Abuse Levels 1 & 2, Harmful Practices, Rape and Sexual Assault; Working with Survivors of Childhood Sexual Abuse and Training for Trainers.	Channel Shift/Local Access

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
										Two trainings- Domestic Abuse Level 1 and MARAC/RIC-were cancelled due to low registration In 2016/17, there were 158 participants from services across Midlothian and East Lothian.	
NI.CSJ.A	03. Gender based harm (including domestic abuse)	Effective Risk Management of registered sex offenders	16/17: Complete No-one on statutory supervision managed under MAPPA has been convicted of a further sexual or violent offence.	100%	Proportion of MAPPA clients convicted of a Group 1 or 2 offence	Baseline: H1 14/15: 0% Target: 15/16 Target: 2% 14/15 target: 2%	2%	•	0%	16/17: On Target No sex offenders have been charged with offences stated.	Prevention
M.CSJ.C HS.03.01	narm (including	Increase enforcement action against domestic and sexual offenders	16/17 : Complete	100%	Percentage of Domestic abuse and initial bail checks conducted within prescribed timeframe of 24 hours.		95%		N/A	16/17: No Data Available Due to embargo period which ends 5th May. Pro-active domestic abuse bail checks are vital to ensure that the perpetrator is adhering to bail conditions imposed at the court.	
					Detection rates for crimes of domestic abuse	Baseline: H1 14/15: 81.3% Trend: 5-yr average: n/a 2013/14:	76.6%		N/A	16/17: No Data Available Due to embargo period which ends 5th May. Police are carrying out a number of actions including pro-active domestic abuse bail checks for both offender	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
						78.5% 2014/15 79.7% Target: 15/16 Target: 80% 14/15 target: 79% (based on 12/13 rate)				and victim, MATAC (Multi Agency Tasking and Coordinating Group), MARAC (Multi Agency Risk Assessment Conference), officers trained in identifying risk assessment through domestic abuse questionnaire, direct referral process in place to East and Midlothian Domestic Abuse Service, Domestic Abuse Investigation Unit (DAIU) in place to deal with complex and high tariff cases, seasonal national campaigns and full review of unsolved crimes currently ongoing.	
	04. Crimes of dishonesty	Target prolific house breakers and thieves through ASBOs and CRASBOs, working in partnership with the ASBVO group.	16/17: Complete The Antisocial Behaviour and Violent Offender (ASBVO) group are working to ensure a co-ordinated partnership approach to target prolific house breakers and thieves. The group monitors all ASBO's (Anti Social Behaviour Orders) in force and works in partnership to ensure new ASBO's are applied for as required.	100%	The number of crimes of non domestic housebreaking (excluding businesses)	2013/14 = 293 2014/15 = 319 2015/16 = 252 3 year average = 288 2016/17 Q1 = 77 Target: 16/17 Target – reduce by 1% on 3 year average (2013/16) = 285	285		299	16/17: Off Target Enhanced public awareness via social media and Lock Down Crime road shows complete with shed alarm promotion, consideration for action taken at ASBVO, deployment of plain clothed officers in problematic areas. Curfew movement restriction orders were also granted for 3 recidivist housebreakers. The above has led to a steady decline in House Breakings over the last 4 months.	Prevention
	04. Crimes of dishonesty	Work in partnership to raise public awareness of crime prevention through campaigns and crime prevention initiatives	16/17: Complete Crime prevention advice is provided at the programme of Community Safety road shows held throughout the year.	100%	The number of crimes of housebreaking to domestic dwellings	Baseline: 2013/14 = 134 2014/15 = 103 2015/16 = 159	131		154	16/17: Off Target Although below last year's figure. A range of actions are being taken by police and partners in tackling housebreaking however perpetrators remain	Prevention

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
			The Community Safety & Justice Partnership has funded property marking kits which remain in demand, and launched the Lock Down Crime campaign providing home security tips.			3 year average = 132 Target: 16/17 Target – reduce by 1% on 3 year average (2013/16) = 131				recidivistic, with links to Serious Organised Crime Group and Edinburgh criminals and often using stolen motor vehicles, continue to evade police. A number of Lock Down Crime road shows focusing on dishonesty crime and shed alarms have been marketed in areas repeatedly targeted by thieves.	
					The Number of Investigations undertaken by social work on the grounds of Financial Harm	Target to be established			18	16/17: Data Only There have been at total of 18 investigations on the grounds of Financial Harm.	
	04. Crimes of dishonesty	Take partnership preventative action and respond to information provided about possible scam victims	16/17: Complete There is continued work with Trading Standards with the delivery of training on financial harm to statutory, third sector partners and banks. Advertising is displayed on buses.	100%	Decrease the number of bogus workmen crimes recorded by the Police	2013/14 = 6 2014/15 = 5 2015/16 = 7 3 year average = 6 16/17 Target: 1% reduction on 3-year average (2013/16) = 5.9	6		15	16/17: Off Target Partnership activity has been coordinated including Doorstep Crime initiative by police and trading standards. Maximising social media coverage of incidents in addition to partnership working with banks and other agencies has led to increased awareness and public confidence which has consequently led to a rise in reports and offences.	

16/17 Getting it Right for Every Midlothian Child Actions and PIs



GIRFEMC

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
					% of Corporate Parent actions are on target		85%		95%	16/17: On Target Corporate Parent actions are on target for completion within the 3 year timescale.	
	01. Increase the	Develop a 3 year Corporate Parent	16/17: Complete		% of care experienced young people living in homeless accommodation		15%	②	3%	16/17: On Target 12 out of 436 young people.	
M.G.CS. 01.01	numbers of care experienced young people accessing education, employment and training	Plan that meets the requirement of Part 9 of the Children and Young People (Scotland) Act 2014	Corporate Parent actions are on target for completion within the 3 year timescale.	100%	% of children looked after away from home who experience 3 or more placement moves within 12 months		1.5%		2.6%	16/17: Off Target 7 children have experienced 3 or more placement moves out of 273 children who were looked after and accommodated during the year.	
					Proportion of looked after school leavers with 1 or more qualification at SCQF level 4	New for 16/17			73%	16/17: Data Only Information from leavers in 2014/15. 15/16 data will be released in June 2017.	
M.G.CS.	01. Increase the numbers of care experienced young	Ensure our participation and engagement practice	16/17: The Corporate Parenting Board is in place as is the Young Champions group who meet fortnightly to discuss any issues.	100%	% of care experienced young people that tell us they feel safe, are healthy, are active, are respected, take responsibility, and feel included		80%	Ø	96%	16/17: On Target 96% of young people surveyed in 2015. The 2017 survey has been delayed due to the Children Services review.	
01.02	people accessing education, employment and training	is compliant with the Children and Young People (Scotland) Act 2014	The survey of CEYP due to take place in Q4 is to take place in 2017/18 following the full implementation of the service review.	100%	% all children and young people that tell us they feel safe, are healthy, are active, are respected, take responsibility, and feel included		70%		80%	16/17: On Target 2016 Annual survey.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
					Reduce the inequality that exists between care experienced young people and their peers				167	16/17: Data Only The average total tariff points for the "middle 60%" of Care experienced learners in 2015/16 was 167, up from 141 in 14/15. National average was 195 and the virtual comparator was 228. It should be noted that the number of pupils included in the cohort is low (13) and this can cause large fluctuations in future years.	
M.G.CS. 01.03	01. Increase the numbers of care experienced young people accessing education, employment and training	Reduce the timescale in decision making for children achieving permanent placements	16/17: Off Target This will be picked up in work with PACE (Permanence & Care Excellence Programme).	0%	Average length of time (months) from a child becoming Looked After to recommendation for permanence	29 months (2013/14)	10		10.9	16/17: Off Target This will be picked up in work with PACE (Permanence & Care Excellence Programme).	
	and training				Maintain, in line with the Scottish average, the number of children on the Child Protection Register per 1000 children (0-15 years)		2.5		3.2	16/17: Off Target Midlothian is slightly above the national average of 3.0.	
M.G.CS.	01. Increase the numbers of care experienced volung	Through the Phase 2 of Children Service Review provide timely and effective early	16/17: Complete The new Early Intervention and Prevention service has 3 teams whose remit will be to align		% of Midlothian Residential Services achieve -Tier 3 of Health Promoting Units accreditation		100%		N/A	16/17: No Data Available Work is progressing to attain Tier 3 status across Midlothian's Residential services, enquiries to Health to identify an assessor are ongoing.	
01.04	experienced young people accessing education, employment and training	and effective early interventions so that children and families receive the right supports when they need it	at es and co-ordinate 3rd party support to	100%	Increase % of the numbers of Self Directed Support taken up by families		100%		100%	16/17: On Target All families being assessed or reviewed in 16/17 have been offered SDS options 1-4.	
			earliest opportunity.		Number of out of authority placements for children and young people with additional support needs				16	16/17: Data Only	
					Number of children and families affected by autism who are aware of the various support systems in				258	16/17: Data Only	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
					place						
					Number of Children looked after at home				70	16/17: Data Only	
					Number of Children looked after away from home				200	16/17: Data Only	
01.05	01. Increase the numbers of care experienced young people accessing education, employment and training	Support girls and young women to enable them to reach their full potential through teenage pregnancy pathways	16/17: Complete 117 have been supported. Of these, 38 are currently in employment, 16 are currently attending an education programme, 10 are attending a Vocational/Technical training programme or college, 3 are attending an Access course and 3 are in school up to 5th year.	100%	Increase % of relevant multi agency workforce attending learning and development		100%	⊘	100%	16/17: On Target The Family Nurses attended 3 training events around the introduction of the Health Visitor Universal Pathway which went live in October 2016. The training sessions were facilitated by a Family Nurse Partnership Supervisor. There were also Health Visitor Continuing Professional Development days (3 in total) organised and held at QMU and Midlothian HV teams attended along with our Family Nurses.	
					Number of young women supported				117	16/17: Data Only	
M.G.CS. 01.06	01. Increase the numbers of care experienced young people accessing education, employment and training	Set up working group to establish new ways of working with CAMHS that better meets the needs of young people in Midlothian enabling better access to support when presenting with suicidal or self- harming behaviour	16/17: Complete The Self-Harm and Suicide Multi Agency Guidance has been passed by Midlothian GIRFEC board.	100%	Reduce the number of young people referred to CAMHS by providing alternative support.		360		649	16/17: Off Target The referrals to the Midlothian Out Patient and ADHD teams have continued to increase from 306 April - Sept 16 to 383 Oct- March. Accepted referrals have also increased over the time period despite the improved focus on consistent triage within all the CAMHS outpatient teams. So the objective of reducing the number of children and young people referred has not been delivered.	
					% of child and adolescent mental health service meeting HEAT targets for waiting times seen within 18	New for 16/17	70%		37.8%	16/17: Off Target The % of children seen within 18 weeks continues to be low but the total	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
					week maximum waiting times					numbers waiting and the mean duration of the wait is improving. In April 16 there were 173 children and young people waiting over 18 weeks this reduced to 112 by March 17. The outpatient team has made good progress reducing the numbers waiting over 18 weeks from 152 in April 16 to 58 in Match 17. The ADHD team however, has had a recent reduction in medical capacity which has meant that numbers waiting over 18 weeks are growing. We are trying to address this by recruiting some additional psychiatry time and also have added some additional community mental health work time into the team.	
M.G.E.0 1.01	01. Increase the numbers of care experienced young people accessing education, employment and training	Encourage and celebrate achievement amongst vulnerable young people	16/17: Complete The latest information (2015/16) shows that out of the 13 looked after school leavers, 92.31% gained 1 or more qualification at SCQF (Scottish Certificate Qualification Framework) level 4. The national average is 76.43%.	100%	Number of young people gaining accredited certificates				13	16/17: Data Only The latest information (2015/16) shows that out of the 13 looked after school leavers, 92.31% gained 1 or more qualification at SCQF (Scottish Certificate Qualification Framework) level 4. The national average is 76.43%.	
M.G.E.0 1.02	01. Increase the numbers of care experienced young people accessing education, employment and training	Children with additional support needs are offered timely and appropriate interventions	16/17: Complete All children who have an identified ASN will have regular Multi agency meetings in school, and careful planning will continue around the child to ensure that all children are included	100%	Number re-entering mainstream schools from specialist provisions		7		4	16/17: Off Target 4 children have re-entered mainstream school and another 2 children have left specialist provision as they are adults.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
			and support as appropriate.								
	01. Increase the numbers of care	Children and Families in Midlothian can	40/47: ১//১		Numbers in part time attendance at school or specialist provisions				64	16/17: Data Only	
M.G.E.0 1.03	experienced young people accessing education, employment and training	access timely and appropriate support through the Named Person Service	16/17: N/A Named person delayed until 2018.	100%	Number of reported 'equalities related' incidents per 1,000 pupils in primary and secondary schools				N/A	16/17: Data Only The data system is not recording incidents properly and requires to be reviewed.	
		Woodburn family	16/17: Complete 27-30 MHR Project started in January 2017. Evidence		Develop the 27 month child health check form in preparation of transferring the information into all 3-5 year settings		100%		100%	16/17 : On Target	
M.G.E.0 2.01	02. Family Learning Approach	learning centre, (currently operational) - monitor the impact on child in early	showing that it is benefiting take up and parent confidence in the review. Work on	100%	Speech and language therapist to be present in the centre on a weekly basis		44		44	16/17: On Target	
		learning	transferring information in place. SLT in the centre weekly.		One session per week to be delivered of 'Parents involved in children's learning (PICL)'		44	②	44	16/17: On Target PICL also taking place in the centre weekly. 10 week programme for max 6 families.	
M.G.E.0 2.02	02. Family Learning Approach	Mayfield Family Learning Centre - Complete audit of area needs through the EY strategic planning group	16/17: Off Target As part of expansion planning information has been collated. Awaiting response from wider review of Mayfield area to give further inform planning.	50%	Audit Complete		Yes		No	16/17: Off Target As part of expansion planning information has been collated. Awaiting response from wider review of Mayfield area to give further inform planning.	
M.G.E.0 2.03	02. Family Learning Approach	Gorebridge Family Learning Centre - progress towards planned opening date in May 2017	16/17: Off Target Opening postponed to June 2017 as requested by contractor.	60%	Gorebridge Family Learning Centre open		Yes		No	16/17: Off Target Opening postponed to June 2017 as requested by contractor.	
M.G.E.0 3.01	03. 27-30 month developmental checks	Analyse data and target key groups to increase uptake of 27-30 month health checks.	16/17: Off Target Information not available for this update. NHS Lothian are unable to provide data in enough detail such as	0%	% uptake of 27-30 Month health checks		86.7%		84.6%	16/17: Off Target The latest information (2015/16) shows that Midlothian is below target.	Prevention, Co- production, Locally Targeted

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
			developmental category by ward or post code area to allow for targeting key groups. In line with the National picture Speech and Language continues to be the developmental category most often identified as delayed.								
M.G.E.0 4.01	04. Increase breastfeeding rates in top SIMD areas	Support services in place in target areas	16/17: Complete Work underway to increase peer support. 20 women supported last year. 12 women attend the Mayfield Breastfeeding Support Group.	100%	Increase rates by 5% in target areas	Midlothian rate (2015) 40.1% Gorebridge 15.5%, Mayfield 13.1%, Dalkeith/W oodburn 12.8%			N/A	16/17: Data Only Figure for 2016* exclusive breastfeeding at birth - Midlothian 36.8%. Breakdown for intermediate zones not updated since baseline report (2014/15 data). The Midlothian average rate has decreased however the 2016 figure is from management data that has not been published as yet. Awaiting ISD publication of intermediate zone data to 2016.	
		Complete review of evidence	16/17: Complete Information available this year will create benchmark against		PIPS score (standardised) for Maths for Midlothian P1 Pupils at end of P1 year	09/10-50.1; 10/11-51.0; 11/12-52.0; 12/13-51.5	52.7		51.58	16/17: Off Target However, this figure is 1.58 above the national average. Latest information available is from 2015/16.	
M.G.E.0 5.01	05. Developmental milestones and learning outcomes	available/establish process to monitor proportion of children achieving expected	which 2% increase value will be added. New National Improvement Framework has	100%	PIPS score (standardised) for Reading for Midlothian P1 Pupils at end of P1 year	09/10-50.1; 10/11-50.1; 11/12-51.2; 12/13-51.5	50.7		50.79	16/17 : On Target Latest available information 2015/16.	
		levels by Primary 1	changed the way CFE achievement has been measured.		In identified SIMD areas (1 & 2), value added for each pupil from entry to exit in P1 as a % comparison to Midlothian overall		90%		81.2%	16/17: Off Target Latest information is from 2015/16. SIMD 1 and 2 - 1.51 (82 pupils). Overall 1.86 (727 pupils).	
M.G.E.0 5.02	05. Developmental milestones and learning outcomes	Establish joint education/raising attainment for all	16/17: Complete Information available this year will create	100%	% of Pupils scoring 100 or above in standardised assessments in reading				66.1%	16/17: Data Only Reading - 671 out of 1015 pupils (66.1%)	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
		evidence base/ process to monitor proportion of children achieving expected levels by Primary 4	benchmark against which 2% increase value will be added. New National Improvement Framework has changed the way CFE achievement has been measured.		% of Pupils scoring 100 or above in standardised assessments in maths and numeracy				57%	16/17: Data Only Maths and numeracy - 556 out of 976 pupils	
M.G.E.0 5.03	05. Developmental milestones and learning outcomes	Ensure pupils are secure at First level in reading, writing, listening/talking, maths and numeracy	16/17: Complete Information available this year will create benchmark against which 2% increase value will be added. New National Improvement Framework has changed the way CFE achievement has been measured.	100%	Pupils to be secure at First level in reading, writing, listening/talking, maths and numeracy		92%		72%	16/17: Off Target The National % is 75%.	
M.G.E.0 5.04	05. Developmental milestones and learning outcomes	Increase the range of providers of early years and childcare for 2 years olds	16/17: Complete Range has increased to 42 in line with demand.	100%	Number of partnership agencies contracted to deliver "a good time to be two" programme		5		42	16/17 :On Target	
M.G.E.0 5.05	05. Developmental milestones and learning outcomes	Increase the number of 2 year olds taking up the 600 hours of early learning and childcare	16/17: Off Target Numbers taking up places has increased steadily through a range of publicity. Not reached target due not being able to get contact details of all eligible families.	85%	Number of 2 year olds in early learning and childcare		180		171	16/17: Off Target Unable to get information from DWP to target eligible families.	
M.G.E.0 5.06	05. Developmental milestones and learning outcomes	Implement results of review of teachers in Early Learning and Childcare settings, reducing number of teachers and creating peripatetic posts covering 3-5 settings	16/17: Complete All Learning Community teams established and based in two localities at Bilston PS and Gore Glen PS.	100%	Percentage of Early Learning Communities established with full team compliment		100%	>	100%	16/17 : On Target	
M.G.E.0 5.07	05. Developmental milestones and learning outcomes	Review of property and financial requirements to increase in Early Learning and Childcare to 30 hours	16/17: Complete This is a 3 year action. Submitted draft bid to Scottish Futures Trust regarding 17/18	3%	Results of review of property and financial requirements		Yes	>	Yes	16/17: On Target Service Delivery Plan to be submitted to Scottish Government by 29th September 2017 will incorporate initial findings	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
		a week for 2/3/4 year olds, fully embedded by 2020	capital spend but no further information received. Model of delivery trials being undertaken in Midlothian. Awaiting distribution of capital and revenue funding for 17/18 from Scottish Government, along with design guide, report on outcome of trials etc. Service Delivery Plan to be submitted to Scottish Government by 29th September 2017.							from review of property and financial requirements.	
M.G.E.0 5.08	05. Developmental milestones and learning outcomes	Implement a partnership approach to parental engagement and referral pathways	16/17: Off Target NHS Lothian have an early years pathway. Inclusion review currently being carried out to inform creation of pathways for ASN early years children.	25%	Number of early years pathway processes in place		1		0	16/17: Off Target Due to inclusion review.	
M.G.E.0 5.09	05. Developmental milestones and learning outcomes	Contribute to Children in their early years and their families to be supported to be healthy, to learn to be resilient	16/17: Complete Ongoing work with health service and third sector partners to achieve this.	100%	Develop a process between libraries and registration services which enables every child born in Midlothian to become a library member from birth		Yes		No	16/17: Off Target A pilot group of library authorities have been brought together by Scottish Library and Information Council, led by North Ayrshire, to develop a cross-authority model which will be launched across Scotland in the year 17/18 for all Scottish Libraries as part of the national public library strategy.	
M.G.E.0 5.10	05. Developmental milestones and learning outcomes	Develop a process between libraries and registration services which enables every child born in Midlothian to become a library member from birth	16/17: Off Target Midlothian will launch ECALM alongside the other Scottish local authorities within the next year, therefore these actions need to be input into SMP for 17/18 and associated	0%	% of children registered each month given automatic library membership		75%		0%	16/17: Off Target Target unable to be delivered until national strategy in place, 2017-18 target.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
			progress will be delivered as per the national arrangement.								
M.G.E.0 5.11	05. Developmental milestones and learning outcomes	Agree principles and responsibilities within East Midlothian, of early years wellbeing meetings	16/17: Off Target This is currently under review due to Children and Families Service review. There will now be a new process and system for well being meetings across all of Midlothian.	50%	Number of areas where principles have been agreed		1		0	16/17: Off Target Due to Service Review.	
			16/17: Complete Girfec awareness training has been rolled out to all staff, the Multi-agency GIRFEC		All Children and young people in Midlothian have an identified Named Person		100%		100%	16/17: On Target Preparatory process for introduction of the named person, subject to legislation is complete.	
M.G.E.0 6.01	06. Develop clear processes and procedures to ensure a single point of contact (Named Person) for all Midlothian children	Deliver training for education and multiagency partners to focus on embedding GIRFEC processes and language, 5 Practitioners Questions, National Practice Model, Wellbeing Concerns Forms, and Resilience Matrix	Implementation Sub- group is working together in response to the latest National GIRFEC update meeting to produce communication in relation to ongoing training (Learn Pro). Andrew Sheridan represents the council at the national update forum and have scheduled the sub group meeting to coincide after these. Well being meetings and concern forms are used in most schools across Midlothian.	100%	Ensure system is in place to monitor those who choose to opt out				N/A	16/17: Data Only Named person delayed until 2018.	
	06. Develop clear processes and	Communicate how the operation of the Named Person function is generally	16/17: Off Target		Policies developed, in use and published on website		Yes		No	16/17: Off Target Named person delayed until 2018.	
M.G.E.0 6.02	procedures to ensure a single point of contact (Named Person) for all	exercised, developing Policy and Processes and communicating to	Named person delayed until 2018.	0%	Communication Pathways are in place and published on website		Yes		No	16/17: Off Target Named person delayed until 2018.	
	Midlothian children	relevant groups ensuring Policies and			Procedures developed, in use and published on		Yes		No	16/17: Off Target Named person delayed	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
		procedures are available via website			website					until 2018.	
M.G.E.0 7.01	07. Improve children and young people's health and wellbeing	Reduce the overall % of bullying incidents in schools	16/17: Off Target The data system is not recording incidents properly and requires to be reviewed.	0%	Numbers of confirmed reports of bullying incidents				N/A	16/17: Data Only The data system is not recording incidents properly and requires to be reviewed.	
M.G.E.0 7.02	07. Improve children and young people's	Implement appropriate learning pathways to promote healthy lifestyles in line with	16/17: Off Target Ongoing work in schools using HWB outcomes from CFE	75%	Alcohol Related Youth Calls (rate per 10,000 population aged 8-17 yrs)		140		267	16/17: Off Target 267 alcohol youth calls. Comparative data for 2015/16 is 138 alcohol youth calls. Note this data is largely based on opinions of informants and may be subject to inaccuracies.	
1.02	health and wellbeing	Education Scotland guidance	and targeted work planned for next session.		Rate of Child Protection referrals connected with parental alcohol or drug misuse	New for 16/17			26%	16/17: Data Only 133 out of 513 referrals.	
					% of repeat Child Protection referrals within a 12 month period		0%		18%	16/17: Off Target 92 out of 513 referrals.	
M.G.E.0 7.03	07. Improve children and young people's health and wellbeing	Encourage children, young people and families to play and to make use of community facilities	16/17: Off Target Play strategy has been published and a group will work on actions over time.	50%	Numbers of children involved each week in community based play provision that enables spontaneous free play	твс			2,581	16/17: Data only This figure includes children (2 years - pre- school) attending council and private nurseries.	
M.G.E.0 7.04	07. Improve children and young people's health and wellbeing	Support implementation of the Midlothian Play Strategy	16/17: Off Target Play Strategy has been launched and group identified to follow up actions. Cath Johnstone identified as Play Champion.	50%	% of play strategy tasks complete		25%		50%	16/17 : On Target	
M.G.E.0 7.05	07. Improve children and young people's health and wellbeing	Support the development of more and better play opportunities for children, young people and families	16/17: Off Target Play Strategy has clear actions that will ensure new play opportunities are developed.	25%	Number of new play opportunities developed by play strategy group members				25%	16/17: Data Only First meeting of Midlothian Play Forum taken place (Dec 2016) and will focus on development of new play opportunities. This will take time over the following academic session.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
M.G.E.0 8.01	08. Improve attainment, particularly in literacy and numeracy; Close the attainment gap between the most and least disadvantaged children; Improve employability skills and sustained, positive school leaver destinations for all young people	Refocus improvement planning on improving outcomes for learners ensuring progression through the broad general education. Continue to embed visible learning in order to create assessment capable learners	16/17: Off Target Information available this year will create benchmark against which 2% increase value will be added. New National Improvement Framework has changed the way CFE achievement has been measured.	0%	Increase in 2% of pupils achieving expected CFE level by end of P1, P4,P7 and S3 in reading, writing and maths	New for 16/17				16/17 : Data Only P1 - 76% (Scotland 81%) P4 - 72% (Scotland 75%) P7 - 64% (Scotland 72%) S3 - 75% (Scotland 86%)	
	08. Improve attainment, particularly in literacy and numeracy; Close the attainment gap between the most and	Implement a range of	16/17: Off Target Targeted		Average primary school attendance		96.96%		95%	16/17: Off Target However, Primary attendance for the 16/17 school year is 95.00%. This is the highest recorded annual attendance for primaries. Authorised absences make up 3.28% and unauthorised absences 1.70% with exclusions at 0.03%. 94.2% (12/13) 94.9% (13/14) 94.5% (14/15) 94.8% (15/16)	
M.G.E.0 8.02	least disadvantaged children; Improve employability skills and sustained, positive school leaver destinations for all young people	attendance strategies in order to improve attendance overall	interventions for attendance in place with ongoing work.	75%	Average secondary school attendance		92%		90.24%	16/17: Off Target Secondary attendance for the 16/17 school year is at 90.24% which is a 0.24% improvement on the previous year. This will continue to be a priority in session 2017/18. Authorised absences make up 6.13% and unauthorised absences 3.45% with exclusions at 0.18%. 91.4% (12/13) 92.4% (13/14) 91.0% (14/15) 89.8% (15/16)	
M.G.E.0 8.03	08. Improve attainment, particularly in literacy and numeracy; Close the attainment gap between the most and least disadvantaged	Commence a review of inclusion in order to reduce numbers of exclusions	16/17: Off Target Exclusions are down significantly but inclusion review to be completed with a review of exclusion	75%	Total number of primary school exclusions		96		101	16/17: Off Target There were 101 primary exclusions for the 16/17 school year relating to 52 pupils. Average length of exclusion is 2.5 school	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
	children; Improve employability skills and sustained, positive		policy.							days. 84 (12/13) 102 (13/14) 86 (14/15) 143 (15/16)	
	school leaver destinations for all young people				Total number of secondary school exclusions		309		318	16/17: Off Target There were 318, 3 more than the previous year. Reducing exclusions will continue to be a priority for session 2017/18. Exclusion incidents in 16/17 relating to 197 pupils, average length of exclusion was 3.4 days. 323 (12/13); 422 (13/14); 365 (14/15); 315 (15/16)	
M.G.E.0 8.04	least disadvantaged children; Improve employability skills and sustained, positive	To identify the current gaps in educational attainment at individual school level and implement a range of targeted strategies to close the gap (2%)	16/17: Off Target Information available this year will create benchmark against which 2% increase value will be added. New National Improvement Framework has changed the way CFE achievement has been measured.	0%	Improvement in the % of SIMD 1 and 2 pupils achieving the expected CFE level by the end of P1, P4,P7 and S3				N/A	16/17: No Data Available Individual performance information required to analyse SIMD data is unfortunately not available from 15/16. Data from the 16/17 collection will hold individual information and be used as a baseline for 17/18.	

16/17 Improving Opportunities for People in Midlothian Actions and PIs



Improving Opportunities in Midlothian

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
					Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £250k per quarter.	New for 16/17	£1,000,000.		£2,874,343.	16/17: On Target	
					Midlothian Citizen Advice Bureaux (CABs) will generate an additional income maximization of £625k per quarter	New for 16/17	£2,500,000.		£3,820,265.	16/17: Complete	
M.IOM.C	01. Support people out of poverty and welfare dependency though improved local access	Provide high quality and localised welfare advice and support,	16/17: Complete	100%	Midlothian CABs will provide 500 benefit advice sessions quarterly		2,000		3,547	16/17: On Target 16/17: On Target 16/17: On Target 16/17: On Target 100% of clients who use the service were satisfie with the service provided 100% felt that the Advise had understood the issu and been of help and 100% would use the service again. 16/17: On Target	
E.01.01	to welfare advice, including targeted provision	targeted at the areas with the highest levels of poverty	10 m somptee	100 %	% of people that receive benefit advice sessions by the CABs, and take part in the evaluation report feeling more able to cope as a result of this advice 16/17: On Target 100% of clients w the service were s with the service p 100% 100% felt that the had understood th and been of help 100% would use the	100% of clients who used the service were satisfied with the service provided. 100% felt that the Adviser had understood the issue and been of help and 100% would use the					
					Of the clients referred to WRT, 75% will receive an increase in their benefit as a result of the intervention by the team		75%	②	85%	16/17: On Target	
M.IOM.C	01. Support people out of poverty and welfare dependency though	Support claimants	16/17: Complete Dispute areas		The Welfare Rights Team will support 50 claimants per quarter through the appeals process		200		157	16/17: Off Target Dispute areas resolved prior to appeal.	
E.01.02	improved local access to welfare advice, including targeted provision	through the appeals process	resolved prior to appeal.	100%	Of the 50 clients support by the WRT in the appeal process, 65% will receive additional benefits		65%	②	71%	16/17: On Target	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
					Develop agree child poverty measures with IOM and GIRFEMC		Yes	②	Yes	16/17: On Target 8 Measures agreed.	
					Develop a measurement framework that enables regular measurement of child poverty proxy measures		Yes	Ø	Yes	16/17: On Target Embedded in child poverty plan. Requires ongoing monitoring and data collection.	
M.IOM.C E.01.03	01. Support people out of poverty and welfare dependency though improved local access to welfare advice, including targeted provision	Develop a child poverty measurement framework so poverty levels can be tracked over time	16/17: Complete	100%	Child poverty levels in Midlothian reduce by 1% a year and move below the Scottish average	New for 16/17	22%		22.67%	16/17: Off Target Latest data from 2015/16 shows increase in child poverty in Midlothian to 22.67%. This is above the Scottish average of 22%. Note that the child poverty working group have developed a plan to address child poverty. However, the institute of fiscal studies are projecting an increase of 50% by 2020 and the Scottish Government are pushing through Legislation to reduce child poverty. It is important hat this remains a target.	
	01. Support people out of poverty and welfare dependency though	Provide short term support to people experiencing significant hardship. This will include practical interventions	16/17: Complete For the year 2016/17 the Foodbank experienced an increase in the number of people requiring emergency food support, (2334 in total). 44% of these people were children,		Provide transport vouchers for people experiencing periods of hardship to attend welfare advice sessions, jobcentre meetings, medical appointments, job interviews, work commitments or collecting food parcels		200		356	16/17: On Target	
M.IOM.C E.01.04	improved local access to welfare advice, including targeted provision	including access to food banks; travel vouchers and trial energy vouchers for	which represents a significant increase in the number of children receiving emergency food	100%	Pilot a project for households experiencing crisis fuel poverty access to pre-paid fuel cards		40		0	16/17 : Off Target Pilot has now started and will report in 2017/18.	
		households experiencing fuel poverty	provision when compared to previous years. This is in part attributable to the		Midlothian Foodbank will provide 1,500 – 2,000 people with emergency food supplies		1,500	②	2,334	16/17: On Target	
			introduction of support during school holidays for some of the most		The number of Foodbank service users using the				39	16/17: Data Only The foodbank is also	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
			vulnerable families in our communities who suffer increased hardship during school holidays with the absence of school meals. There is however, also an underlying increasing trend.		Foodbank on multiple occasions will be tracked and will demonstrate a reducing trend					experiencing an increasing trend in the number of people using its services on multiple occasions. This is a reversal of previous years' experience when there was a reducing trend. As universal credit is rolled out across Midlothian, the early experience is that demand for emergency food support has increased. Our expectation (and the experience of other foodbanks in local authority areas where universal credit was rolled out earlier), is that this trend will continue.	
	01. Support people out of poverty and welfare	Provide training to front line workers on	4047 OF T		MC Welfare Rights Team will train advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act		20		0	16/17: Off Target Due to changes in Universal Credit revised training content being developed.	
M.IOM.C E.01.05	dependency though improved local access to welfare advice, including targeted provision	the Welfare Reform Act so they can provide high quality support to people experiencing poverty	16/17: Off Target Due to changes in Universal Credit.	0%	Of the staff and volunteers that undertake training 80% will report an improved understanding of Welfare Rights and will report that they feel better equipped to support the people they work with		80%		0%	16/17: Off Target Due to changes in Universal Credit revised training content is being developed.	
M.IOM.C E.01.06	01. Support people out of poverty and welfare dependency though improved local access to welfare advice, including targeted provision	Develop the area targeting programme and demonstrate evidence of additional resources (financial and human) for the areas with the highest levels of poverty	16/17: Off Target Revised local action plans are in place for 2 out 3 areas including gap analysis, the third is in progress. All 3 areas have local asset registers completed. The review of resources has not yet completed an analysis of resources being prioritised to these	80%	Local profiles of need, local outcome gap indicators, local asset registers and resource baselines will be in place and in use within neighbourhood planning processes		Yes		No	16/17: Off Target 80% complete. The review of resources has not yet completed an analysis of resources being prioritised to these communities.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
			communities.								
					MALP - Number of students will complete the FT FE course (SCQF 4)		10		8	16/17: Off Target 8 students completed in June 2016	
		Provide targeted learning opportunities			% of students will progress to Arts and Humanities access to HE course		50%	Ø	50%	16/17: On Target 8 students enrolled in Jan 2016 – 50% progressed to Arts & Social Science Access Course at Newbattle in Sep 2016.	
M.IOM.C E.02.01	02. Increase qualifications gained by adults of working age	for Midlothian residents to reduce the number with no qualifications at all	16/17: Complete	100%	Number of students completing the Rural Skills Course (SCQF 4)		15		15	16/17: On Target 17 students enrolled in Sep 2016 – will complete in June 2017.	
					The Midlothian Directory of Training and Learning Opportunities for Adults will be updated and made more accessible to learners		Yes		No	16/17: Off Target The Midlothian Directory is currently being updated and will be relaunched in May 2017.	
					MALP will deliver an 8-week maths course (SCQF 3)			- T	Yes	16/17: Data Only	
			16/17: Complete Five attended First		Deliver accredited courses		6	②	10	16/17 :On Target	
M.IOM.C E.02.02	02. Increase qualifications gained by adults of working age	Bespoke accredited courses are offered to the veteran community to increase their qualification levels and support them back into employment	Aid Training (certified), Seven attended IOSH. 1 attended SIA. 9 gained Manual Handling Certificate. 9 gained Fire Warden Certificate. Six entered full time employment.	100%	80% of those that attend report that the training has improved their employability.		80%		100%	16/17 : On Target 100% reported that the training had improved their CV.	
M.IOM.C HS.02.01	02. Increase qualifications gained by adults of working age	Libraries to develop new and enhanced volunteering opportunities	16/17: Complete Indicates expanding opportunities for supporting Library services and volunteers utilising skills (eg Duke of Edinburgh, Coding, Placements, Science Festival, etc).	100%	Number of volunteering hours		1,000	⊘	1,075.5	16/17 : On Target	
M.IOM.E .02.01	02. Increase qualifications gained by adults of working age	Deliver the actions identified in Midlothian Adult Learning	16/17: Complete Newbattle have provided SCQF Level	100%	The qualification levels of Midlothian residents have increased as follows: SVQ4		40%		38.5%	16/17: Off Target The latest available information (Jan-Dec	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
		Partnership so that qualification levels are improved at all levels	4 Courses - NC Rural Skills - 15 Students, Preparation for FE		and above from 38.5% to 40%					2016) shows Midlothian is slightly below the Scottish average.	
		(SVQ1-4)	Course - 8 Students.		SVQ3 and above from 58.8% to 60%		60%		59.7%	16/17: Off Target The latest available information (Jan-Dec 2016) shows Midlothian is slightly below the Scottish average.	
					SVQ2 and above from 75.5% to 76.5%		76.5%		78.2%	16/17: On Target	
					SVQ1 and above from 85.6% to 86.5%		86.5%	②	88.1%	16/17 : On Target	
					Midlothian residents with no qualifications have reduced from 9.7% to 9.4%		9.4%	②	6.4%	16/17 : On Target	
M.IOM.C E.04.03	03. Increase Positive Destinations for young people	Support 90 young people to volunteer as part of the Transform Project	16/17: Complete 121 new young people have volunteered with transform.	100%	Of the young people that volunteer as part of the Transform Project 80% report that they have developed new employability skills and 80% feel that they have gained more confidence & skills to help them progress positively in their lives.		80%		93%	16/17: On Target 93% Felt Improved Confidence through volunteering. 82% Felt that they gained employability skills through volunteering.	
		Deliver the actions			% of those leaving school secure a positive destination		95%	②	95.1%	16/17: On Target Initial school leaver destinations	
M.IOM.E .03.01	03. Increase Positive Destinations for young people	identified in the Delivering Midlothian Young Workforce Action Plan	16/17: Complete Balance score card finalised.	100%	% of 16-19 years olds secure a positive destination (reported quarterly). DSYW plan details the actions required to achieve this	New for 16/17			N/A	16/17: Data Only Participation measure not available until Summer 2017.	
M.IOM.C E.04.01	04. Increase access to digital services for adults	Provide one-to-one or group ICT tuition to 115 older people and vulnerable adults over the age of 50 as part of the Connect Online Programme. Provide digital advice and support to 100 people with dementia and their carers	16/17: Complete 166 older people and vulnerable adults received group and/or one-to-one IT tuition. A further 157 jobseekers received IT tuition. Digital advice and support given to 121	100%	Clients will feel more confident in using ICT.		80%		100%	16/17: On Target 100% of clients feel more confident in using ICT.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
			people with dementia and/or carers. Includes visits to the AT Home Hub and home visits for housebound.								
			16/17: Complete		Number of sessions provided for digital access and support through library services, for those who have limited or no IT skills		80	②	103	16/17: On Target Improved recording of help sessions in libraries. Volunteer Midlothian run Connect Online sessions in libraries Connect Online 1-1 capacity boosted by new volunteer midlothian. Universal Credit Personal Budgeting Support services provided by Libraries which include digital access.	
M.IOM.C HS.04.01	04. Increase access to digital services for adults	Increase access and support to digital services, particularly, in the areas with the lowest levels of IT literacy	Library staff have increased access to digital services in partnership with Volunteer Midlothian which runs Connect Online sessions in libraries. Improved recording of help sessions in libraries. Universal Credit	100%	Number of hours provided by library staff for job and benefits assistance		20		17.24	16/17: Off Target Measure of unplanned work in enquiries by members of the public. Volunteer Midlothian provide support in Penicuik and Dalkieth libraries for JCP clients. Demand may increase once Universal Credit Full Service is introduced.	
			Personal Budgeting Support services provided including digital access.		Number of sessions to support library customers in developing their general IT skills		250	Ø	2,008	16/17: On Target This was the first use of this measure, using reporting and collation from all libraries.	
					Number of 1 to 1 IT sessions in partnership with Volunteer Midlothian in libraries		25	②	26	16/17: On Target Volunteer Midlothian held 26 Connect Online 1 – 1 sessions. These were carried out by volunteer tutors	
					Number of sessions (hours) provided by library staff for customer support in general IT skills		70	Ø	129.45	16/17: On Target Time measure of more complex customer enquiries dealt with by library staff.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
	05. Reduce health inequalities and improve the health of people in Midlothian	Increase availability of support for those who experience mild to moderate mental health issues	16/17: Complete In the first 29 weeks of the Access Point (54 sessions) 395 people have attended, 100 at the Penicuik site. People have been signposted to 56 different services or referred to Psychological therapies.	100%	Offer immediate mental health assessments through the new Gateway pilot project. Run 2 sessions a week across Midlothian and provide 200 mental health assessments in 2016/17		200		395	16/17: On Target	
					There will be a Healthy Respect Drop-in, near (15 minute walk) or in, every high school		4		0	A wider review of young people's sexual health services in Midlothian is being undertaken, lead by Mairi Simpson. The aim is to ensure a spread of services in terms of levels of provision and geography.	
M.IOM.C E.05.01	05. Reduce health inequalities and improve the health of people in Midlothian	Deliver programmes that will impact positively on health including sexual health, physical	16/17: Off Target Teenage pregnancy pathway developed last year. No update.	50%	No young person will leave education before the age of 18 as a result of getting pregnant. (monitored by schools)		0%		0%	No data available. A wider review of young people's sexual health services in Midlothian is being undertaken, lead by NHS. The aim is to ensure a spread of services in terms of levels of provision and geography.	
	pospio in midiotindii	activity and healthy eating	noot your. No apadito.		A teenage pregnancy pathway will be developed for Midlothian		Yes		No	16/17: Off Target This work should now be forming part of the Scot Govt national strategy - 'Preventing Pregnancy and Parenthood in Young People' – NHS Lothian are working alongside the National Lead on this work. A teenage pregnancy event was held in Midlothian in Apri 2016l – following this a locally lead working group was to be established to lead on the development of local pathways which would	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
										then be piloted – working group not established.	
					Increase visits to C Card Midlothian by clients aged 16+ (10% increase includes Y2k with client group under 16)		932		0	16/17: Off Target This work should now be forming part of the Scot Govt national strategy - 'Preventing Pregnancy and Parenthood in Young People' – NHS Lothian are working alongside the National Lead on this work. A teenage pregnancy event was held in Midlothian in Apri 2016l – following this a locally lead working group was to be established to lead on the development of local pathways which would then be piloted – working group not established.	
					Decreases the % who never or rarely engages in physical activity		5%		8%	16/17 : Off Target However this is decreasing, was previously 11%.	
					Increase the number of days per week people eat their five a day		85%		82%	16/17: Off Target 82% said they eat a healthy diet including 5 daily portions of fruit and vegetables between 3-7 days a week.	
					Reduce the number of people who never eat their five a day (everybody)		3%	②	3%	16/17 : On Target	
					Reduce the proportion of people who don't know to cook healthy meals on their budget		5%		20%	16/17: Off Target 20% said knowledge of how to cook healthy meals would make it easier to eat healthier.	
M.IOM.C E.05.02	05. Reduce health inequalities and improve the health of	Improve the knowledge and skills of the local workforce in relation to health	16/17: Off Target No update at H2. At H1 the update provided was -	50%	Draft a Workforce Development plan, activities detailed in the Health Inequalities Action Plan		Yes		Yes	16/17 : On Target	
E.U5.U2	improve the health of people in Midlothian	inequalities, health literacy and money matters	Sessions on health inequalities to the Community Planning		% report they have learnt something that will benefit their work		75%		85%	16/17: On Target No data available at H2. Data reported at H1.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
			Partners, GPs and practice staff, HSC staff and the third sector with 85 participants. Training included: health inequalities, health literacy, money worries, food and fuel poverty and good conversations.		Number of H&SCP staff are made available to contribute to CPP workforce development activities	ТВС			85	16/17: Data Only No data available at H2. Data reported at H1.	
M.IOM.C E.05.03	05. Reduce health inequalities and improve the health of people in Midlothian	Increase the uptake of benefits such as the Healthy Start vouchers	16/17: Off Target No update at H2. At H1 the update was % eligible women and children in receipt of vouchers = 515/729 = 70.6%.	70%	number of Healthy Start benefit				515	16/17: Data Only No data available at H2. Data reported at H1.	
M.IOM.C E.05.04	05. Reduce health inequalities and improve the health of people in Midlothian	Support the area targeting programme to ensure that health inequalities are central to the planning and delivery	16/17: Off Target No update at H2. At H1 the update was Work progressing to develop gap indicators that will allow the CPP to monitor whether or not the gap between the least and most affluent is closing.	80%	To establish health outcome gap indicators		Yes		Yes	16/17: Off Target Gap indicators established.	
	05. Reduce health inequalities and	Provide support and direction to programmes and partnerships to ensure	16/17: Complete Additional Carer's Group offered. Includes Lasswade Centre taster	100%	Work with MELDAP to extend Bibliotherapy sessions into the Horizon's cafe in Dalkeith by completing delivery of a pilot programme for 8 individuals which has been co-produced between the bibliotherapist and service users		100%		100%	16/17: On Target Bibliotherapy sessions continue and service expanded to take place at Dalkeith library, Penicuik library and Carer's group.	
no.uo.u1	improve the health of people in Midlothian	they undertake work to tackle health inequalities	sessions, Pathhead summer groups. 90 sessions delivered in libraries and other venues Annually.		Provide extended access to Bibliotherapy services by increasing number of groups areas across Midlothian		50%	O	60%	16/17: On Target Bibliotherapy sessions continue and service expanded to take place at Dalkeith library, Penicuik library and Carer's group Opportunities for further taster sessions have been identified and Gorebridge	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
										based group for excluded teenagers referred by Pathways in preparation.	
					Provide bibliotherapy sessions across Midlothian in a range of venues		100%	②	100%	16/17: On Target Number of sessions and continuity has been maintained despite Bibliotherapist going on maternity leave and gap before appointment of maternity cover post. External evaluation completed on impact of participation on health and well being of the participants.	
M.IOM.C E.04.02	06. Citizens are engaged with service development and delivery	Provide training and support to 150 Third Sector organisations to improve the quality of their volunteer placements and volunteer management	16/17: Complete 274 organisations supported through a variety of bespoke training, support, advice and information. 6 training sessions held, 29 volunteer managers attended. 6 monthly e-bulletins sent to 365 recipients. 2 Volunteer Managers Forums held with 28 attendees.	100%	Third Sector organisations who have access to support and training report that they are better able to recruit, manage and retain volunteers as a result of receiving training and support		75%	⊘	93%	16/17: On Target 93% of VIOs who gave feedback rated the support of the TSI as excellent/good 77% of VIOs stated that they feel better able to recruit, manage and retain volunteers as a result of using TS	
M.IOM.C E.06.01	06. Citizens are engaged with service development and delivery	Complete Neighbourhood Plans in all of the 16 Community Council areas. Agree a schedule of Neighbourhood Plan reviews	16/17: Off Target 15 out of the 16 Community Councils now have an active Neighbourhood Plan. Moorfoot is being progressed. Reviews in place.	94%	Each of the Neighbourhood Plans can demonstrate 3 tangible improvements as result of the process		42		44	16/17: On Target 44 tangible improvements made exceeding the target of 42. Good progress in developing Moorfoot Neighbourhood Plan. 15 our of 16 have a complete neighbourhood plan.	
M.IOM.C E.06.02	06. Citizens are engaged with service development and delivery	Provide support to Third Sector and community groups, increase the capacity of Community	16/17: Off Target 15 of the 16 have adopted the requirements of the new constitution.	94%	Community Councils to adopt new constitutions that enable 16-18 year olds to become members. Undertake a pilot with 3 of		75%		94%	16/17: On Target Dalkeith Community Council have not progressed their new constitution and	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
		Councils to involve a wide cross section of the community			the Community Councils, to increase the involvement of young people. Each pilot to increase the number of young people by 75%					participation has decreased., This is being addressed by the communities' team and legal team. Young people's pilots being progressed - 75% has been met but measure needs refinement as baseline was zero.	
E.06.03	06. Citizens are engaged with service development and delivery	Undertake the Citizens Panel survey as a way of informing service development and delivery	16/17: Complete	100%	Complete two citizen panel surveys with a response rate of at least 60%		60%	②	63%	16/17 : On Target	
E.06.04	06. Citizens are engaged with service development and delivery	Test new approaches to funding that enable more community involvement in budgeting decisions	16/17: Complete Target exceeded. Two participatory budgeting exercises completed in target areas and one non- council one in Newtongrange.	100%	Attract external funding to test at least 2 new approaches that enable public engagement in the decision making processes		2		3	16/17: On Target Dalkeith Community Council have not progressed their new constitution and participation has decreased., This is being addressed by the communities' team and legal team	
E.06.05	06. Citizens are engaged with service development and delivery	Provide bespoke support and training to social enterprises and establish new social enterprises that reflect the social needs of Midlothian	-Guidance/advice on project or business	100%	Provide 1-2-1 support for 20 social enterprises and 5 networking events		25		37	16/17 : On Target	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
			stakeholders -Promotion, marketing and communications -Crisis support to organisations experiencing difficulties -Signposting to other sources of support as required. Note - the word "establish" should be removed from the action and replaced with "support".								
M.IOM.C E.06.06	06. Citizens are engaged with service development and delivery	Establish clear processes for community groups to make access the CPP decision making as part of the Community Empowerment Act	16/17: Off Target Delayed due to government not approving guidance during the reporting period.	75%	To produce new guidance and processes for Participation Requests. Test and refine the process based on feedback				N/A	16/17: Data Only. Have developed protocols and procedures that are published. Will test and refine guidance based on feedback. Note the action should be "Council" not "CPP" as we have a statutory duty as an authority.	

16/17 Sustainable Growth Actions and PIs



Sustainable Growth

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
M.SG.C E.01.01	01. Refresh and update the Midlothian Economic	Continue to promote and implement the business support provisions highlighted in Ambitious	16/17 : Complete Providing Business Gateway Service. Borders Rail projects. Business Loans	100%	Number of new Business Start Ups assisted (cumulative)	baseline - 160 (2007)	200		168	16/17: Off Target Midlothian, at 84%, is marginally behind Edinburgh which achieved 85% of their target. Nationally, achievement is anticipated to be approx 80% but data is not yet published.	
2.01.01	Development strategy	Midlothian (Midlothian Economic Recovery Plan)	Scotland ready to start. Broadband project being rolled out.		Number of account managed businesses accepted by Scottish Enterprise		2		1	16/17: Off Target 2 businesses referred to Scottish Enterprise. One is still being considered and decision not made.	
					Number of business related training workshops held		30		60	16/17 : On Target	
					Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)				100	16/17 : Data Only	
	02. Maximise the economic and	Engage with adjacent Local Authorities and	16/17 : Complete		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor				51	16/17 : Data Only 6 for Q4	
M.SG.C E.02.01	environmental benefits to Midlothian and its communities from the reopening of the Borders Rail Line	other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document	Various tourism, inward investment and infrastructure projects in progress.	100%	Hectareage take up of economic land in Midlothian area of Borders Rail Line corridor				0	16/17: Data Only There will be a big take up of economic land next year as current projects complete at Shawfair	
		ычерни чосинен			Number of inward investment/ indigenous enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)				49	16/17 : Data Only	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
					Number of LEADER projects funded				10	16/17: Data Only 10 projects approved. 1 claim paid out.	
M.SG.C E.03.01	03. Maximise the benefits provided by the Leader EU funding programme to improve the agricultural and	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and	16/17 : Complete Achieved during Q3	100%	Number of businesses participating in LEADER application process by submitting an Expression of Interest				13	16/17 : Data Only	
	rural economies of Midlothian	Midlothian eligible areas			Number of new jobs created through LEADER				1	16/17 : Data Only	
					Number of training opportunities created through LEADER				0	16/17 : Data Only	
M.SG.C HS.04.01	04. Provide more social housing taking account of local demand	In partnership between Council, RSL (Register of Social Landlords) and private developers, deliver new affordable homes.	16/17: Complete 66 social housing units completed and construction ongoing. 69 sites have been identified for investment over the next five years.	100%	Number of new homes completed		165		80	16/17: Off Target 80 social housing units completed and construction ongoing. The number of units completed is lower than anticipated due to a lower number of completions by Registered Social Landlord Partners and delays to the construction of two council housing sites. 69 sites have been identified for investment over the next five years.	
			16/17: Complete One development of Mid Market Rented Housing financed by a		Number of units currently under construction		1	②	45	16/17 : On Target 45 units planned for completion during 2017/18.	
M.SG.C HS.04.02	04. Provide more social housing taking account of local demand	Investigate accelerated development of affordable housing via use of innovative approaches	Pension Fund is currently under construction. Alternative funding and delivery models have been investigated and are include din the Strategic Housing Investment Plan 2017.	100%	Number of Units complete		1		0	16/17: Off Target 45 units currently under construction in Dalkeith and Bonnyrigg.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
M.SG.C	04. Provide more social housing taking account	Develop affordable housing to meet	16/17: Complete 1 wheelchair house delivered and one under construction.	100%	Complete 12 unit complex care development as part of special needs programme		100%		90%	16/17: Off Target 1 wheelchair user house delivered and one under construction. A complex care development of 12 units are currently under construction.	
HS.04.03	of local demand	specialist provision	A complex care development of 12 units are currently under construction.	100%	Number of other special provisions complete		1		1	16/17: On Target 1 wheelchair user house delivered and one under construction. A complex care development of 12 units are currently under construction.	
M.SG.C HS.05.01	05. Prevent homelessness. Ensure people threatened with homelessness can access advice and support	Increase the support to young people through the Youth Homelessness Prevention Service	16/17: Complete This service continues to prevent homelessness amongst 16-25 year old group, demonstrating positive housing outcomes.	100%	% of young people approaching youth homeless prevention (YHP) service that go on to present as homeless		50%		33%	16/17: On Target This service continues to prevent homelessness amongst 16-25 year old group, demonstrating positive housing outcomes.	Prevention, Locally Targeted
M.SG.C HS.05.02	05. Prevent homelessness. Ensure people threatened with homelessness can access advice and support	Deliver online housing options and advice to improve availability of tailored information and advice	16/17: Complete Housing options process and website has improved homeless prevention and choice outcomes for clients. Common Housing Register improves access to housing and customer focus. Housing advice process in place at Her Majesty's Prison Edinburgh.	100%	Number of households using (YHP) service per annum				186	16/17: Data Only This service continues to prevent homelessness amongst 16-25 year old group, demonstrating positive housing outcomes.	Prevention, Locally Targeted
M.SG.C HS.05.03	05. Prevent homelessness. Ensure people threatened with homelessness can access advice and support	Reduce bed and breakfast accommodation use by 50% by 2017.	16/17: Complete Reduction in presentations and increase in housing options in 2017.	100%	Number of households at any time living in bed and breakfast accommodation		40		56	16/17: Off Target Reduction in presentations and increase in housing options in 2017.	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
	05. Prevent homelessness. Ensure people threatened with homelessness can access advice and support	Deliver "Leaving Home" education programme in schools	16/17: Complete All Midlothian High Schools participated.	100%	Number of secondary schools engaged in Education Programme		6	②	6	16/17: On Target Midlothian Council have engaged all six mainstream high schools in the Housing Education Programme – delivering key sessions to three year groups; S2, S4 and S6. The number of sessions delivered, in total, can vary between 100 and 120 per academic year (depending on the class composition).	Prevention
M.SG.C HS.05.05	05. Prevent homelessness. Ensure people threatened with homelessness can access advice and support	Promote the use to households of accessing energy saving or fuel advice and assistance schemes. Baseline referrals 1,800 2013-14.	16/17: Complete Energy saving advice schemes exceeding all expectations in uptake.	100%	Increase the number of households accessing energy saving or fuel advice and assistance schemes	13/14 - 2435 households Target 1800 14/15 - 2813 households Target 1980 Targe set at 2500 for 2015/16	4,000		2,449	16/17 : Off Target H2 figure 1,947	Prevention
M.SG.C O.06.01	06. Reduce, reuse and recycle our waste	Work in partnership to develop the Zero Waste Parc at Millerhill	16/17: Complete Joint project completed financial close October 2016. Expected completion date following construction late 2019.	100%	There is no Performance Indicator for this action						
M.SG.C O.07.01	07. Promote and develop sustainable travel and transport that benefits our health and the environment	Implement the Council's adopted Travel plan by reducing the adverse impacts of travel within Midlothian, most particularly car travel	16/17: Complete Staff walks for Council Headquarters staff have been implemented and cycles to promote active travel, held staff cycle training sessions, established a bike mileage scheme, held bike to work days with bike breakfasts, bought and promoted two	100%	There is no Performance Indicator for this action						

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
			pool bikes and one electric cargo bike.								
M.SG.C E.08.01	08. Address climate change	Draft a Corporate Climate change and Sustainable Development Action Plan	16/17: Complete Draft complete.	100%	Draft climate change and Sustainable development Draft Action Plan		Yes	Ø	Yes	16/17: On Target Draft produced.	
M.SG.C E.09.01	09. Ensure that the Strategic Development Plan provides a relevant and robust planning framework for the delivery of sustainable economic growth in Midlothian	Engage fully with partner Councils in the preparation of the Proposed Plan. Attend operational groups to assist in the drafting of the plan and ensure Midlothian is represented at the SESplan Board a Joint Committee.	16/17: Complete SDP2 Proposed Plan was published in October 2016 and Midlothian council fully engaged with all relevant meetings.	100%	SESplan 2 Proposed Plan published		Yes		Yes	16/17: On Target Proposed Plan published in October 2016.	
M.SG.C E.10.01	10. Provide an up to date statement of planning proposals and policies which can secure sustainable economic growth, meeting housing need, and preserving/enhancing built and natural heritage	Submit the Proposed Midlothian Local Development Plan (MLDP) to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination	16/17: Complete Completed during Q2 Proposed Midlothian Local Development Plan (MLDP) submitted to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination Examination scheduled for completion in July 2017.	100%	When the MLDP has been submitted to the Scottish Government. The MLDP is the Council's spatial strategy and provides certainty to businesses and residents		Yes	⊘	Yes	16/17: On Target Proposed Midlothian Local Development Plan (MLDP) submitted to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination. Examination scheduled for completion in July 2017.	
					Confirm building grants in Gorebridge Conservation Area		100%	②	100%	16/17: On Target All building grants for Gorebridge CARS programme are now awarded and allocated.	
M.SG.C E.11.01	I.SG.C improve our historic c.11.01 buildings/ environment C	Implement the Gorebridge Conservation Area Scheme (CARS)	16/17: Complete All grants have been awarded.		Taking forward public realm improvements in the area adjacent to Newbyres Hall		100%	•	25%	16/17: Off Target Grant application submitted in December 2016 to the Scottish Government Borders Railway Blueprint fund for the "Gorebridge Connected" and further	

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu	Indicator Value	Indicator Progress	Future Model approaches
										information is required by Scottish Government. Further information is being supplied to meet necessary requirements. This public realm scheme is part of the Gorebridge Connected project.	
					Taking forward training, education and awareness raising programme with the local community		100%		100%	16/17: On Target Training, education and awareness raising progressing as per set programme.	
M.SG.C E.11.02	11. Protect and improve our historic buildings/ environment and town centres	Support and promote action to improve the viability, vitality and environmental quality of Penicuik Town Centre.	16/17: Complete A Conservation Area Regeneration Scheme and Town Heritage Initiative bid has been submitted to the Heritage Lottery Fund for consideration.	100%	Research the possibility of submitting a Penicuik Conservation Area Regeneration Scheme bid.		Yes		Yes	16/17: On Target	
M.SG.C E.11.03	11. Protect and improve our historic buildings/ environment and town centres	Build upon the setting up of the Penicuik Business Improvement District and support the implementation of activities	16/17: Complete Townscape Heritage Initiative and Conservation Area Regeneration Scheme bids submitted to support setting up of Business Improvement District.	100%	There is no Performance Indicator for this action						
M.SG.C E.11.04	11. Protect and improve our historic buildings/ environment and town centres	Bid for Penicuik Townscape Heritage Initiative status and funding, as well as Conservation Area Regeneration Scheme status and funding	16/17: Complete Townscape Heritage Initiative and Conservation Area Regeneration Scheme bids submitted 31.08.2016	100%	There is no Performance Indicator for this action						
M.SG.C E.11.05	11. Protect and improve our historic buildings/ environment and town centres	Secure the long term future of the Penicuik Town Hall building	16/17: Off Target Pathfinder Project funding for the town hall has been secured and work will commence in 2017 on that project. Work ongoing to secure the town hall's future.	50%	There is no Performance Indicator for this action						

Action Code	Priority	Action	Action update	Action Progress	Indicator	Baseline	Indicator Target	Statu s	Indicator Value	Indicator Progress	Future Model approaches
M.SG.C E.12.01	12. Recognise and help safeguard important biodiversity features in Midlothian that are not subject to international or national nature conservation designations	Develop and deliver the Midlothian Green Network	16/17: Complete Target to produce draft supplementary guidance in 2016/2017 is complete. Work on going to develop and deliver the Midlothian Green Network.	100%	Production draft supplementary guidance (SG) on Green Network; Delivery of components of a green network; Safeguarding the green green network through application of planning policy		Yes			16/17: On Target Draft supplementary guidance (SG) on Green Network has been produced. Components of the Midlothian Green Network are being secured and enhanced through the application of planning policy.	Capacity Building/Co- Production
M.SG.C E.12.02	12. Recognise and help safeguard important biodiversity features in Midlothian that are not subject to international or national nature conservation designations	Maintain the Midlothian Local Biodiversity Site System and take account of local biodiversity sites in the assessment of development proposals.	16/17: Complete Midlothian Local Biodiversity Site System has been maintained and the local biodiversity sites are taken into account, where relevant, in the assessment of development proposals.	100%	Where relevant biodiversity sites are considered in the assessment of planning applications		100%	>	100%	16/17 : On Target	

Adult, Social Care Annual Performance Report 2016-17



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 creation of a new Health and Care Partnership provides an opportunity to make significant change in how we deliver health and care services. We aim to achieve this ambitious vision by changing the emphasis of services; we are fully committed to the principles of reducing inequalities, promoting opportunities and eliminating discrimination in line with the Equality Act and Human Rights legislation.

Integration: Local management arrangements changed on 1st June 2016, with two joint Heads of Service with responsibility for Primary Care and Older People, and Adult Services. These posts now manage services across health and social care. Work is underway to review the management structure. Integration at a service level is progressing with nurses appointed to work in Newbyres Care Home, and plans for a Recovery Hub for mental health and substance misuse progressing well. Consultation on the 2017-18 Directions document has been issued to NHS Lothian and Midlothian Council. Work on refreshing the Strategic Plan is underway. A Workforce Plan and a Financial Strategy are being developed and a Risk Register has been completed. The IJB (Integrated Joint Board) continues to meet formally and through Development Sessions as does the Strategic Planning Group and Audit and Risk Committee. Video conferencing facilities have been implemented in care homes, and a training programme began in February with 170 attendances to date over four sessions, with the capacity to deliver multi-disciplinary training to care home staff.

Older People: A consultation event and launch of the Older People's strategy was held in November 2016. Follow up information and consultation events have commenced and others will be scheduled for September and October this year. Newbyres care home has introduced 24 specialist dementia beds in order to provide a long term, homely setting for people with a diagnosis of dementia who are no longer able to live independently in their own home or who have been delayed from leaving a hospital setting. There continues to be significant challenges within the care at home sector and these are being mitigated through the provision of management and quality assurance support directly from Midlothian Council staff. These pressures are, in the main, being driven by the availability of carers to deliver the service and there is work underway to develop a robust recruitment campaign to promote caring as a career. There is also a further procurement process underway to introduce greater flexibility in to the delivery of care services across Midlothian and this will be in place from Q3 2017. An independent review of Midlothian's participation in the national testing of Alzheimer Scotland 8 Pillars model for people with dementia has commented that Midlothian perhaps has an ideal model whilst recognising the challenges of establishing an effective, fully integrated team. A multi-agency dementia steering group has been established to develop a 3 year dementia action plan. Outcomes focused performance monitoring frameworks are being introduced and agreed with community services within the third sector. The aim of this monitoring is to enable efficiencies by identifying opportunities for improved partnership projects. The Grassy Riggs project in Woodburn has opened and features a daily drop-in cafe for older people living in the Dalkeith/Woodburn area who are at risk from the adverse effects of social isolation and loneliness.

Learning Disabilities: The 12 houses for people with complex care needs in addition to their learning disability will be complete by the end of May 2017, after which people will start to move in on a phased basis. The Richmond Fellowship for Scotland have been appointed as the care provider. The project provides an opportunity to enhance local skills in the support of people with a learning disability and complex needs to live in local communities. One flat will be designated as a Place of Safety to prevent hospital admission. The day service review is drawing to a conclusion. The review will provide: a better understanding of whether we are providing the right day services, to the right people, in the right place, at the right time to achieve positive outcomes and best value; a better understanding of whether service is fair and equitable for all; a service model that delivers positive outcomes for service users in a creative and cost effective manner. Two Trumpets, The Midlothian Autism Strategy has been completed and its implementation is being overseen by the Midlothian Autism Strategy Group.

Physical Disabilities and Sensory Impairment: Big Lottery funding bid was unsuccessful but closer links formed with the Lifelong Learning and Employability Team, to ensure appropriate focus is given to those with physical disabilities who require support into or to continue in employment. Work is also continuing on all actions identified within the Physical Disability Action Plan, the area of improved communication in particular proving successful through the excellent, informative newsletters being published by ForwardMid. The training of volunteers by Audiology has been delayed due to staff shortages, but this will start on 4th May. The creation of an adult audiology clinic at the community hospital has had similar delays, but is still firmly on the agenda. Sensory impairment awareness training continues to be rolled out with particular focus on Midlothian Council care homes and care at home staff. The National British Sign Language Plan has been put out for consultation. Once finalised, Midlothian Council will be required to create a local plan, preparation for which is already underway through the work being done locally through the See Hear Strategy.

Long Term Conditions: MERRIT (Midlothian Enhanced Rapid Response and Intervention Team) now has an Advanced Practitioner Physiotherapist (APP), in post, who has started seeing people living in Midlothian with respiratory problems and is developing our Community Respiratory Service for people living with chronic obstructive pulmonary disease across Midlothian. Referrals are coming from the Respiratory Multi Disciplinary Team from the Royal Infirmary and Western General Hospitals, MERRIT and GP's. The APP will also provide support, education and training to increase the knowledge and experience of other physiotherapists working in Midlothian. An Anticipatory Care Nurse will be recruited to work with the APP from a case management perspective to support people to manage their condition and to refer/link people in to other community services as required.

Self Directed Support: Work is continuing to embed Self Directed Support into a 'business as usual' activity. Some development work has been delayed due to resourcing constraints and a need to prioritise operational activities. Ongoing service development is however taking into consideration requirements of Self Directed Support.

Substance Misuse: A Midlothian Core Group comprising of key stakeholders made a number of recommendations as to how the proposed 23% savings should be achieved. The Core Group's recommendations were approved by the MELDAP (Mid and East Lothian Drugs and Alcohol Partnership) Strategic Group at its January 2017 meeting.

Mental Health: Mental Health Access Points were launched in two locations in Midlothian in August and already the service is at full capacity. Staff at the Access Points guide people to access the support they need to increase their mental wellbeing; reducing low mood and feelings of stress; increasing confidence; and self-esteem. Staff help people to decide what support will work best for them, this includes psychological therapies. Around half of those who have attended have been offered assessment for psychological therapies. The House of Care Wellbeing project was originally based at Newbattle Health Centre but has been expanded to another seven health centres throughout Midlothian. The Community Health Inequalities Team continues to offer physical health checks to people with mental health issues in several locations throughout Midlothian.

Criminal Justice – The new structure for Community Justice came into being on 31st March 2017 and local partnerships will now report to the national body, Community Justice Scotland. The Chief Executive of Community Justice Scotland spoke at the Community Safety and Justice Partnership Board meeting on 14th March and set out her vision for Community Justice in Scotland. This was generally well received and there was a lengthy discussion after the talk. The Community Justice Outcomes Improvement Plan was sent to Community Justice Scotland at the end of March and the plan is now on the Council's website. Over the next three years all partners will have to work closely together towards the objectives outlined in the plan.

Emerging Challenges and Risks

Funding Pressures: There is a continuing requirement to seek major efficiencies despite the growing demand, particularly in relation to older people and those with complex needs. The service was overspent primarily as a result of some very high care packages and work is being undertaken to find more cost effective ways of providing care. The move towards an integrated budget through the establishment of the Integration Joint Board provides an opportunity to make better use of collective resources.

Capacity and Quality of Services; The ongoing shortfall in care at home capacity has been difficult to manage and has had a knock-on impact on the Reablement Service as the limited capacity of external providers has impacted the ability to move people following their period of reablement. The longer term viability of services in both care homes and care at home services requires a long term approach to workforce planning and the promotion of social care as a career, and this work is being undertaken on a multi-agency basis involving NHS Lothian and the Third Sector. A specific development has been the establishment of a Health and Care Academy. The decision to fund the Living Wage in the care sector also provides an opportunity to create a more sustainable and stable workforce.

Adult, Social Care Performance Indicator Summary

Outcomes and Customer Feedback

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
, nong		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
	Number of complaints received (cumulative)	20	10	18	N/A	38		16/17 : Data Only	16/17 : Data Only			
	Average time in working days to										Number of complaints complete at Stage 1	17
	respond to complaints at stage	0.01	0.26	1.09	N/A	0.11		16:17 : On Target	•	5	Number of working days for Stage 1 complaints completed on target	2
	Average time in working days to respond to complaints at stage 2										Number of complaints complete at Stage 2	19
01. Provide an efficient complaints service		N/A	56	54.5	N/A	4.42		16:17 : On Target		20	Number of working days for Stage 2 complaints to be Completed	84
osi vico	Percentage of										Number of complaints complete at Stage 1	17
	complaints at stage	100%	100%	66%	N/A	17.65 %		16:17: Off Target A Council wide review to raise awareness and understanding for staff and therefore	•	95%	Number of complaints at stage 1 responded to within 5 working days	3
	Percentage of							improve performance is planned for 2017/18			Number of complaints complete at Stage 2	19
	annulainta at ataga	N/A	0%	50%	N/A	52.63 %			1	95%	Number of complaints at stage 2 responded to within 40 working days	10

Making the Best Use of our Resources

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	2016/17				Annu al Targe	Feeder Data	Value
y		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
02. Manage budget effectively	Performance against revenue budget	£ 37.23 4 m	£ 39.14 1 m	£ 40.01 5 m	£ 40.12 2 m			16/17: Performance against budget will be reported to the Council in June				
03. Manage	Average number of working days lost										Number of days lost (cumulative)	5,451.4 1
stress and absence	due to sickness absence (cumulative)	12.73	3.36	6.45	9.25	11.61		16/17 : On Target		11.87	Average number of FTE in service (year to date)	469.73

Corporate Health

Priority	2015/ 16 2016/ 2016/ 2016/ 2016/ 2016/17 17 17 2016/17			Annu al Targe	Feeder Data	Value						
1 Homey	maioator	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17	r couci Bulu	Value
04. Complete all	% of service priorities on target /	75 76	90.05	90 0E	05 71	80.95		16/17: Off Target 34 out of 42 actions on target. Detail of			Number of service & corporate priority actions	42
service priorities	completed, of the total number	%	%	%	%	%		corrective action contained within body of report.		90%	Number of service & corporate priority actions on tgt/completed	34
								16/17: Off Target Changes to the			Number received (cumulative)	14,047
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	92%	91%	93%	90%	89%		Living Wage and Sleepover rates continue to contribute to processing delays. New process being developed to ensure faster processing.	.	97%	Number paid within 30 days (cumulative)	12,571
								16/17: Off Target 10 out of 15			Number of PI's on tgt/ tgt achieved	10
06. Improve PI performance	% of PIs that are on target/ have reached their target.	64%	71.43 %	70%	71%	66.67 %		indicators on target. Corrective action contained within body of the report. There are a further 27 measures included for information only.		90%	Number of PI's	15
07. Control risk	% of high risks that have been reviewed in the last	100%	100%	100%	100%	100%		16/17: On Target	_	100%	Number of high risks reviewed in the last quarter	2
re	quarter										Number of high risks	2

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	2016/ 2016/ 2016/17				Annu al Targe	Feeder Data	Value		
		Value Value Value Value Statu Note		Short Trend	2016/ 17							
	% of							16/17: Off Target			Number of on target actions	0
08. Implement improvement plans	internal/external audit actions progressing on target.	0%		97.37 %	14.81 %	0%		15 audit actions completed during Q4, with a further 12 remaining outstanding.	_	90%	Number of outstanding actions	12

Adult, Social Care Action report



Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.S.01.01		The Adults & Social Care Service will participate in and contribute to the area targeting projects	31-Mar- 2017	3	70%	16/17: Off Target Strategic Group has reconvened, with focus on small groups and partnership approaches so far.
ASC.S.01.02	01. Health Inequalities	Social care staff will be trained on inequalities and poverty	31-Mar- 2017	Ø	100%	16/17: Complete Training sessions on health inequalities delivered to the Community Planning Partnership, GPs and practice staff, Health and Social Care staff, and the third sector, with an accumulative total of 233 participants. Training included health inequalities, health literacy and good conversations. Upwards of 85% said the training would benefit their practice.
ASC.S.01.03		The Social Care Service will establish links with new local services e.g. Community Health Inequalities Team and the Thistle Project	31-Mar- 2017	Ø	100%	16/17: Complete Links to Criminal Justice (Spring) and other services established.
ASC.S.02.01		Reduce the waiting times for occupational therapy and social work services	31-Mar- 2017	Ø	100%	16/17: Complete Significant improvements made in numbers and length of wait. Demographic pressures mean that this remains a challenge.
ASC.S.02.02		Address the lack of capacity to undertake care package reviews	31-Mar- 2017	②	100%	16/17: Complete Review Team up and running, and a clear plan in place to address this ongoing work.
	02. Review the model of care management	Strengthen joint working with health colleagues	31-Mar- 2017	(3)	75%	16/17: Off Target Management review across Health and Social Care currently underway, and progress will continue once this is complete.
ASC.S.02.04	care management	Social Care staff will have more involvement in anticipatory care planning	31-Mar- 2017	Ø	100%	16/17: Complete Work continues with Health colleagues to improve anticipatory care planning.
ASC.S.02.05		Fully implement the uptake of Self Directed Support	31-Mar- 2017	Ø	100%	16/17: Complete There will be a requirement for ongoing work to continue to develop Self Directed Support approaches. This will be progressed through ongoing improvement.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.S.03.01	03. Supporting service users through the use of technology	Introduce community frailty assessments	31-Mar- 2017	②	100%	16/17: Complete This has shifted from a self assessment to a post-hoc assessment during routine GP interaction as part of a primary care plan.
ASC.S.04.01		Continue to work with voluntary organisations to seek to identify hidden carers	31-Mar- 2017		100%	16/17: Complete Carers Action Midlothian review in progress. Seeking to try new initiatives to attract wider involvement. Carer identification remains a key issue in the new strategy.
ASC.S.04.02	04. Carers	Review the carer assessment process in light of new legislation	31-Mar- 2017	Ø	100%	16/17: Complete Awaiting guidance from Scottish Government necessary to inform direction. Selected for pilot work in preparation for the new Act during 2017/18.
ASC.S.04.03		Develop a more structured and comprehensive approach to the provision of emergency planning for carers	31-Mar- 2017	Ø	100%	16/17: Complete This remains a priority for continuous development, and will be included in the new carer strategy.
ASC.S.05.01	05. Older People	Develop and expand the MERRIT service to provide increased support and enable quicker discharge from hospital	31-Mar- 2017		100%	Advanced Practitioner Physiotherapist (APP) started and is taking referrals from Respiratory Multi-Disciplinary Team (MDT) in the Royal Infirmary and has been added to the MDT group who meet at the Western General Hospital. Referrals are also generated via MERRIT (Midlothian Enhanced Rapid Response and Intervention Team) and GP's. The APP will be instrumental in providing support and education to the other Physiotherapists in the team and provide education to the wider MERRIT team including our Care Support Workers. Anticipatory Care Nurse to support the APP and MERRIT is in the process of being recruited. Recruitment is taking place for 2 nurses to join Hospital at Home Team to enable an increase in the 'virtual ward'. Care Support Workers have been recruited and should start within the next 4-6 weeks. One post has been readvertised.
ASC.S.05.02		Increase the range of intermediate care options within the community	31-Mar- 2017	②	100%	16/17: Complete
ASC.S.05.03		Expand the 7 day working capacity of the Hospital at Home Team to manage 10 people at any one time	31-Mar- 2017	Ø	100%	16/17: Complete Hospital at Home nurses working 7 days per week.
ASC.S.05.04		Develop a business case for the re-provision of Highbank care home to become a purpose built intermediate care home	31-Mar- 2017	Ø	100%	16/17: Complete
ASC.S.05.05		Develop Inreach Hospital Discharge Team with a focus on identifying the readmission rates and reasons with the Hospital Inreach Nurse	31-Mar- 2017	Ø	100%	16/17: Complete

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
ASC.S.05.06		Implement the Falls Strategy	31-Mar- 2017	Ø	100%	16/17: Complete
ASC.S.05.07	05. Older People	Development of the Joint Dementia Service to manage crisis referrals for people with dementia and their families	31-Mar- 2017		100%	16/17: Complete Duty trial fully operational. Successfully accepting referrals via Duty and Internal. Two Duty Workers work 0.5 week each. (Backup cover for leave and absence continues to be provided by Duty). Able to successfully offer timely response to identified urgent needs and concerns. Duty response has encompassed range of interventions including care at home, respite, permanent care arrangements. Interim review of pilot ongoing. To be more fully reviewed June 2017. Important to ensure service maintains right balance between demands of duty work and routine/continuing complex casework.
ASC.S.05.08		Develop Day Support services to older people focussing on community hubs and a day support referral panel	31-Mar- 2017		100%	16/17: Complete
ASC.S.05.09		Reprovision Gore Avenue extra care housing	31-Dec- 2017	3	15%	16/17: Off Target Invitations to tender expected to be publicised by the end of April. Provisional completion date of 2020.
ASC.S.05.10		Increase support to all care homes through a Care Home Nurse Advisor	31-Mar- 2017	②	100%	16/17: Complete
ASC.S.06.01		Improve access to early intervention including through Gateway Services	31-Mar- 2017	②	100%	16/17: Complete Improved numbers in Penicuik means both services running at full capacity
ASC.S.06.02		Address the physical health needs by providing drop in sessions in the community hospital.	31-Mar- 2017		100%	16/17: Complete
ASC.S.06.03	06. Adults - Mental Health	Address the physical health needs through the Community Inequalities Team	31-Mar- 2017	②	100%	The Complete The Community Health Inequalities Team continues to offer a service to adults in homeless accommodation, women involved with Spring Project, people with mental health and/or substance misuse issues and people in other settings/other groups.
ASC.S.06.04		Strengthen self-management through peer support and House of Care services	31-Mar- 2017	8	90%	House of Care expanded in December 2016 and working well. Peer support element not yet operational, but work is underway.
ASC.S.07.01	7. Adults - Learning Disability	Develop and implement 12 new homes specifically to meet the housing needs for people with complex learning disabilities	31-Mar- 2017	Ø	100%	16/17: Complete Building due to be handed over mid May, with individuals due to move in.
ASC.S.07.02		Seek to invest in the development of a service to support families and paid care staff working with people with challenging behaviour	31-Mar- 2017	②	100%	16/17: Complete Work underway with NHS Lothian colleagues to develop local responses to challenging behaviour.

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
ASC.S.08.01		Reshape local services following reduction in funding	31-Mar- 2017	Ø	100%	16/17: Complete The Strategic Group approved the Midlothian Core Group's recommendations and letters outlining the reduction in funding for 2017-18 were sent to services.
ASC.S.08.02	08. Adults substance misuse	Shift our use of resources to services which support recovery including peer support such as the Recovery Cafe and Health Centre pilot work	31-Mar- 2017		100%	Post treatment services funding reductions were kept to a minimum with funding from one vacancy used to appoint a 0.5 WTE (Whole Time Equivalent) dedicated worker for the Horizons Recovery Cafe. The final report on establishing a Midlothian and East Lothian recovery network (Recovery Connections) was delivered to the Strategic Group at its April meeting. The group agreed to continue providing support to the fledgling recovery network.
ASC.S.09.01		Continue and expand the SPRING service provision in line with funding	31-Mar- 2017	②	100%	16/17: Complete Sustainability Plan now developed and in place.
ASC.S.09.02	09. Adults - Offenders	The new service to be provided by the Communities Health Inequalities Team will include specific targeting of people who have offended	31-Mar- 2017	②	100%	16/17: Complete
ASC.S.09.03		Extend Multi-Agency arrangements to include violent offenders	31-Mar- 2017	②	100%	16/17: Complete Processes in place and ready to be implemented if necessary.
ASC.S.10.01		Lifestyle management work will be progressed with the Thistle Project to support the House of Care	31-Mar- 2017	Ø	100%	16/17: Complete Wellbeing service now operational in 8 GP practices.
ASC.S.10.02		Lifestyle management work will be progressed with the Communities Health Inequalities project to support the House of Care	31-Mar- 2017		100%	16/17: Complete Community Health Inequalities Team continuing to work with homelessness and other local services.
ASC.S.10.03	10. Adults with long term	OT provided lifestyle management work will be progressed to support the House of Care	31-Mar- 2017	3	90%	16/17: Off Target Occupational therapy lifestyle management work now a part of Wellbeing Service Groups re-established in January 2017.
	conditions, disability and sensory impairment	Implementation of a new service funded by MacMillan to support individuals following cancer treatment to address lifestyle issues including employment, exercise, diet, counselling and social activities	31-Mar- 2017	O	100%	16/17: Complete
ASC.S.10.05	= E S	Evaluate the need and most appropriate service response to the needs of people under 65yrs, learning from the experience of such facilities in Highbank for older people.	30-Apr- 2017	Ø	100%	16/17: Complete Addressed by Fair Access Policy and review of respite and day services.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.S.10.06		Coordinate the production of clear information on the availability and suitability of taxis available in Midlothian	30-Apr- 2017	8	15%	16/17: Off Target Progress stalled, due to capacity issues, but work will continue in 17/18.
ASC.S.10.07		Coordinate the development and promotion of a resource pack to inform and support employers to recruit people with disabilities	31-Mar- 2017	8	30%	16/17: Off Target Meetings scheduled early in quarter 1 17/18 to ensure progress continues.
			30-Apr- 2017	3	75%	16/17: Off Target Volunteers recruited, training dates set, to be provided by Audiology.
ASC.S.10.09		Arrange and deliver training to all health and social care staff working with NHS Lothian partners to ensure the implementation of a system to flag up sensory impairment on medical records	30-Apr- 2017	②	100%	16/17: Complete Now being picked up and feeding into NHS workflows to ensure this continues.

Adult, Social Care Performance Indicator Report



Service Priority Performance Indicators

PI Code	Driority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Prode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Denominark
ASC.S.01.02a	01. Health Inequalities	Increase the number of staff trained in inequalities & poverty		85	123	147	233		•	16/17: Data Only		
ASC.S.02.01b		Average waiting time for social work services	New for 16/17	19 weeks	22 weeks	25 weeks	13 weeks		•	16/17: Off Target Significant improvements made in numbers and length of wait. Demographic pressures mean that this remains a challenge.	6 weeks	
ASC.S.02.05a	02. Review the model of care management	Improved reported outcomes by service users	87.57%	87.8%	86.4%	87.73%	86.6%		•	16/17: On Target Reviews include nine outcomes focussed questions. Since not all questions are asked at each review, this measures the proportion of people who responded positively to at least 66% of the questions they were asked. 323 out of 373 people responded positively to at least 66% of the outcomes focussed questions they were asked.	75%	
ASC.S.02.05c	02. Review the model of care management	Increase the % of people who said that the care and support they received had a positive impact on their quality of life	89%	89%	89%	89%	89%	>		16/17: On Target Responses over four user survey (2015) questions were averaged. These questions were that social work services have helped them in the following ways: a. "to feel safer" (93%); b. "to lead a more independent life" (96%); c. "to feel part of my community" (82%); d. "feel healthy" (83%).	85%	

PI Code	Deiositu	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Donahmank
Pi Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
										Results have been calculated by excluding the "neither agree nor disagree" response to ensure consistency with previous reporting. Current survey was carried out during Q4 and is in the process of being analysed.		
ASC.S.02.05d	02. Review the model of care management	Increase the % of people who feel they are participating more in activities of their choice	88.24%	90.48%	90.48%	90.48%	90.48%		•	16/17: On Target Responses over four user survey (2015) questions were averaged. These questions were that social work services have helped them in the following ways: a. "to feel safer" (93%); b. "to lead a more independent life" (96%); c. "to feel part of my community" (82%); d. "feel healthy" (83%). Results have been calculated by excluding the "neither agree nor disagree" response to ensure consistency with previous reporting. Current survey was carried out during Q4 and is in the process of being analysed.	75%	
ASC.S.02.05e		The proportion of people choosing SDS option 1	5.1%	5.4%	5.9%	5.9%	6.02%		•	16/17: Data Only There is no target for self directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. This refers to 135 out of 2,241 individuals choosing option 1, and includes those under the age of 18.		

PI Code	Deinsite	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Donahmank
Pi Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
ASC.S.02.05f		The proportion of people choosing SDS option 2	5.2%	4.8%	4.5%	4.9%	4.73%		.	16/17: Data Only There is no target for self directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. This refers to 106 out of 2,241 individuals choosing option 2, and includes those under the age of 18.		
ASC.S.02.05g	02. Review the model of care management	The proportion of people choosing SDS option 3	97.2%	93.2%	93.3%	93.2%	93.35%			16/17: Data Only There is no target for self directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. This refers to 2,092 out of 2,241 individuals choosing option 3, and includes those under the age of 18.		
ASC.S.02.05h		The proportion of people choosing SDS option 4	7.4%	4%	3.7%	4%	4.11%		•	16/17: Data Only There is no target for self directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. This includes those under the age of 18. As option 4 refers to individuals who choose more than one option, these service users are also included in at least two of the first three options. This figure equates to 92 out of 2,241 individuals.		

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
FICOde	Pholity	P1	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Delicilliaik
BS.ASC.S.02. 05b	02. Review the model of care management	Increase the percentage of people who say they are able to look after their health or who say they are as well as they can be	83%	83%	83%	83%	83%			16/17: On Target Information from the annual user survey 2015 reported that 82 out of 99 (83%) of clients (who expressed an opinion) agreed with the statement "Services have helped me feel healthy". Results have been calculated by excluding the "neither agree nor disagree" response to ensure consistency with previous reporting. Current survey was carried out during Q4 and is in the process of being analysed.		
ASC.S.04.02a	04. Carers	Increase the number of people receiving an assessment of their care needs (Carer Conversations)	126	33	66	84	111		•	16/17: Off Target Investigation required to determine reasons for drop in numbers of carer conversations, and also to establish whether target set was appropriate.	138	
ASC.S.04.02b		The ratio of workflow which is a Carer's Conversation	New for 16/17	4.23%	4.5%	4.07%	3.92%		•	16/17: Data Only Workflow in this measure refers to assessments, reviews and carer's conversations completed during April 2016- March 2017.		
ASC.S.05.01a	05. Older People	Increase the proportion of MERRIT callouts which result in a fall assessment	23.57%	38%	36.96%	50.35%	37.98%	②	•	16/17: On Target This relates to 1,432 out of 3,770 callouts.	30%	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
FI Code	Filolity	F1	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Deficilitate
ASC.S.05.02a		Increase the percentage of Intermediate Care at Home clients who returned home with no package of care	4%	N/A	0%	1.03%	0.75%		•	16/17: Off Target Whilst the instances of individuals returning home with no package of care has decreased, clients leaving Highbank typically have complex needs and the packages of care put in place allows them to return home instead of being admitted to a care home.	5%	Baseline 8.7% 2014/15
ASC.S.05.02b		Decrease the percentage of Intermediate Care at Home Clients who were admitted to a care home	15%	N/A	0%	11.3%	14.29%		•	16/17: Data Only		Baseline of 15.2% identified at end of 14/15.
ASC.S.05.02c	05. Older People	Decrease the percentage of Intermediate Care at Home Clients who returned to hospital	11.9%	0%	0%	21.6%	11.3%		•	16/17: On Target This relates to 15 out of 133 admissions to intermediate care.	15%	Baseline of 39% identified at end of 14/15.
ASC.S.05.05a		Reduce the rate of per 1,000 population emergency admissions for people aged 75+	44.96	354	346	324	314		.	16/17 : Data Only		
ASC.S.05.05b		Reduce the number of patients delayed in hospital for more than 72 hours at census date	1	7	9	17	20		•	16/17:Data Only Whilst there were twenty patients delayed for more that 72 hours at census date, 72 hours is a target to be implemented in approximately three years, and is included in reporting structures in preparation for this.		

PI Code	Deiositus	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Prode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	benchmark
ASC.S.05.08a		Increase the number of older people attending day centres	New for 16/17	279	203	196	182		•	16/17: Data Only. Woodburn Day Centre has closed, with some users relocating to Highbank, and others using the new Grassy Riggs Centre to access more day opportunities within the community, rather than a traditional day centre setting.		
BS.ASC.S.05. 01b	05. Older People	Decrease the percentage of falls which result in a hospital admission for clients aged 65+	4.79%	1.19%	4.07%	4.63%	5.03%		•	16/17: On Target This refers to 72 out of 1,432 falls.	10%	
BS.ASC.S.05. 05c		Maintain at zero the number of patients delayed in hospital for more than 2 weeks at census date	1	2	17	11	11		•	16/17: Off Target The current performance is a reflection of the challenges within care at home services in Midlothian and work is underway to address these issues. To ensure patients are in a more suitable environment, the focus has been to reduce the number of delays within acute settings by maximising the use of Midlothian Community Hospital.	0	
ASC.S.08.02a	08. Adults substance misuse	Increase the number of people accessing peer support services		44	N/A	N/A	59		•	16/17 : Data Only		
ASC.S.09.01a		Numbers accessing SPRING service	New for	13	15	17	42		•	16/17: Data Only 42 people engaging beyond initial meeting.		
ASC.S.09.03a	09. Adults - Offenders	Monitor the number of violent offenders with MAPPA involvement	16/17	0	0	0	0		?	16/17 : Data Only		

DI Codo	Code Priority PI		2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Fi Code	Filolity	FI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Delicilliaik
ASC.S.10.04a		The number of people attending the Transforming Care after Treatment drop in centre in Lasswade		5	13	17	27		•	16/17: Data Only		
	term conditions,	The number of people receiving an holistic needs assessment	New for 16/17	9	10	14	24			16/17: Data Only It is worth noting that in the period January - March the service saw a 43% increase in referrals since opening in June.		
ASC.S.10.09a		Number of people receiving training		85	123	147	233		•	16/17 : Data Only		

Balanced Scorecard Indicators

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
		Value	Value	Value	Value	Value	Target	Status	Note
BS.ASC.01	Number of carers who feel valued and supported to continue in their role	55%	55%	55%	55%	55%	85%		In the 2015 Carer Survey 57 out of 105 carers responded positively to the question "I feel valued and supported as a carer". In 2015 the survey was also distributed by Alzheimer Scotland, Woodburn and St David's Day Centres in order to reach more carers. As part of internal processes Carers Conversations also take place, and these contain a number of outcomes based questions which include questions about carer satisfaction. Current survey is currently being carried out.
BS.ASC.02	Maximise the no. of people accessing short breaks	827	N/A	546	603	700	Data only		16/17: Data Only
BS.ASC.03	Percentage of people who say that have a say in the way their care is provided	78%	78%	78%	78%	78%	78%		Information from the 2015 user survey showed that 94 out of 120 respondents who expressed an opinion stated that they agreed with the question "I have been given choices about the type of service I receive". Responses included in this are Strongly Agree; Agree; Disagree; Strongly Disagree. It does not include the response Neither Agree Nor Disagree, consistent with previous calculations. Current survey currently being analysed.

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
		Value	Value	Value	Value	Value	Target	Status	Note
BS.ASC.04	Number of clients with new post diagnostic support	46	N/A	100	100	200	Data only		16/17: Data Only This breaks down as 57 through Alzheimer Scotland and 143 through nurse led clinic.
BS.ASC.05	Reduce the number of emergency admissions for people aged 75+	3,876	2,327	2,273	2,226	2,257	Data only		16/17: Data Only
BS.ASC.06	Number of women offenders from Midlothian who engage with support services	New for 16/17	N/A	9	9	9	Data only	<u>~</u>	16/17 : Data Only
BS.ASC.07	% of satisfactory complete Community Payback Orders	New for 16/17	73%	82.6%	91.72%	78.7%	80%		16/17: Off Target Whilst the final completion rate falls below the target set, the shortfall is not sufficient to cause concern within the service.
BS.ASC.S.0 2.05b	Increase the percentage of people who say they are able to look after their health or who say they are as well as they can be	83%	83%	83%	83%	83%	83%	②	16/17: On Target Information from the annual user survey 2015 reported that 82 out of 99 (83%) of clients (who expressed an opinion) agreed with the statement "Services have helped me feel healthy". Results have been calculated by excluding the "neither agree nor disagree" response to ensure consistency with previous reporting. Current survey was carried out during Q4 and is in the process of being analysed.
BS.ASC.S.0 5.01b	Decrease the percentage of falls which result in a hospital admission for clients aged 65+	4.79%	1.19%	4.07%	4.63%	5.03%	10%	②	16/17: On Target This refers to 72 out of 1,432 falls.
BS.ASC.S.0 5.05c	Maintain at zero the number of patients delayed in hospital for more than 2 weeks at census date	1	2	17	11	11	0	•	16/17: Off Target The current performance is a reflection of the challenges within care at home services in Midlothian and work is underway to address these issues. To ensure patients are in a more suitable environment, the focus has been to reduce the number of delays within acute settings by maximising the use of Midlothian Community Hospital.
M.AHC.ASC. 01.01a	Number of Health & Social Care staff who have participated in face to face or on-line training (in health inequalities)	New for 16/17	Annual Meas	ure		193	Data only	2	16/17: Data Only 6 Bite Size Sessions with 76 attendees. Three Good Conversation Programmes with 39 learners. H2 figures totals 115.

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
		Value	Value	Value	Value	Value	Target	Status	Note
M.AHC.ASC. 05.01a	The number of service users/patients supported through Community Health and Inequalities Team	New for 16/17	Annual Meas	ure		3,736	Data only		16/17: Data Only Cafes/Day Centres - 65 Volunteer Midlothian - 308 Alzheimer's Scotland - 120 VOCAL (Voices of Carers Across Lothian) - 949 British Red Cross - 325 Local Area Coordinators - 100 Assisted Discharge - 19
M.AHC.ASC. 08.01a	Number of Health & Social Care staff who have participated in face to face or on-line training	New for 16/17	Annual Meas	ure		0	Data only		16/17: Data Only Universal Credit live service commenced in Midlothian from 22/3/17. Welfare Reform Awareness Training to be rolled out 2017/18.
M.IOM.ASC. 05.01a	Offer immediate mental health assessments through the new Gateway pilot project. Run 2 sessions a week across Midlothian and provide 200 mental health assessments in 2016/17	New for 16/17	Annual Meas	Annual Measure		395	200	>	16/17: On Target
SW1	Older Persons Home Care Costs per Hour (Over 65) (LGBF)	£25.90	Annual Meas	ure		N/A	N/A		
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+(LGBF)	3.85%	Annual Meas	ure		N/A	N/A		
SW3	Percentage of service users 65+ with intensive needs receiving care at home. (LGBF)	37%	Annual Meas	ure		N/A	N/A	*	The Local Government Benchmarking Framework data for 2016/17 will be published in January 2018.
SW4	Percentage of adults satisfied with social care and social work services (LGBF)	37%	Annual Meas	ure		N/A	N/A		
SW5	The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)	£392.00	Annual Meas	ure		N/A	N/A		

Published Local Government Benchmarking Framework Adult, Social Care



LGBF Category - Adult, Social Care

			1	1	1	1	1	
Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	1 ille	Value	Value	Value	Value	Value	Value	External Companson
SW1	Older Persons Home Care Costs per Hour (Over 65) (LGBF)	£16.23	£16.98	£12.46	£23.81	£28.22	£25.90	15/16 Rank 23 (Third Quartile). 14/15 Rank 30 (Bottom Quartile).
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+(LGBF)	2.76%	2.18%	2.39%	2.73%	2.62%	3.85%	15/16 Rank 15 (Second Quartile). 14/15 Rank 18 (Third Quartile).
SW3	Percentage of service users 65+ with intensive needs receiving care at home. (LGBF)	36.3%	38.4%	53.6%	38.8%	30.72%	37%	15/16 Rank 12 (Second Quartile). 14/15 Rank 22 (Third Quartile).
SW4	Percentage of adults satisfied with social care and social work services (LGBF)	51.7%		57%	42%	43%	37%	15/16 Rank 31 (Bottom Quartile). 14/15 Rank 29 (Bottom Quartile).
SW4a	Percentage of adults receiving any care or support who rate it as excellent or good. (LGBF)		-			82%	73%	15/16 Rank 32 (Bottom Quartile) 14/15 Rank 28 (Bottom Quartile)
SW4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. (LGBF)	New measur	es for 2014/15	5		86%	86%	15/16 Rank 15 (Second Quartile) 14/15 Rank 12 (Second Quartile)
SW5	The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)	£351.30	£382.20	£390.84	£392.51	£377.86	£392.00	15/16 Rank 22 (Third Quartile). 14/15 Rank 14 (Second Quartile).

Customer and Housing Services Annual Performance Report 2016/17



Progress in delivery of strategic outcomes

Customer and Housing Services

In adopting a Transformation approach, we have become more efficient and at the same time we have delivered changes resulting in improvements to 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 and better outcomes through Customer & Housing Services

We understand that customer expectations are changing so we need to ensure that that the homes people live in and the services they receive meet their needs and aspirations as well as making sure they are also fit for our customers of the future.

We set standards which reflect the needs, expectations and rights of our service users and the general public. We outline these standards in the Service Plan, which are set at a challenging level and are reviewed each year.

Housing Services: Social Rented Housing is provided and maintained through the Housing Revenue Account funding, with the needs of the service met from the rent collected. The demand for social housing has resulted in the Council's Social Housing Programme of new build properties continuing to increase the housing stock. Houses are allocated to meet assessed need detailed in the **Housing Allocation Policy** to ensure that the most appropriate use is made of available properties. Managing our tenancies and contributing to the effective management of multi-tenure estates.

Community Safety Team: The Community Safety Team takes a lead role in the Community Safety & Justice Partnership. The team adopts a balanced approach to tackling community safety and anti- social behaviour issues, taking action against perpetrators of anti-social behaviour (ASB), including not only enforcement but also prevention, early intervention and support measures by Community Safety Officers to ensure Midlothian is a safe place to live, work and visit.

Also included is the Midlothian Community Mediation service that is offered free to all residents of Midlothian. Community Mediation is a positive and informal way for neighbours to find practical solutions to their problems. This service has recently expanded its remit to include a wider range of mediation, including family and employee mediation.

Community Safety and Justice Partnership.

The Midlothian Community Safety & Justice Strategy sets out how the partnership will utilise systematic and collaborative approaches to ensure Midlothian is a safe place to live. **The Community Justice Outcomes**Improvement Plan sets out how the Partnership aims to reduce offending and re-offending. The Community Safety & Justice Partnership structure has been developed to maximise the effect of partnership working in reducing re-offending.

Housing Planning & Performance: The Housing Planning & Performance Team manage the Performance Management Framework for all the Customer & Housing Services which contains a range of performance indicators with improvement targets, and participate in national benchmarking networks. The team also develop the MidlothianStrategic Housing Investment Plan, which informs the Scottish Government's Affordable Housing Investment Programme (AHIP), to support the delivery of affordable housing development. However, other funding streams which seek to support Local Housing Strategy priorities for affordable housing or compliment the AHIP resources are also detailed.

The **Local Housing Strategy** is submitted to the Scottish Government on a five year basis and sets out the Council's housing plans for developing, improving and managing the housing stock over that period. It includes a Needs & Demand analysis to ensure the mainstream provision and also particular needs of vulnerable groups including homeless, young people leaving care, older people and people with disabilities or support needs are met, as well as those of existing tenants and families.

Revenues Services: Comprises services for the development, operation and collection of local taxation through Council Tax, Housing Benefit and Council Tax Reduction. Also the administration of Scottish Welfare Fund (Crisis Grants and Community Care Grants); administration and collection of Housing Rents, of Non- Domestic Rate and of Accounts Receivable and administration of the delegated Welfare Reform services, to ensure processes across all revenue service and transactional activities are maximising income to the Council.

Customer Services: The Customer Service Strategy defines the key drivers that will enable Midlothian Council to deliver 'customer service excellence' to our communities. It outlines the commitment to provide choice to the customer in the way services are accessed and provided. This includes innovation, partnership working and optimising the use of technology within resource constraints. The Strategy will help us to change the way we deliver services utilising the latest technologies and linking to national frameworks.

2016/17 Progress

Housing: The Strategic Housing Investment Plan (SHIP) was submitted to the Scottish Government following Council approval, identifying sites for future development of affordable housing and allocation of resources. The SHIP indicates a requirement to increase the supply of affordable housing in all areas of Midlothian in order to meet a growing number of households who have a housing need as the private rented sector and owner occupied sectors will not be affordable as housing options for a number of households in Midlothian.

Feedback from Scottish Government More Homes Division to the Midlothian SHIP has been favourable, with an increased resource planning assumption to deliver affordable housing provision.

During this year, the Right to Buy policy in Scotland, aimed at allowing council house ownership, ended on 1 August, 2016, although Right to Buy schemes are still operating in the rest of the United Kingdom.In Midlothian, the policy effects significantly reduced the council housing stock, increased the housing waiting lists, contributing to inequality of access to affordable, quality housing and expanded the buy to let landlord sector. There was a significant reduction in the availability of affordable rented housing in Midlothian from 1980 as 7,480 properties have been sold to date under the Right to Buy scheme. The Council subsequently commenced a Social Housing Programme for new build housing with the initial developments delivered from 2006.

Midlothian Council continues to progress the Social Housing Programme with developments completed and allocated to tenants this year in Penicuik, Loanhead and Bonnyrigg.

Homelessness: Homelessness presentations in Midlothian have reduced in the past year to continue that position over the past 3 years, which is now against the regional trend and results from the homeless prevention work and housing options developed.

Housing Options guidance was published nationally to complement the local work delivering housing solutions and reduce homelessness applications. Progress in Health & Homelessness around the need to modernise temporary accommodation and improve support for drug and alcohol and mental health services, with the importance of housing and related services in delivery of quality health and care services represented at strategic and operational levels in the public health network.

Customer Services: In the Customer Services Review, the staffing structure progressed to recruitment being completed in Q4. The public consultation in *Shaping our Future* will inform phase 3 of the review in changes to library opening hours, an increase in the number of transactions and resources available online, and the move towards enhanced self service functionality.

Community Safety: The Midlothian Community Safety and Justice Partnership structure was developed to replace the regional Criminal Justice arrangements implemented on 1 April, 2017. The partnership focuses on prevention, early intervention and diversionary activity to reducing reoffending as well as a problem solving approach to anti social behaviour and safeguarding communities.

Midlothian Licensing Board approved an Overprovision Statement 2016 based on a profile exercise on the impact of alcohol related harm and a public consultation.

The Serious & Organised Crime Integrity Group has been established for Midlothian with a range of partners. The group will focus on the principles of the national agenda to deter, disrupt, divert and deter criminality and potential areas of activity. A parallel Prevent Strategy group is also focussed on the counter terrorism agenda.

Expansion of the Midlothian Community Mediation Service has progressed this year beyond neighbour disputes. Staff volunteers have been trained and accredited and are now deployed directly. This has been an excellent opportunity to provide this service to other types of dispute to prevent them from escalating, and the service is attracting external interest in its outcomes.

Delivering Excellence: Service structure changes and areas of potential service transformation are fundamental towards continuing improvement and the next phase of savings being achieved, with proposals included in the public consultation in helping shape the future choices in Midlothian's public services.

In Customer Services, redesigned service functions have been delivered in a responsive website upgrade, which now provides a suitable platform for further service developments in channel shift and customer transactions. Also the telephony upgrade to improve customer service and free public wifi across the libraries and mobile library accessing more remote communities. Service Reviews are also planned in Community Safety and Revenues Services.

Projected savings targets in the Customer Services review have been achieved in the financial year.

Summary of the major challenges and actions to address them

Housing Services

Challenge

A unique collaboration between the six local authorities and the UK and Scottish Governments to drive forward the housing supply across the city region. Upfront infrastructure finance can deliver transformational change in regional housing supply and Midlothian Housing Services continue the collaborative development and refinement of current proposals.

Action

The ESES (Edinburgh and South East Scotland) City Deal continues to play an important part in the policy approach to housing, as a specific workstream which continues to be developed as a general "ask" in relation to the role of cities in economic development and public service delivery by strengthening the housing programme capability as a key driver for the south east of Scotland economy.

Revenues Services Challenge

Continued uncertainty around the roll out of Universal Credit and other elements of Welfare Reform including funding for supported housing and homeless temporary accommodation. Reductions in Universal Credit, the benefit cap, changes to disability benefits and eligibility and levels of housing support are areas of concern.

In Welfare Reform, the risk of Local Housing Allowance applied as a rent cap to all new social rented tenancies signed on or after 1 April, 2016 but delayed by Department of Work and Pensions (DWP) until April, 2019 means that the Council and Housing Associations risks delivery of affordable housing provision. Welfare Reform will impact on the longer term funding of temporary accommodation and the affordability of a significant part of the social rented stock to those applicants whose housing support will be limited to the Shared Accommodation Rate.

Action

Universal Credit Full Service commenced for all claimants in Midlothian, except pensioner benefits, from 27 March, 2017. The Scottish Government propose to use its newly devolved Social Security powers to make Universal Credit payments more regular with the option of twice monthly payments instead of the current monthly payment. Social sector tenants will be permitted to have their rent paid directly to the landlord, and it is planned to extend this to the private sector also.

Challenge

Customer Services

The promotion of channel shift through digital participation and development of online skills is improving the capacity of customers to realise the benefits of digital by design services to respond to Welfare Reform changes and to complement the channel shift work already underway to maximise savings and efficiencies.

Action

Online transactions are increasing in Revenues and Library services for accessible and convenient contacts to customers. The Council's new website give us the technology to make a shift to deliver more transactions online as we know that many of our customers would prefer to engage with us online as it fits with their lifestyle and saves time.

Challenge

Syrian Vulnerable Persons Resettlement Scheme

The rehousing of Syrian arrivals is taking place within existing housing allocation arrangements and the Council's responsibilities under the homelessness legislation. Midlothian Council is assisting with the resettlement and has agreement with the UK Government and Scottish Government to resettle up to 40 people over the period of the next 5 years. 23 people have already been settled and further arrivals are planned.

Action

Support requirements include access to cultural, dietary, religious facilities as well as translation and interpretation services. Some households are particularly vulnerable and require particular additional support through the relocation process. Integration into Midlothian communities involves school provision requests, registering with doctors, obtaining National Insurance numbers and biometrics to be eligible to access services and benefits.

In terms of rehousing, bringing people to safety is the main focus but in relocation from the camps the Council provides the opportunity for some element of mutual support in locating refugees.

Customer and Housing Services Performance Indicator Summary 2016/17

			Oı	utcom	nes ar	nd Cu	stome	er Feedback				_
Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annual Target	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/17		
	Number of complaints received (cumulative)	123	32	74	N/A	176		16/17 : Data Only	1			
	Average time in				Number of complaints complete at Stage 1	160						
	working days to respond to complaints at stage 1	2.1	10.7	13.2	N/A	1.6	②	16/17 : On Target	1	5	Number of working days for Stage 1 complaints completed within target of 5 working days	251
	Average time in										Number of complaints complete at Stage 2	10
01. Provide an efficient complaints service	vorking days to espond to complaints at stage 2 23.3 N/A 6.1 16/17: On Target	•	20	Number of working days for Stage 2 complaints completed within target of 20 working days	61							
	Percentage of							16/17 : Off Target			Number of complaints complete at Stage 1	160
	complaints at stage 1 complete within 5 working days		70.37 %	71.21 %	N/A	84.38		A Council wide review to raise awareness and understanding for staff and therefore	1	95%	Number of complaints at stage 1 responded to within 5 working days	135
	Percentage of							improve performance is planned for 2017/18			Number of complaints complete at Stage 2	10
	complaints at stage 2 complete within 20 working days	68.75 %	33.33	50%	N/A	60%			•	95%	Number of complaints at stage 2 responded to within 20 working days	6
			Making the Best Use of our Resources									
Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe t	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s			2016/ 17		
02. Manage budget effectively	Performance against revenue budget	£ 12.40 0 m	£ 12.15 8 m		£ 12.26 7 m		16/17: Performance against budget will be reported to the Council in June		_			

							16/17: Off Target Implementation of a		Number of days lost (cumulative)	978.93
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	9.12	1.98	5.31	7.73	6.61	Service Review has resulted in a reduced figure for Q4 as this data no longer includes staff who have transferred out of the service.	6.50	Average number of FTE in service (year to date)	148.03

Corporate Health

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	2016/17				Annu al Targe	Feeder Data	Value
. Homy	maioator	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		Value
04. Complete all	% of service	92.5		02 22	83.33	02 22		16/17: Off Target 10 out of 12 actions on target. Task			Number of service & corporate priority actions	12
service priorities	completed, of the total number	%	100%	%	%	%		action contained within body of report.	•	90%	Number of service & corporate priority actions on tgt/completed	10
05. Process	% of invoices paid within 30 days of										Number received (cumulative)	7,420
invoices efficiently	invoice receipt (cumulative)	96%	94%	96%	95%	94%		16/17: On Target	•	90%	Number paid within 30 days (cumulative)	7,003
								16/17: Off Target 4 out of 10			Number on tgt/ tgt achieved	6
06. Improve PI performance	% of PIs that are on target/ have reached their target.	78.95 %	90%	40%	40%	60%		indicators on target. Task action contained in body of report. There are a further 8 indicators which do not have targets, and are included for data only.	•	90%	Number of PI's	10
07. Control risk	% of high risks that have been reviewed in the last	0%	0%	100%	100%	100%		16/17: On Target No high risks		100%	Number of high risks reviewed in the last quarter	0
	quarter							requiring review			Number of high risks	0

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17		2016/17				Feeder Data	Value
y		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		
08. Implement	% of internal/external							16/17: On Target All audit actions			Number of on target actions	0
improvement plans	audit actions progressing on target.	0%	100%	100%	50%	100%		completed during 2016/17, none outstanding at year end.		90%	Number of outstanding actions	0

Customer and Housing Services Action report 16/17



Service	Priority	Actions
OC: 1:00		ACCIONS

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
M.CSJ.CHS. 04.01	01. Fewer people are victims of	Target prolific house breakers and thieves through ASBOs and CRASBOs, working in partnership with the ASBVO group.	31-Mar- 2019	Ø	100%	16/17: Complete The Antisocial Behaviour and Violent Offender (ASBVO) group are working to ensure a co-ordinated partnership approach to target prolific house breakers and thieves. The group monitors all ASBO's (Anti Social Behaviour Orders) in force and works in partnership to ensure new ASBO's are applied for as required.
M.CSJ.CHS. 04.02	crime, abuse or harm	Work in partnership to raise public awareness of crime prevention through campaigns and crime prevention initiatives	31-Mar- 2017	>	100%	16/17: Complete Crime prevention advice is provided at the programme of Community Safety road shows held throughout the year. The Community Safety & Justice Partnership has funded property marking kits which remain in demand, and launched the Lock Down Crime campaign providing home security tips.
CHS.S.02.01	02. The gap between average earnings of the working age	Support financially vulnerable households in mitigating Welfare Reform impact.	31-Mar- 2017		100%	16/17: Complete Awarded £828,492 in Discretionary Housing Payments to 1550 claimants to continue to mitigate the effects of Welfare Reform, including benefit cap and under occupancy charge.
CHS.S.02.02	population living and working in Midlothian and the Scottish average has decreased	Award monies through Scottish Welfare Fund, in line with set criteria, for Crisis Grants and Community Care Grants, to meet the need of vulnerable clients.	31-Mar- 2017	Ø	100%	16/17: Complete Awarded £353,183 to 31 March 2017. £226,437 community care grants and £126,746 crisis grants within budget allocation for year.
CHS.S.03.02	03. More social housing has been provided taking account of	Designate housing for particular needs within existing and new build stock	31-Mar- 2017	3	90%	16/17: Off Target 1 unit has been completed at Edgefield Gardens, Loanhead. 12 units are under construction and the Complex Care development will be completed in Q1 2017/18.
M.SG.CHS.0 3.01	local demand	Deliver more social housing in partnership between Council, Registered Social Landlords and private developers	31-Mar- 2017		100%	16/17: Complete 66 Units developed/acquired. Strategic Housing Investment Plan approved by Council which details plans for the development of at least 1,441 new affordable homes by 2022.
CHS.S.04.01	04. Homelessness has reduced, and people threatened with homelessness can access advice and support services	Deliver "Leaving Home" education programme in all schools	31-Mar- 2017	②	100%	16/17: Complete Sessions have been delivered in all secondary schools.

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
CHS.S.04.02	04. Homelessness has reduced,	Improve access to homelessness advice & assistance.	31-Mar- 2017		100%	16/17: Complete A further reduction in homeless assessments for 2016/17, plus overall increase in advice and assistance delivered to households.
CH2 2 04 03	and people threatened with homelessness can access advice and support services	Minimise re-let timescales for mainstream housing.	31-Mar- 2017	(3)	60%	16/17: Off Target Significant improvement in Housing Services re-letting properties. Relatively small pool of properties delayed due to issues with utilities, structural repairs and capital works.
CHS.S.04.04		Minimise re-let timescales for temporary accommodation.	31-Mar- 2017		100%	16/17: Complete
CHS.S.05.01		Encourage licensed premises to apply for the best bar none scheme	31-Mar- 2017		100%	16/17: Complete. 2 officers identified responsible for taking forward Best Bar None and Pub watch. 7 applications, 6 withdrew. 1 premises in Midlothian achieved Gold Award.
	05. SMP Reduction in Alcohol and Drug Misuse	Undertake a range of proactive communication and engagement activity regarding responsible alcohol consumption	31-Mar- 2017	②	100%	16/17: Complete The Licensing Forum continues to promote responsible alcohol consumption. A responsible alcohol retailing group has been established for licensed premises and off-licences in Dalkeith. Work is also progressing to encourage more applicants to apply for the Best Bar None scheme.

Customer and Housing Services Performance Indicator Report 16/17



Service	Priority	/ Performance Indicators
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	Service i nonty i enormance indicators											
PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
Ficode	Filolity	FI	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Beneriman
BS.CHS.02.01 a		Number of calls received regarding Scottish Welfare Fund	7,391	1,959	2,006	1,855	7,806		•	16/17: Data Only 1986 Scottish Welfare Fund calls received. 7806 year to date.		
BS.CHS.02.01 b	02. The gap between average	Number of calls leading to application to Scottish Welfare Fund	4,220	1,105	1,036	1,012	4,270			16/17 : Data Only		
BS.CHS.02.01	earnings of the working age population living and working in Midlothian and the	% of claims to Scottish Welfare Fund dealt with within 48 hours	97.94%	98.37%	96.53%	94.96%	93.68%		•	16/17: Data Only		
CHS.S.02.01d	Scottish average has decreased	Average processing time for new claims (internally calculated)	20 days	19 days	18 days	18 days	19 days	Ø	•	16/17: On Target	19 days	2015/16 Scottish Average - 23 days
CHS.S.02.01e		Average processing time for change of circumstances (internally calculated)	6 days	9 days	8 days	10 days	7 days		•	16/17: On Target	7 days	2015/16 Scottish Average - 7 days
CHS.S.03.02a	03. More social housing has been provided taking account of local demand	Number of housing units provided for particular needs with existing and new build stock.	New for 16/17	0	1	1	1		•	16/17: Off Target 1 unit has been completed at Edgefield Gardens, Loanhead. 12 units are under construction and the Complex Care development will be completed in Q1 2017/18.	13	
M.SG.CHS.03 .01a	ucindilu	Number of social housing completions	83	10	18	46	66		•	16/17: On Target 66 units completed/ acquired during 2016/17.	66	

PI Code	Dringity	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17		2016/17			Annual	Benchmark
Prode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
BS.CHS.S.04. 03a		Re-let time permanent properties (days)	52 days	42 days	50 days	48 days	48 days		•	16/17: Off Target Significant improvement in Housing Services re-letting properties. Relatively small pool of properties delayed due to issues with utilities, structural repairs and capital works.	45 days	14/15 SHBVN peer group average 42 days
CHS.S.04.01a	04. Homelessness has reduced, and people threatened with homelessness can access advice and support	Deliver "Leaving Home" education programme to all High Schools in Midlothian area (% of schools)	100%	25%	0%	67%	100%		•	16/17: Data Only School education programme delivered to all secondary schools.		
CHS.S.04.02a	services	Number of customers accessing advice and assistance service	New for	219	208	171	820		1	16/17: Data Only Range of housing advice and options available to customers.		
CHS.S.04.04a		Re-let time temporary accommodation properties	16/17	34	36	29	31		•	16/17: On Target	35	
M.CSJ.CHS.0 1.01b	05. SMP Reduction in Alcohol and Drug Misuse		4	0	4	7	5		•	16/17: On Target Police Scotland responsible for progressing Best Bar None (BBN). 7 premises applied, 6 withdrew and 1 received a Gold Award in BBN this year.	5	
CORP7	06. Local Government Benchmarking Framework Corporate Indicator which is reported quarterly	Percentage of income due from council tax received by the end of the year % (LGBF)	94.4%	27.5%	52.8%	78.5%	95.5%		•	16/17: On Target Improvement of 0.1% from previous year. Income received increased by £1.60 million from last year, including £0.537 million in direct deductions under DWP Water Direct scheme.	94.2%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 31 (Bottom Quartile).

Balanced Scorecard Indicators

DI Code	Derformance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17		
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Status	Note
M.CSJ.ASC.03.04a	Proportion of MAPPA clients convicted of a Group 1 or 2 offence	0%	N/A	0%	N/A	0%	②	16/17: On Target No sex offenders have been charged with offences stated.
BS.ASC.06a	Percentage of women offenders from Midlothian who engage with support services	New for 2016/17	N/A	42%	42%	55.5%	②	16/17: On Target
BS.CHS.01	Reduce the percentage of initial warning cases escalated to ABC	2%	N/A	0.66%	N/A	0.8%	②	16/17: On Target
BS.CHS.02	Reduce the percentage of acceptable behaviour contracts (ABC) breached	31.25%	25%	27.8%	33%	57%		16/17: Off Target 4 out of 7 ABC's breached during 2016/17. ABC's are signed on a voluntary basis and Community Safety Officers work closely with individuals to agree terms and monitor antisocial behaviour activity.
BS.CHS.02.01a	Number of calls received regarding Scottish Welfare Fund	7,391	1,959	2,006	1,855	7,806		16/17 : Data Only 1986 Scottish Welfare Fund calls received. 7806 year to date.
BS.CHS.02.01b	Number of calls leading to application to Scottish Welfare Fund	4,220	1,105	1,036	1,012	4,270		16/17: Data Only
BS.CHS.02.01c	% of claims to Scottish Welfare Fund dealt with within 48 hours	97.94%	98.37%	96.53%	94.96%	93.68%		16/17: Data Only
BS.CHS.03	Number of high risk fire home safety visits	334	N/A	161	N/A	161		16/17: Off Target Visits to high risk dwellings account for a proportion of the home safety visits carried out.
BS.CHS.04	Percentage of ASBOs breached	20%	0%	33%	66%	50%		16/17: Off Target The Council currently has a small number of Anti Social Behaviour Orders (ASBOs) in force, adversely affecting the percentage performance.
BS.CHS.10	Number of young people receiving support through the Youth Homelessness Service	263	55	42	53	192		16/17 : Data Only
BS.CHS.11	Total number of homeless households accommodated in Midlothian temporary accommodation	520	N/A	485	472	467		16/17: Data Only Snapshot at year end. Reduction in private rented accommodation leased through private sector leasing scheme, ending December 2017.

DI Codo	Desfermence le disease	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	17 2016/17			
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Status	Note	
BS.CHS.19	Number of new build properties	New for 2016/17	N/A	20	46	59	*	16/17: Data Only	
BS.CHS.S.04.03a	Re-let time permanent properties (days)	52 days	42 days	50 days	48 days	48 days		16/17: Off Target Significant improvement in Housing Services re-letting properties. Relatively small pool of properties delayed due to issues with utilities, structural repairs and capital works.	
BS.RHM.a.06.1	Number of void properties re-let	219	37	65	73	258	**	16/17: Data Only	
C&L5a	Percentage of adults satisfied with libraries (LGBF)	68.33%	Appual Mar			**	Local Government Benchmarking Framework Data for		
CORP4	Cost of collecting council tax per dwelling (LGBF)	£10.94	- Annual Measures				**	2016/17 will be published in January 2018	
M.CSJ.CHS.01.02e	Recovery College: number of people engaging in education, training, volunteering and employment	New for	No data available					16/17: No Data Available (15-16 The Recovery College had 35 students, 24 gaining some level of qualification, 6 moved into further education and 5 people gained employment.) No data available for H2, for nearly all of our MELDAP (Mid and East Lothian Drug and Alcohol Partnership) commissioned services we will have to reduce funding by up to 23%.	
M.SG.CHS.04.01a	Number of new homes completed	2016/17				80		16/17: Off Target 80 social housing units completed and construction ongoing. The number of units completed is lower than anticipated due to a lower number of completions by Registered Social Landlord Partners and delays to the construction of two council housing sites. 69 sites have been identified for investment over the next five years.	
M.SG.CHS.05.05a	Increase the number of households accessing energy saving or fuel advice and assistance schemes	3,724	Annual Measures			2,449		16/17: Off Target Partial figure as Q4 data is not available yet. H1: 1331 Q3 only: 1118 Awaiting Q4 data. 16/17: Off Target H2 figure 1,947	

Published Local Government Benchmarking Framework Customer and Housing Services



LGBF Category - Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	Title	Value	Value	Value	Value	Value	Value	External Comparison
CORP4	Cost of collecting council tax per dwelling (LGBF)	£14.08	£13.65	£14.23	£14.09	£10.65	£10.94	15/16 Rank 21 (Third Quartile). 14/15 Rank 17 (Third Quartile).
	Percentage of income due from council tax received by the end of the year % (LGBF)	93.0%	93.6%	93.9%	93.5%	93.8%	94.4%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 31 (Bottom Quartile).

LGBF Category - Culture and Leisure

Code	Title	2010/11	010/11 2011/12 2		2013/14	2014/15	2015/16	External Comparison	
Code	Title	Value	Value	Value	Value	Value	Value	External Companson	
C&L2	NET Cost per library visit (LGBF)	£2.96	£3.01	£2.53	£2.66	£2.46	£1.67	15/16 Rank 5 (TOP Quartile). 14/15 Rank 12 (Second Quartile).	
C&L5a	Percentage of adults satisfied with libraries (LGBF)	82.8%		78%	81%	72%	68.33%	15/16 Rank 31 (Bottom Quartile). 14/15 Rank 25 (Bottom Quartile).	

LGBF Category Housing Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	Title	Value	Value	Value	Value	Value Value		External Comparison
HSN1b	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (LGBF)	New measure	e for 2013/14		4.3%	6.57%	6.85%	15/16 Rank 16 (Second Quartile). 14/15 Rank 18 (Third Quartile).
HSN2	Percentage of rent due in the year that was lost due to voids (LGBF)	1.4%	1.3%	1.6%	1.6%	0.6%	0.8%	15/16 Rank 12 (Second Quartile). 14/15 Rank 4 (TOP Quartile).

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Cabinet Tuesday 13 June 2017 Item No. 6.4.4

Children's Services Annual Performance Report 2016-2017



Progress in delivery of strategic outcomes

Progress on Delivery of strategic outcomes: Over the past year we have committed to building a new service that is flexible and responsive within a spectrum of early intervention, effective and proportionate and ensuring the protection of every child and different ways of working to senior managers in order to help change and improve the services we provide. The service review is now complete with almost everyone in post and with staff ready to move to new premises at the end of May 2017.

We committed to ensuring that changes and new duties outline in the Children & Young People (Scotland) Act 2014 were implemented. Whilst the Named Person Service remains on hold until August 2018, our new service structure takes cognisance of our duties to establish a provision where 'advice, guidance and assistance' can be offered to care leavers up to the age of 26. In addition we have an established Champions Board with a full time co-ordinator in post to promote active participation from our care experienced young people and to promote the work of the champion's board through mentoring/work experience and leadership.

As a service we wanted to explore alternative care arrangements for those young people who were at risk of secure care and over the past year we have been successful in requesting three Movement Restriction Orders (MRO) all of which prevented young people being placed in secure care. Further analysis as to the effectiveness of this is required as we move forward.

We aimed to improve educational outcomes for our Looked After at home children (LAC) and to increase the number of care experienced young people who stay onto 5th & 6th year at school. This was a new measurement however from the data we were able to collate we have now a baseline figure to work from going forward.

And finally we aimed to improve mechanisms for feedback and participation both from staff and service users alike. The staff survey is a tool used to gain staffs views as was an evaluation of the service prior to undertaking the service review. All staff were offered the opportunity to give their views around how they would shape the new service and regular updates offered in addition to 1:1 consultations.

We continue to engage regularly with care experienced young people through fortnightly meetings and quarterly events with the corporate parenting members where young people can share their experience of growing up in care.

Service Review Update: This past year has been about us using the delivering excellence framework to support the service review through consultation, devising and then implementing the new Children's services structure. This has now come to an end and Children's services are now at the stage of awaiting new staff to join them in their respective teams. This has been a huge task however all staff are looking forward to moving into their new premises at 7 Eskdaill Court, Dalkeith where they can begin to work in their new teams and embrace a more efficient way of working with each other and our partner agencies.

The new service is not locality based but created through a desire to transform how we currently work with children and their families. We were driven by a desire to achieve greater efficiency both in working practices and use of resources. We have front loaded the service so that we have greater capacity to deal with referrals at the first point of contact with the hope that we can then reduce the amount of referrals that reach crisis and require both intrusive and expensive forms of intervention. Over the next year it is hoped that we can evidence further the reduction in stage three forms of intervention and better outcomes for children and their families.

Family Placement Team: In Q4 we have recruited 2 new foster carers, however we also seen one foster carer retire. Over the past year we have increased our current foster care numbers by 12.5% from 56 in Q1 to 63 in Q4. This year we have an established Kinship care strategy group who have devised a training and development plan that is reviewed twice yearly by the Head of Service to ensure the plan is on track. This piece of work supports our commitment to supporting kinship carers and offering them greater parity with foster carers in relation to training opportunities.

Child Protection: In Q4 there are 54 children on the Child Protection Register an increase of 2 children from the last quarter. The number of children on the child protection register equates to a rate of 3.2 children per 1,000 against a national average rate of 3.0. Overall our numbers have remained fairly static over the past year with the usual monthly fluctuations which is to be expected in this area of work.

The number of Interagency Referral Discussions (child protection referrals) over the past year has increased by 39% from 364 in 2015/16 to 507 2016/17.

Looked After at home and away from home (LAC/LAAC): Over the past two quarters we have seen a steady increase in our children and young people looked after at home figures. We currently have 70 children looked after at home on compulsory supervision orders which is a 63% increase from this time last year (43 children). We are in discussions with the Children's hearing system to try and better understand this increase. With regard to young people placed out-with Midlothian in external foster placements we currently have 32 children placed, which is a decrease of 6 young people from last year's figures. The reason for this decrease are many and often complex such as placement break downs, young people reaching adulthood and choosing to return to Midlothian or wishing to return to extended family. Overall the current rate per 1,000 of young people looked after in Midlothian is 14.5 compared to the national average rate of 14.9.

Hawthorn Children's Centre: Hawthorn Children's centre had an unannounced inspection by the Care Inspectorate in March 2017, at the time of writing we are still awaiting the final report, however suffice to add that the verbal feedback is very positive. Staff at Hawthorn Children's Centre continue to work with a large number of children who have complex needs from all over the county, however we have now began discussions with our voluntary agency colleagues to look at different models of working with this group of young children and shall report on the progress of these discussions in subsequent reports. Hawthorn also supports local nurseries to accommodate the increased number of 2 year olds entitled to early learning education.

Residential Services: At the time of reporting on 31st March 2017 we had 10 young people accommodated within our own residential houses. This fluctuates on a daily basis dependent on the need within our communities. We have a total of 12 beds across the three houses. At the time of reporting we have two young people in secure care. We also support two unaccompanied asylum seeking young people within this provision.

Overall 2016/17 has been a successful year given the additional pressures from the service review. Going forward we are hopeful that we shall provide a more efficient service that responds to the needs of our children and their families at the time when they need our support. We hope to engage fully with our partner agencies to ensure that all support offered is both proportionate and appropriate and that we do not duplicate services.

Children's Services have this year been successful in receiving funding from the Life Changes Trust to support our corporate parenting role and duties and we have subsequently employed a co-ordinator to support the young champions in raising issues with senior management and supporting us to develop new policies and protocols that improves the experience of being in care.

In addition to this Children's Services attended the Scottish Public Services Awards and were successful in wining an award for our Permanence Framework which supports children to reach their final destination be it foster care, kinship care of an adoptive family within a timescale that reduces the risk of drift and uncertainty.

Emerging Challenges and Risks

The challenges and risk within Children's Services are:

Increasing Referrals: Overall the total number of referrals into Children's services for 2016/17 is 4764 which is a 4% increase from 2015/16 (4580). This coupled with a 39% increase in child protection referrals has put a strain on front line services. This is why our new structure has front loaded the service so as to try and better manage referrals by offering proportionate and appropriate support or directing referrals to other agencies if appropriate as well as offering short term pieces of intervention to prevent a crisis situation occurring.

Finance: Finance continues to be challenge within all of our services across the council. Children's Services have committed to reducing their spend by investing in ensuring that all children and young people are cared for and educated within Midlothian, thereby reducing expenditure on external resources. This is a significant commitment and challenge both from a financial and resource perspective and requires a commitment to ensure we continue to undertake early intervention and prevention work and not just the statutory duties carried out by social workers.

Sickness absence of staff remains a priority and ongoing work is being undertaken to support managers and staff alike.

Scottish Child Abuse Inquiry: This is a significant piece of work with a project team dealing with the requests for information and a working group now in place to write new protocols/ policies around how we manage any potential future claims. A significant amount of time and resources are being deployed at this time to ensure that Midlothian Council complies with the requests for information within the agreed time scales.

Mental Health: Mental health services for young people in Midlothian remains an area of risk. Despite ongoing discussions with health colleagues the waiting lists remain long and the volume of referrals into the service continues to rise. This is now being addressed through a working group.

Children's Services Performance Indicator Summary

Outcomes and Customer Feedback

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	al	
, nong	maioatoi	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17	1 ocuor Data	Value
	Number of complaints received (cumulative)	13	4	9	N/A	35		16/17 : Data Only	1			
	Average time in working days to										Number of complaints complete at Stage 1	3
	respond to complaints at stage 1	1	6	6	N/A	0.67		16/17 : On Target		5	Number of working days for Stage 1 complaints to be Completed	2
	Average time in working days to respond to complaints at stage 2										Number of complaints complete at Stage 2	28
01. Provide an efficient complaints		12.5	15.67	25.29	N/A	11.5		16/17: On Target		20	Number of working days for Stage 2 complaints to be Completed	322
service	Percentage of										Number of complaints complete at Stage 1	3
	complaints at stage 1 complete within 5 working days	100%	100%	100%	N/A	66.67 %		16/17: Off Target A Council wide review to raise awareness and understanding for	♣	95%	Number of complaints at stage 1 responded to within 20 working days	2
	Percentage of							staff and therefore improve performance is			Number of complaints complete at Stage 2	28
	complaints at stage 2 complete within 20 working days	100%	100%	100%	N/A	85.71 %		planned for 2017/18	♣	95%	Number of complaints at stage 2 responded to within 20 working days	24

Making the Best Use of our Resources

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
1 Honey	maiodioi	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		Value
02. Manage budget effectively	Performance against revenue budget	£ 15.55 8 m	£ 14.70 7 m	£ 14.65 8 m	£ 14.85 8 m			16/17: Performance against budget will be reported to the Council in June				
								16/17: On Target Implementation of a			Number of days lost (cumulative)	1,024.9 9
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	12.84	4.51	6.40	10.22	7.40		Service Review has resulted in a reduced figure for Q4 as this data no longer includes staff who have transferred out of the service.		8.50	Average number of FTE in service (year to date)	138.45

Corporate Health

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
04. Complete all	% of service priorities on target /						16/17: On Target				Number of service & corporate priority actions	10
service priorities	completed, of the total number	100%	100%	100%	100%	100%		16/17 : On Target	_	90%	Number of service & corporate priority actions on tgt/completed	10
05. Process	% of invoices paid										Number received (cumulative)	2,397
invoices efficiently	within 30 days of invoice receipt (cumulative)	96%	95%	97%	97%	96%		16/17: On Target		95%	Number paid within 30 days (cumulative)	2,296
	% of PIs that are							16/17: Off Target 2 of 9 Performance			Number on tgt/ tgt achieved	7
06. Improve PI performance	on target/ have reached their target.	77.78 %	100%	100%	100%	77.78 %		measures currently off target. Details in main performance report.	_	90%	Number of PI's	9
07. Control risk	% of high risks that have been reviewed in the last	0%	0%	100%	100%	100%		16/17: On Target There are currently no risks reviewed	1	100%	Number of high risks reviewed in the last quarter	0
	quarter							as High within Children's service.			Number of high risks	0

Improving for the Future

Priority	Indicator	2015/ Q1 Q2 Q3 2016/ 2016/ 2016/ 17 17 2016/ 2016/17								Annu al Targe	Feeder Data	Value
1 Honey	maioatoi	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		Value
								16/17: Off Target The adoption of			Number of on target actions	0
08. Implement improvement plans	% of internal/external audit actions progressing on target.	100%	100%	100%	18.18 %	0%		recommended audit actions from the Self Directed Support review are 60-80% complete. They have been delayed due to project resource being diverted to backfill an operational role. Plans are in place to reconcile these actions and finalise processes in Q1 2017/18.	•	90%	Number of outstanding actions	8

Children's Services Action report



Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.S.01.01	01. Children and young people are supported to be Healthy, happy and	Establish a service that is flexible and responsive within a spectrum of early intervention, effective and proportionate support and ensuring the protection of every child.	31-Mar- 2017	Ø	100%	16/17: Complete The new Children's service structure was implemented on 1st April 2017, split into 3 service areas - Early Intervention & Prevention - Practice Teams - Resources
CS.S.01.02	reach their potential	Implement the changes outlined in the Children & Young People (Scotland) Act 2014, in relation to the Named Person provision.	31-Mar- 2017	②	100%	16/17: On Target The Named Person legislation rollout has been delayed until 2018, work will continue for implementation and take account of any changes to the legislation.
CS.S.02.01		Increase opportunities to work in collaboration, identifying opps to work with vol orgs and community groups, including resource-sharing and co-location, also for working more closely with partners at earlier stage and signposting to universal services	31-Mar- 2017	Ø	100%	16/17: Complete Work is progressing regarding the move to new premises which will allow opportunities for other organisations to drop in. Move to new premises is anticipated to progress in Q1 17/18. This will be further strengthened with the introduction of the newly appointed Early Intervention and Prevention Development Officers.
CS.S.02.02	02. Effective and efficient use of	Implement the changes outlined in the Children & Young People (Scotland) Act 2014 in relation to supporting care-experienced young people.	31-Mar- 2017	②	100%	16/17: Complete The new Corporate parenting strategy has been embedded into services and teams to allow us to better support Care Experienced Young People (CEYP), the introduction of the 12+ service will allow us to focus on this area.
CS.S.02.03	resources	Continue to promote active participation from our care experienced young people and to promote the work of the champions board through mentoring/work experience & leadership work	31-Mar- 2017	Ø	100%	16/17: Complete Work progressing with Corporate Parenting Board with strategy and plan endorsed.
CS.S.02.04		Improve educational outcomes of our looked after at home children.	31-Mar- 2017	Ø	100%	16/17: Complete Baselines have been established for Care Experienced Young People (CEYP) from 2015/16 Educational attainment, this information will be used to set targets for 16/17.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.S.02.05	02. Effective and efficient use of resources	Implement alternative care arrangements for those young people who are at risk of secure care.	31-Mar- 2017	②	100%	16/17: Complete Childrens services are currently still looking at local alternatives to secure care in every case, including using the "Flat". Midlothian Children Services currently has two young people in secure care, both have exit plans in place to return to Midlothian.
CS.S.03.01		Improve mechanism for regular feedback from our staff and continuous improvement.	31-Mar- 2017	②	100%	16/17: Complete The new Supervision policy has been fully implemented, alongside the annual staff survey and robust adherence to HR procedures help maintain regular feedback from staff.
CS.S.03.02	03. Participation	Ensure that the service review provides a service that has a skilled and professional workforce who are able to appropriately respond to a wide range of needs and risk at the earliest opportunity	31-Mar- 2017	②	100%	16/17: Complete The new structure will focus upon the reclaiming Social Work Approach with identified areas of work such as motivational interviewing. Family Therapy Training - 2 workers have completed course & trauma based work.
CS.S.03.03		Increase feedback from children and young people on their experiences of service provision, to improve service provision for children and young people across Midlothian. Promote active participation from children and young people who are service users.	31-Mar- 2017	©	100%	16/17: Complete A working group has been created to establish baselines and look at reviewing service provision for Care Experienced Young People (CEYP), feedback will be drawn using traditional methods but look at increasing Social media input.

Children's Services Performance Indicator Report



Service Priority Performance Indicators

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Ficode	Filolity	P1	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Delicililark
BS.CS.LPI.04		Child Protection: % of Core Group meetings held within a 4 week period.		85%	68%	96%	80%		•	16/17: Off Target Q1-85% Q2-68% Q3-96% Q4-69% Midlothian are increasing their target to 8 weeks from 4 to bring into line with Edinburgh and Lothian Child Protection procedures.	100%	Benchmark 100%; National std is 8 wks; Midlothian std is 4 wks.
BS.CS.LPI.05	01. Children and	Child Protection: % of Core Group meetings held within 15 days for Initial (cumulative)		82%	80%	71%	87%			16/17: Off Target Initial child protection core groups held within 15 days is at the highest rate (87%) since recording began.	100%	
CS.S.01.01a	young people are supported to be Healthy, happy and reach their potential	All Children's Service Teams relocated to new premises.	New for 16/17	25%	50%	75%	95%		•	16/17: Off Target New structure went live on 1st April, staff relocation is planned for May 2017.	100%	
CS.S.01.01b		Service structure redesigned to create teams with multiple, clearly defined roles.		25%	50%	75%	100%		•	16/17 : On Target New structure went live on 1st April.	100%	
CS.S.01.01c		As part of re-design, increased evening and weekend working where needed.		N/A	50%	75%	100%		•	16/17: On Target A key part of the new structure has been to place an expectation on staff to provide a flexible and adaptable approach to working based on the needs of our service users .	100%	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Ficode	Priority	P1	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Delicililark
CS.S.01.01d		Feedback from communities, service users and partners on information available on how to access support.		25%	50%	75%	100%	>	•	16/17: On Target Consultation with partners and 3rd sector has helped shape the review of Childrens service and further consultations will be progressed to help review and evaluate the service going forward.	100%	
CS.S.01.02a		Establish a named person service		25%	50%	75%	100%		•	16/17: On Target The Named Person legislation rollout has been delayed until 2018, work will continue for implementation and take account of any changes to the legislation.	100%	
	Healtny, nappy and	Ensure sufficient information is shared with parents, carers & professionals in relation to the role of named person and how to make a complaint	New for 16/17	25%	50%	75%	100%	>	•	16/17: On Target The Named Person legislation rollout has been delayed until 2018, work will continue for implementation and take account of any changes to the legislation.	100%	
CS.S.01.02c		Ensure that service is robust over the school holiday periods and that professionals, and parents know where to refer to.		25%	50%	75%	100%	>	•	16/17: On Target The Named Person legislation rollout has been delayed until 2018, work will continue for implementation and take account of any changes to the legislation.	100%	
CS.S.01.02d		Ensure Midlothian website is updated regularly with relevant information in relation to Named Person Service.		25%	50%	75%	100%	>	•	16/17: On Target The Named Person legislation rollout has been delayed until 2018, work will continue for implementation and take account of any changes to the legislation.	100%	

DI Codo	Duis vite.	DI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Danaharan
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
CS.S.02.01a		Feedback from stakeholders and evidence of collaborative working practices.					100%			16/17: Data Only Multi-agency case file audits will be used as part of the new service review structure to measure evidence of collaborative working practices.		
CS.S.02.02a		Establish a continuing care support structure which gives LAAC the right to stay in placement until the age of 21		25%	50%	75%	100%		•	16/17: On Target The continuing care support structure has been ingrained into working practice and is encompassed within the Corporate Parent Strategy.		
CS.S.02.02b	02. Effective and efficient use of	Establish "advice, guidance and assistance" provision to care leavers up to the age of 26 where this is something that would be helpful to them.	New for 16/17	25%	50%	75%	100%		•	16/17: On Target A key tenet of the new 12+ service will be the delivery of this provision.		
CS.S.02.03a	resources	Attendance of Corporate Parents at Champions Board Meeting. Measure active participation in priorities set out in Corporate Parenting Plan?		25%	50%	75%	100%		•	16/17: On Target Governance Structure updated to reflect plans.		
CS.S.02.04a		Average total tariff score for 16 year old Care Experienced Younger People		N/A	N/A	N/A	167			16/17: Data Only The average total tariff points for the "middle 60%" of Care experienced learners in 2015/16 was 167, up from 141 in 14/15. National average was 195 and the virtual comparator was 228. It should be noted that the number of pupils included in the cohort is low (13) and this can cause large fluctuations in future years.		

Di Codo	Deiovite	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Donahmank		
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark		
CS.S.02.04b	02. Effective and	Number of CEYP continuing into 5th & 6th year.		N/A	17	17	17			16/17: Data Only. The 16/17 School roll shows 13 CEYP in S5 and 4 in S6. New indicator.				
CS.S.02.05a	efficient use of resources	Reduce the number of young people in secure care		0	1	1	2		•	16/17: Off Target There were 2 young people in secure care at 31/03/2017, both of whom have exit plans in place to return to Midlothian.	1			
CS.S.03.01a		Staff survey feedback; Service user feedback	New for 16/17	25%	50%	75%	100%			16/17: Data Only The new Supervision policy has been fully implemented; alongside the annual staff survey and robust adherence to Human Resource procedures help maintain regular feedback from staff. A new planned survey for Care Experienced Young People (CEYP) is due to be implemented in the 17/18. New indicator.				
CS.S.03.02a	03. Participation	Looked After Children and Looked After and Accommodated Children percentage remains below Scottish average.	10/17			13.5	13.3	14.6	14.5		•	16/17: Data Only The current rate per 1,000 of young people looked after in Midlothian is 14.5 compared to the national rate of 14.9.		
CS.S.03.02b		Child Protection percentage remains below Scottish average.		3.4	3.5	3.1	3.2		•	16/17: Off Target The current rate per 1,000 of children on the Child Protection Register is 3.2 compared to the national rate of 3.0.	3.0			
CS.S.03.02c		Number of families receiving intensive support from early intervention outreach team and reduce the duration of involvement.		N/A	N/A	N/A	N/A			16/17: Data Only The new Early Intervention and Prevention service has 3 teams whose remit will be to align and co-ordinate 3rd party support to ensure that other universal services are involved at the earliest opportunity.				

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Panahmark
Pi Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
CS.S.03.03a	03. Participation	Feedback from service users on experience of using services.	New for 16/17	25%	50%	75%	100%			16/17: Data Only Children and service user input / feedback have been an integral part of the Service review and an ability to maintain this regularly has been incorporated into the new Service model. A new ongoing survey of Care experienced young people will be introduced in 17/18.		
M.G.CS.01.04 f		Number of Children looked after at home			42	66	70		1	16/17: Data Only		
M.G.CS.01.04		Number of Children looked after away from home			207	207	200		•	16/17: Data Only		

Balanced Scorecard Indicators

DI O- I-	Darfamana ladia ta	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17							
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note				
BS.CS.01	Number of stage 2 outcome focused assessment undertaken		Annual Mea	l Measure		234			16/17: Data Only				
BS.CS.02	Number of stage 3 outcome focused assessment undertaken		20	70	99	180	Data		16/17: Data Only 180 assessments since June 2016 when information started to be recorded in Mosaic. New Indicator. Some staff using old stage 3 assessment – not fully implemented.				
BS.CS.03	Number of external "Foster" placements purchased this year	New for 16/17	N/A	N/A	1	2	only		16/17: Data Only New Indicator - Baseline to be established by the end of 2016/17.				
BS.CS.04	Number of referrals to the duty service (cumulative)		1,385	2,469	3,707	4,764			16/17: Data Only There have been 4,764 referrals to the duty service so far this year. Q1-1,385, Q2-1,084, Q3-1,238, Q4-1,057.				
BS.CS.08	Number of children adopted			4	6	11	6	②	16/17: On Target				
BS.CS.09	Length of time children in permanence process before reaching forever family		12.6	12.6	12.5	13.8	Data only		16/17: Data Only The average time taken from the Permanence LAAC Review to being placed with prospective adopters is 13.8 months.				

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
Pricode	Performance indicator	Value	Value	Value	Value	Value	Target	Status	Note
BS.CS.10	Number of foster carers going through prep groups on a quarterly basis		18	31	40	43			16/17 : Data Only
BS.CS.11	Number of new foster carers approved		4	6	8	9			16/17: Data Only
BS.CS.12	Number of foster carers de-registered quarterly	New for	3	4	4	5	Data Only		16/17: Data Only There have been 5 de-registrations in 16/17 so far, Q1 - 3, Q2 -1, Q3 - 0, Q4 - 1.
BS.CS.13	Number of permanence LAAC Reviews happening quarterly	16/17	12	18	24	34			16/17: Data Only
BS.CS.14	Number of children matched in quarter – (average months from perm LAAC to matching panel)?		6	9	13	19	6	②	16/17: On Target
BS.CS.15	Number of places taken at residential houses - capacity 12		9	8	12	10	12	②	16/17: On Target At 31/03/17, 10 children were placed in residential houses.
BS.CS.16	The number of children living in kinship or foster care	192	187	182	177	171			16/17: Data Only As at 31/03/17, 171 children in foster or kinship care.
BS.CS.17	Number of Midlothian children on the Child Protection Register		57	58	52	54			16/17: Data Only As at 31/03/17 there were 54 children on the Child Protection Register.
BS.CS.18	Rate per 1,000 population of Midlothian children on the Child Protection Register in relation to the Scottish average		3.4	3.5	3.1	3.2			16/17: Data Only Midlothian is slightly above the national rate of 3.0.
BS.CS.19	% of Child Protection plans which have chronology	New for 16/17	53%	68%	78%	79%			16/17 : Data Only
BS.CS.20	Rate per 1,000 of Midlothian Looked After Children AT HOME in comparison with the Scottish average		2.1	2.2	3.5	3.7	Data Only		16/17: Data Only The Scottish average rate is 3.8
BS.CS.21	Rate per 1,000 of Midlothian Looked After and Accommodated Children in comparison with the Scottish average		11.4	11.1	11.1	10.7			16/17: Data Only Scottish rate is 11.0
BS.CS.23	The number of looked after children and young people placed outwith Midlothian	55	55	56	54	51			16/17: Data only. The number of looked after children placed outwith Midlothian at 31/03/2017 was 51, Q1 - 55, Q2 - 56, Q3 - 54
BS.CS.24	The number of looked after children and young people placed in Residential School outwith Midlothian	12	10	10	Data only	10			16/17: Data only.

DI 0 - 1 -	Barfarra a la lisatar	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note	
BS.CS.25	The percentage of care leavers in positive destinations.	76%	N/A	80%	N/A	76.92%	95%		16/17: Off Target Target has been brought into line with Midlothian positive destination level. 10 out of 13 care leavers were in a positive destination at the initial return.	
BS.CS.26	Increase by 5% the number of young people preparing to leave care/leaving care who engage with Through Care and After Care service	83%	N/A	77%	N/A	88%	88%	②	16/17: Off target We can currently only record those who have left care rather than those preparing to leave care. 88% of those who "have" left care in the past 6 months have been engaged with Throughcare/Aftercare services. This equates to 28 of 32 young people.	
BS.CS.27	Early Years Collaborative Aim that by the end of 2016 - 85% of all children reviewed have reached all of the expected development milestones at their 27-30 month review	85.7%	N/A	85.7%	N/A	85.8%	85%	②	16/17: Complete The latest available information showed that in 2015- 16,85.8% of the children who received a 27-30 month Child developmental review showed "No concerns across all domains".	
BS.CS.28	Establish baseline for take up of the 27- 30 month review of children's health and development	85%	N/A	85%	N/A	84.6%	85%		16/17: Off Target The latest information (2015/16) shows that Midlothian is below target.	
BS.CS.LPI.04	Child Protection: % of Core Group meetings held within a 4 week period.	New for	85%	68%	96%	80%	100%		16/17: Off Target Q1-85% Q2-68% Q3-96% Q4-69% Midlothian are increasing their target to 8 weeks from 4 to bring into line with Edinburgh and Lothian Child Protection procedures.	
BS.CS.LPI.05	Child Protection: % of Core Group meetings held within 15 days for Initial (cumulative)	16/17	82%	80%	71%	87%	100%		16/17 : Off Target Initial child protection core groups held within 15 days is at the highest rate (87%) since recording began.	
CHN08a	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week (LGBF)	£2,951	Annual Mea	asure					Local Government Benchmarking Framework for 2016/17	
	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week (LGBF)	ild £319.83 Annual Measure						will be published in January 2018.		
									I .	

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
FI Code	renormance mulcator	Value	Value	Value	Value	Value	Target	Note	
TM.G.CS.01.04f	Number of Children looked after at home			42	66	70	Data only		16/17: Data Only
TIVI G US 01 040	Number of Children looked after away from home			207	207	200	Data only		16/17: Data Only
M.G.CS.01.06a	Reduce the number of young people referred to CAMHS by providing alternative support.	New for 16/17	N/A	266	N/A	649	360		16/17: Off Target The referrals to the Midlothian Out Patient and ADHD teams have continued to increase from 306 April - Sept 16 to 383 Oct- March. Accepted referrals have also increased over the time period despite the improved focus on consistent triage within all the CAMHS outpatient teams. So the objective of reducing the number of children and young people referred has not been delivered.

Published Local Government Benchmarking Framework Children's Services



Children's Services Category

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	riue	Value	Value	Value	Value	Value	Value	External Comparison
CHN08a	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week (LGBF)	£1,832.42	£2,404.40	£2,869.23	£2,465.38	£1,748.35	£2,951.54	15/16 Rank 10 (Second Quartile) 14/15 Rank 1 (TOP Quartile)
CHN08b	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week (LGBF)	£258.00	£319.00	£271.00	£251.01	£313.99	£319.83	15/16 Rank 21 (Third Quartile) 14/15 Rank 24 (Bottom Quartile)
TO HISTORI	Balance of Care for looked after children: % of children being looked after in the Community (LGBF)	88.41%	87.32%	91%	92%	87%	90%	15/16 Rank 18 (Third Quartile) 14/15 Rank 20 (Third Quartile)

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Communities and Economy Annual Performance Report 2016/17

Cabinet Tuesday 13 June 2017 Item No. 6.4.5



Progress in delivery of strategic outcomes

The core aims and responsibilities for the Communities and Economy Service are as follows:

- . 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.

Progress in 2016/17 can be summarised under four main areas; overall strategy, servicing communities, economic development, and service development/improvement.

Overall Strategy

- . Midlothian Local Development Plan has reached an advanced stage of preparation, and is due for final adoption in Autumn 2017: providing the statutory planning context over a ten year period for driving economic development, meeting housing needs, and promoting environmental sustainability.
- . As a member Council of the South East Scotland Strategic Planning Authority, Midlothian has been one of the six constituent Councils which have jointly prepared and published the Edinburgh and South East Scotland Strategic Development Plan No. 2, which sets overall strategic planning policy for the region to 2038.
- . Along with the City of Edinburgh, East Lothian, Fife, Scottish Borders and West Lothian Councils, Midlothian has progressed the Edinburgh and South East Scotland City Region bid to the stage where confirmation of the City Deal by the UK and Scottish Government's is expected in Autumn 2017.
- . Trading Standards Partnership to deliver that service jointly with East Lothian Council confirmed and operational.

Serving Communities

- . Midlothian's Learning and Development in its Communities Service received a 'very good' rating; its best ever following inspection by Education Scotland
- . Delivery of a Scottish Government funded Participatory Budgeting project in Mayfield/Easthouses, at which 350 residents decided on the allocation of £30,000 amongst 17 locally based community projects.
- . Decision for Councillors' environmental funds to be spent through a transparent participatory budgeting approach.
- . Successful application for £360,000 of Scottish Government Regeneration Capital Grant funding to contribute to renovate Newtongrange train station building into a training bistro.
- . Joint working and intelligence sharing with the Police to apprehend mobile fish sellers under the Consumer Protection from Unfair Trading Regulations.
- . Successful programme of tobacco test purchasing by Trading Standards which resulted in penalty notices being served on 30% of premises inspected for underage sales.
- . Successful collaboration of Trading Standards with the Police to stop sales in Midlothian of 'Poppers' (Amyl Nitrite).
- . Borders Rail Blueprint funding secured for masterplanning work at Newtongrange Town Centre, and at Stobhill, Newtongrange.
- . Management of a second incident of carbon dioxide gas ingress into residential properties in Gorebridge.
- . Participation in a pilot project with Food Standards Scotland to review the way in which food businesses are risk rated.
- . Major improvements within Gorebridge centre under the Gorebridge Conservation Area Regeneration Scheme, including restoration of the key building at Newbyres Hall.

Economic Development

- . New Business Gateway programme commenced in April 2016 to provide direct support to new start up, and growing businesses in Midlothian.
- . Substantial funding allocated by the Borders Rail Blueprint Fund to promote and develop the tourism sector along the route of the Borders Rail corridor.
- . Establishment of, and approval of first tranche of EU LEADER funded projects to support rural communities in Midlothian and East Lothian.
- . Securing stage one funding from the Heritage Lottery Fund and Historic Environment Scotland for a £3.8m programme (2018-2023) for extensive environmental improvements at Penicuik Town Centre.
- . Successful operation of the Penicuik Business Improvement District.
- . Good progress towards the establishment of an Easter Bush (Midlothian Science Zone) Business Improvement District.

Service Development and Improvement

- . Retention by Building Standards in August 2016 of its Customer Service Excellence accreditation.
- . Midlothian Council Building Standards service is one of a minority of Scottish Councils which has been awarded by Scottish Government in March 2017 a full six year extension of exclusive verification function in recognition of its strong record of good performance.
- . Successful rollout of eBuilding Standards in August 2016.
- . During 2016/17 a return to high levels of performance in the speed and efficiency of handling planning applications.
- . The number of 'legacy' planning applications reduced by 10% to 28 thereby achieving Scottish Government targets.

Emerging Challenges

16/17 (including emerging new challenges for 2017/18)

Overall Strategy

- . Securing genuine engagement across the Community Planning Partnership to achieve tangible outcomes arising from the Single Midlothian Plan.
- . Complete statutory stages to adoption of Midlothian Local Development Plan.
- . Working with five partner Councils to conclude preparation of Strategic Development Plan (SESplan) No.2.
- . Collaboration with five partner Councils to secure a City Deal for the Edinburgh City Region; to include proposals that meet the expectations of Midlothian in the areas of infrastructure, housing, skills and innovation.

Serving Communities

- . Building the capacity of Community Councils and third sector groups to engage fully in community planning and neighbourhood planning work to achieve demonstrable outcomes for their communities.
- . Mitigate the impact of welfare reform.
- . Deliver on health and safety, and food safety responsibilities and tackle underage sales of tobacco.
- . Review the climate change and biodiversity agenda for Midlothian.
- . Dealing with an increased prevalence of pests of public health significance.
- . Managing changes in the enforcement of animal feedstuffs legislation.
- . Managing mines gas ingress to residential properties in Gorebridge.
- . Managing requirements arising from introduction of new Scottish Landlord Registration system.

Economic Development

- . Maximise impact of Business Gateway activity to support new and growing businesses.
- . Continue to maximise the medium and long term economic benefits of the Borders Railway.
- . Maintain a focus on promoting town centres.
- . Continue to support and promote further science based development at Easter Bush; and lead in seeking to address infrastructure (especially transport) constraints.
- . Managing the consequences of the BREXIT decision in terms of business confidence, inward investment and EU funding programmes.

Service Development and Improvement

- . Implementation of 'Delivering Excellence' by driving further improvements in the development and regulatory services.
- . Completion of review of Communities and Economic Development services.
- . Meeting the challenges of the outcome of the current Scottish Government's Strategic Review of Trading Standards in Scotland.
- . Responding to changes in the Planning System following the Scottish Government Planning Review.
- . Accommodating the consequences of the new caravan sites licensing regime.
- . Dealing with the increase in out of control dogs, including impact of farms from commercial dog walking services.
- . Establishing the Trading Standards Partnership with East Lothian Council on a firm footing most notably through recruitment to vacant posts

Communities and Economy Performance Indicator summary

Outcomes and Customer Feedback

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
g		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
	Number of complaints received (cumulative)	44	26	47	N/A	49		16/17 : Data Only	1			
	Average time in										Number of complaints complete at Stage 1	48
	working days to respond to complaints at stage 1	9	3.38	2.85	N/A	0.38	②	16/17 : On Target		5	Number of working days for Stage 1 complaints completed within target of 5 working days	18
	Average time in										Number of complaints complete at Stage 2	1
01. Provide an efficient complaints service	working days to respond to complaints at stage 2	19	0	0	N/A	2		16/17 : On Target	•	20	Number of working days for Stage 2 complaints completed within target of 20 working days	2
	Percentage of							16/17 : Off Target			Number of complaints complete at Stage 1	48
	complaints at stage 1 complete within 5 working days		87.5 %	88.46 %	N/A	79.17 %		A Council wide review to raise awareness and understanding for	1	95%	Number of complaints at stage 1 responded to within 5 working days	38
	Percentage of							staff and therefore improve performance is planned for 2017/18			Number of complaints complete at Stage 2	1
	complaints at stage 2 complete within 20 working days	100%	100%	0%	N/A	100%		Pidililod 101 2017/10	_	95%	Number of complaints at stage 2 responded to within 20 working days	1

Making the Best Use of our Resources

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
02. Manage budget effectively	Performance against revenue budget	£ 4.235 m	4.613		£ 4.842 m		_	16/17: Performance against budget will be reported to the Council in June	_			
03. Manage	Average number of working days lost							16/17: Off Target Long and mid term			Number of days lost (cumulative)	650.67
stress and absence	due to sickness absence (cumulative)	4.12	1.23	2.77	5.50	6.91		absence under review.		4.50	Average number of FTE in service (year to date)	94.16

Corporate Health

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
04. Complete all	% of service priorities on target /	90.48		94.29	04.20			16/17 : Off Target			Number of service & corporate priority actions	35
service priorities	completed, of the total number	%	100%	%	%	80%		28 of 35 complete	•	90%	Number of service & corporate priority actions on tgt/completed	28
05. Process	% of invoices paid within 30 days of										Number received (cumulative)	527
invoices efficiently	invoice receipt (cumulative)	93%	94%	96%	96%	95%		16/17: On Target		92%	Number paid within 30 days (cumulative)	501
06. Improve PI	% of PIs that are on target/ have		75.68					16/17 : Off Target 27 from 40		90%	Number on tgt/ tgt achieved	27
performance	reached their target.	%	%	%	%	%		complete			Number of PI's	40
07. Control risk	% of high risks that have been reviewed in the last	0%	100%		100%	100%		16/17 : On Target There were no risks	1	100%	Number of high risks reviewed in the last quarter	0
	quarter							graded as high			Number of high risks	0

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
08. Implement	% of internal/external	68.75	16.67	12.5	11.11			16/17: Off Target	1		Number of on target actions	0
improvement plans	audit actions progressing on target.		%	% %		0%		3.1		90%	Number of outstanding actions	6

Of the six outstanding audit actions, four relate to an audit of the processes and procedures for developer contributions, and two relate to an audit of following the Public Pound. In the case of developer contributions all matters have been addressed such that risks are low, with some actions dependent on other external processes reaching conclusion. In the case of the two actions relating to Following the Public Pound both are 95% complete such than any remaining risks are low.

Communities and Economy Action report



Service Priority Actio	ns
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Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
M.SG.CE.01.	01. Promote and implement support for businesses in Midlothian	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar- 2017	⊘	100%	16/17: Complete Providing Business Gateway Service. Borders Rail projects. Business Loans Scotland ready to start. Broadband project being rolled out.
M.SG.CE.02.	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- 2017	②	100%	16/17: Complete Various tourism, inward investment and infrastructure projects in progress.
M.SG.CE.03.	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- 2017	⊘	100%	16/17: Complete Achieved during Q3
CE.S.04.01		Continue to lobby the Scottish Government for urgent transport infrastructure schemes 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- 2017		100%	16/17: Complete Easter Bush Development Board met three times during 2016/17. Key issue is now unlocking development potential by removing strategic road access constraint.
CE.S.05.01	05. Fewer people are	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar- 2017	8	80%	16/17: Off Target Final intervention exercise is underway but not complete. This will be continued throughout the next year. 2 intervention campaigns have been completed. All high risk inspections, incidents and complaints investigated. Further intervention planning delayed due to PF investigation
CE.S.05.02	victims of crime, abuse or harm	Deliver the Council's regulatory functions with respect to food safety and standards regulations	31-Mar- 2017	8	94%	16/17: Off Target Broad compliance = 80% Food A = on target - 100% for Q4 and year Food B = 100% for Q4 and year Food C+D = 95% for Q4 (7 low risk premises outstanding) Food Standards inspections 92% complete (10 low risk outstanding) Food sampling all complete.

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
CE.S.05.03		Review the guidance available to organisers produced by Env Health in relation to events safety management	31-Mar- 2017	②	100%	16/17: Complete Environmental Health has reviewed its guidance and provided an amended version for inclusion in a corporate document being drawn together by Risk, Safety and Civil Contingencies
CE.S.05.04	05. Fewer people are victims of crime, abuse or harm	Protect and improve public health with regards to liquor and gambling	31-Mar- 2017	(3)	80%	16/17: Off Target Inspection programmes prepared and being implemented. Gambling establishments inspections are complete. Off -sales inspections are 75% complete and will be completed by end of May 2017. Remaining on sales licensed premises will be targeted during 17/18.
CE.S.05.05		Deliver the Council's regulatory functions with respect to water quality regulations	31-Mar- 2017		100%	16/17: Complete Completed during Q3. Statutory responsibility to sample all Type A supplies. 100% have been sampled.
CE.S.06.01		Protecting public health by improving standards and safety in private rented housing	31-Mar- 2017	3	75%	16/17: Off Target Limited progress was made during Q2 + Q3 due to staff involvement in major incident in Gorebridge.
CE.S.06.02		Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar- 2017		100%	16/17: Complete Works completed by Coal Authority to remediate priority site in Gorebridge allowing its return to public space. Investigation of second priority site completed with no adverse issues identified by specialist agency.
CE.S.06.03		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	31-Mar- 2017	②	100%	16/17: Complete Achieved in Q2
CE.S.06.04	06. There is a reduction in inequality in health outcomes	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- 2017	②	100%	16/17 : Complete
CE.S.06.05		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar- 2017		100%	16/17: Complete
CE.S.06.06		Prepare protocol for liaison between Building Standards, Environmental Health and Development Management to achieve benefits in the handling of applications relating to energy performance requirements, environmental reviews and public safety at events.	31-Mar- 2017	•	100%	16/17: Complete

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
CE.S.07.01		As part of the Trading Standards Partnership with East Lothian, look at the possibility of database integration.	31-Mar- 2017	3	25%	16/17: Off Target Much of what the two teams do is carried out in a similar, if not identical way, but some other working practices (incl. routine inspections and Licensing issues) do vary in approach and will be reviewed in 2017/18
CE.S.07.02		Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar- 2017	②	100%	16/17: Complete Discussions have taken place, with further due early in Q1 17/18 regarding the incorporation of APSE benchmarking measures into both Mid and East's service priorities. Likely that the Pls for 2017/18 in each authority will be a combination of their individual Pls from 16/17 and unified APSE measures
CE.S.07.03		A proportion of East Lothian Trading Standards staff to work part of the week from Fairfield House.	31-Mar- 2017	3	20%	16/17: Off Target Due to staffing issues in the East team and annual leave, this has not been maintained, however fortnightly joint operational meetings at FH have been instigated and various 'ad hoc' meetings on specific work areas do take place.
CE.S.07.04	07. Maintain service delivery to a high	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- 2017	Ø	100%	16/17: Complete Officers investigated at least 6 more allegations of rogue trading.
CE.S.07.05	standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar- 2017		100%	16/17: Complete Excellent levels of intelligence logging continues to take place and the system is well controlled by our team's LILO (Local Intelligence Liaison Officer).
CE.S.07.06		Trading Standards: Routine risk assessed primary inspections to traders.	31-Mar- 2017		100%	All relevant inspections completed.
CE.S.07.07		Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar- 2017		100%	16/17: Complete
CE.S.07.08		Trading Standards: resolution of consumer complaints.	31-Mar- 2017	②	100%	16/17 : Complete 86.6% of complaints were completed within 14 days of the start date.
CE.S.07.09		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar- 2017	Ø	100%	16/17 : Complete Test purchasing completed in Q3. Also, almost 50% of tobacco retailers were inspected to check on compliance with the legislation (the Government's target is 20%).
CE.S.07.10		Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar- 2017		100%	16/17: Complete Our in house 'Beat Doorstep Crime' booklets supplied to the Fire Service for their staff to hand in to households in targeted areas of Midlothian, during home safety visits. Covered by the 'Dishonesty Crime' priority of the CS&J Partnership.

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
CE.S.08.01	08. Performance improvement	Drive performance across Council and Community Planning Partnership – self evaluation	31-Mar- 2017	3	95%	16/17: Off Target Customer satisfaction survey distributed results to be analysed
CE.S.08.02	improvement	Improve use of performance information at all levels	31-Mar- 2017	②	100%	16/17: Complete
CE.S.09.01	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Convert existing team post into traineeship.	31-Mar- 2017	②	100%	16/17: Complete Completed during Q1
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar- 2017		100%	16/17: Complete
	11. Citizens are engaged with service	Implement Community Development as part of Community Learning and Development action plan	31-Mar- 2017	②	100%	16/17: Complete In December 2016 Education Scotland's Inspection concluded that our Learning and Development in Midlothian is "very good". This is the best ever inspection of the community development practice in Midlothian council.
	development and delivery	Implement improvements from neighbourhood plan review	31-Mar- 2017	②	100%	16/17: Complete
CE.S.11.03		Build capacity of Community Councils and third sector groups	31-Mar- 2017	②	100%	16/17: Complete
CE.S.12.01		Draft a Local Biodiversity Action Plan which through its implementation seeks to raise the profile of biodiversity issues in Midlothian.	31-Mar- 2017		100%	16/17: Complete
CE.S.12.02	12. Midlothian is an attractive place to live,	To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar- 2017		100%	16/17: Complete 81% of planning applications have been determined within targe
M.SG.CE.10. 01	work and invest in	Submit the Proposed Midlothian Local Development Plan (MLDP) to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination	31-Mar- 2017	②	100%	16/17: Complete Completed during Q2 Proposed Midlothian Local Development Plan (MLDP) submitted to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination. Examination scheduled for completion in July 2017.

Communities and Economy Performance Indicator Report



Service Priority Performance Indicators

Convict interval and interval												
PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
FICOUE	FHOIR	FI	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Delicilliaik
M.SG.CE.01.0 1b		Number of account managed businesses accepted by Scottish Enterprise	New for 16/17	0	0	0	1		•	16/17: Off Target 2 businesses referred to Scottish Enterprise. One is still being considered and decision not made.	2	
	01. Promote and implement support for businesses in	Number of business related training workshops held		11	32	50	60			16/17 : On Target	30	
M.SG.CE.01.0 1a	Midlothian	Number of new Business Start Ups assisted (cumulative)	173	8	26	77	168		•	16/17: Off Target Midlothian, at 84%, is marginally behind Edinburgh which achieved 85% of their target. Nationally, achievement is anticipated to be approx 80% but data is not yet published.	200	
M.SG.CE.02.0 1a	02. Maximise	Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)		7	19	55	100		•	16/17 : Data Only		
M.SG.CE.02.0 1b	economic development and business investment from the opening of the Borders Rail Line	Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor	New for 16/17	16	23	45	51		•	16/17 : Data Only 6 for Q4		
M.SG.CE.02.0 1c	2	Hectareage take up of economic land in Midlothian area of Borders Rail Line corridor		0	0	0	0			16/17: Data Only There will be a big take up of economic land next year as current projects complete at Shawfair		

PI Code	Driority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Pi Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Delicilitark
M.SG.CE.02.0 1d	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of inward investment/ indigenous enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)		14	36	43	49		•	16/17 : Data Only		
M.SG.CE.03.0 1a		Number of LEADER projects funded		0	0	5	10		•	16/17 : Data Only 10 projects approved. 1 claim paid out.		
M.SG.CE.03.0 1b	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian	Number of businesses participating in LEADER application process by submitting an Expression of Interest	New for 16/17	0	2	11	13		•	16/17 : Data Only		
M.SG.CE.03.0 1c	eligible areas	Number of new jobs created through LEADER		0	0	0	1		•	16/17 : Data Only		
M.SG.CE.03.0 1d		Number of training opportunities created through LEADER		0	0	0	0			16/17 : Data Only		
CE.S.04.01a	04. Maintain progress on the implementation of the Easter Bush Master Plan	Number of meetings of the Easter Bush Development Board and progress on outcomes.	2	1	1	3	3			16/17 : On Target Target exceeded during Q3	2	
CE.S.05.01a	05. Fewer people are victims of crime, abuse or harm	Carry out Health and Safety interventions within the year. Reducing Violence in the workplace, reduce risk of scalding and care and control of risk around warehouses.	New for 16/17	1	1	2	2		•	16/17 : Off Target Final intervention exercise is underway but not complete. This will be continued throughout the next year	3	

DI Codo	Deiositu	DI.	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Donahmank
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
CE.S.05.02a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	81.1%	80%	80%	82%	80%		•	16/17: Off Target Broad compliance = 80% Food A= on target - 100% for Q4 and year Food B= 100% for Q4 and year food C+D =95% for Q4 (7 low risk premises outstanding) Food Standards inspections 92% complete(10 low risk outstanding) Food sampling all complete.	84%	
CE.S.05.05a	05. Fewer people	Percentage of private water supplies sampled in accordance with the Council's sampling programme which are broadly compliant with water quality regulations.	81.1%	100%	80%	56%	81%		•	16/17: Data Only Q4 figure is 77%, Annual average figure is 81%. Work is ongoing to risk assess supplies and to seek improvement through the provision of grants and enforcement as necessary.		
CE.S.05.03a	are victims of crime, abuse or harm	Guidance reviewed and made available to event organisers and via the Council website		75%	75%	100%	100%		•	16/17 : On Target Achieved during Q3	100%	
CE.S.05.04a		Develop targeted inspection programme in relation to licensed premises and gambling establishments	New for 16/17	50%	50%	100%	100%			16/17 : On Target Targeted inspection programmes achieved during Q3.	100%	
CE.S.05.04b		Conduct inspection programme in relation to licensed premises with emphasis on protecting and improving public health and protecting children from harm		22%	25%	50%	80%		•	16/17: Data Only Off sales inspections are 80% complete and will be completed by end of May 2017. Remaining on sales licensed premises will be targeted during 17/18.		

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
FICOde	Phoney	FI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Deficilitation
CE.S.05.04c	05. Fewer people are victims of crime, abuse or harm	Conduct inspection programme in relation to gambling establishments with emphasis on protecting vulnerable persons		N/A	N/A	50%	100%		•	16/17: Data Only Inspection of specific gambling establishments complete. Gambling in on sales premises interventions will be covered during 2017 / 2018 inspection programme		
CE.S.06.01a		Review policies re private rented housing inc. interdepartmental and agency working to ensure properties in private residential sector meet statutory requirements are in good repair, safe, landlords are fit and proper persons	New for 16/17	25%	25%	50%	50%		•	16/17: Off Target Limited progress was made during Q2 and Q3 due to staff involvement in major incident in Gorebridge.	100%	
CE.S.06.01b	06. There is a reduction in inequality in health outcomes	Develop a procedure to assess housing conditions for people with disabilities to ensure compliance with the Tolerable Standard, particularly in relation to electrical safety, insulation and water quality.		N/A	10%	25%	50%		•	16/17: Off Target Limited progress was made during Q2 and Q3 due to staff involvement in major incident in Gorebridge.	100%	
CE.S.06.02a		Review and update contaminated land strategy including reprioritisation of sites		5%	10%	75%	100%	>	•	16/17: On Target Contaminated Land Strategy has been reviewed, currently in draft form.	100%	

PI Code	ode Priority PI		2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Pi Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
CE.S.06.02b		Undertake Site Investigations in accordance with contaminated land strategy	New for 16/17	0	0	1	2			16/17: Off Target Remediation of one site completed by Coal Authority. Site investigation of further site complete during reporting period. Note the '4' sites specified in the target was the no. of high risk sites identified at beginning of 16/17 reporting period and not the number of sites to be investigated in 16/17.	4	
CE.S.06.03a		Further development of e-building standards (to meet Scottish Government target launch date)	Yes	Yes	Yes	Yes	Yes			16/17 : On Target Achieved in Q2	Yes	
CE.S.06.04a	06. There is a reduction in inequality in health outcomes	Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days		100%	90%	95%	95%		•	16/17 : On Target	80%	
CE.S.06.04b		Undertake annual focus group meetings with local architects		50%	50%	75%	100%		•	16/17 : On Target	100%	
CE.S.06.04c		Undertake annual one to one meetings with major developers currently constructing within Midlothian. (100% by April 17)	New for 16/17	25%	50%	75%	100%		•	16/17 : On Target	100%	
CE.S.06.05a		Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service		91.7	91.4	88	90.9	>	•	16/17 : On Target	85	

PI Code	Deiositus	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
PriCode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	benchmark
CE.S.06.06a	06. There is a reduction in inequality in health outcomes	Have in place a performance management system which enables the recording, tracking and analysis of all associated workload allocation against risk and development complexity.		25%	50%	100%	100%		•	16/17 : On Target Achieved in quarter 3	100%	
CE.S.07.01a		How do both authorities Trading Standards services working practices differ and how easily can integration take place		10%	15%	20%	25%			16/17 : Off Target Some working practices (incl. routine inspections and Licensing issues) vary in approach across the two teams and will be reviewed in 2017/18	100%	
CE.S.07.02a	07. Maintain service delivery to a high standard, focusing on a fair,	Trading Standards Partnership: The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators	New for 16/17	5%	10%	50%	100%		•	16/17 : On Target	100%	
CE.S.07.03a	safe and equitable trading environment for consumers	Trading Standards Partnership: The level of regular working from Fairfield House as base		5%	3%	0%	2%		•	16/17: Off Target Regular working from Fairfield House by East Lothian staff is in progress. Joint meetings are now being held at Fairfield.	25%	
CE.S.07.04a		Trading Standards: Number of active interventions. Target is an estimate of the number of investigations likely to be undertaken, based on action in 2015/16		17	51	90	128		•	16/17 : On Target Target achieved during Q2	35	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual	Benchmark		
Ficode			Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Denchinark
CE.S.07.05a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: Number of Memex logs made. We would expect in excess of 350 for the year, based on current performance.	New for 16/17	115	224	341	477		•	16/17 : On Target	350	
CE.S.07.06a		Trading Standards: Number of primary inspections conducted		38	58	96	189		•	16/17 : On Target	125	
CE.S.07.07a		Trading Standards: Number of criminal investigations instigated		4	9	17	21			16/17 : On Target 4 for Q4. Target achieved during Q3	10	
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days		86.3%	90.2%	84.7%	86.6%			16/17 : On Target	80%	
CE.S.07.09a		Trading Standards: Percentage of tobacco retailers visited annually.	21%	N/A	6.6%	8.3%	49.59%		•	16/17: On Target There were 121 registered tobacco retailers in the year and 21+8+10+21 visits per Q, giving a total or 49.59%.	10%	
CE.S.07.10a		Trading Standards: Participation in safety initiatives		0	2	6	9		•	16/17 : On Target	3	
CE.S.08.01a	08. Performance improvement	% of managers who feedback on increased/improved support from performance team	New for 16/17	N/A	94%	N/A	N/A			16/17: Data Only Customer satisfaction survey distributed results to be analysed		
CE.S.08.02a		Reduce the number of indicators used at strategic and operational level		N/A	N/A	N/A	N/A		_	16/17 : Data Only Analysis still to be finalised		

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target	Benchmark		
110000			Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Deficilitate
CE.S.08.02b	08. Performance improvement	Number of key indicators relating to improvement actions rather than mainstream business	New for - 16/17	9	9	9	9		_	16/17 : Data Only This year's data will provide baseline for future performance		
CE.S.08.02c		Increased use of operational indicators in management meetings to track performance		10	10	10	10			16/17: Data Only This year's data will provide baseline for future performance.		
CE.S.09.01a	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of young people employed on traineeship		1	1	1	1	>		16/17 : On Target One traineeship within team	1	
CE.S.10.01a	10. Poverty levels in Midlothian overall are below the Scottish average 11. Citizens are engaged with service	Number of Welfare Claim tribunals attended		38	61	105	155		•	16/17: On Target	124	
CE.S.10.01b		Number of Welfare Rights referrals received		180	314	549	1,015		•	16/17 : On Target	600	
CE.S.11.01a		Deliver the 20 capacity building actions identified in the Communities Team contribution to the CLD (Community Learning and Development) Regulations		4	7	12	17		•	16/17: Off Target On review three were reviewed as unachievable. However, this didn't adversely impact on the inspection report.	20	
CE.S.11.02a	development and delivery	Complete all 16 Neighbourhood Plans and agree a schedule of review		15	15	15	15		-	16/17: Off Target Moorfoot is the only area where a Neighbourhood Plan is not complete. However, there has been significant progress in developing one.	16	

DI Codo	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual	Benchmark			
PI Code			Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchinark	
CE.S.11.02b	11. Citizens are engaged with service development and delivery	Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	New for 16/17	11	22	33	44		•	16/17: Off Target This is on target for the 15 areas that have a plan (14 plans in total as Bonnyrigg and Lasswade and Poltonhall are combined as one plan) the only outlier is Moorfoot but this is being developed.	45		
CE.S.11.03a		All 16 geographic Community Councils and the Federation of Community Councils to adopt the revised constitutions		3	8	13	16		•	16/17: Off Target The only outlier is Dalkeith Community Council who have not progressed the new constitution and participation has decreased. This is being addressed by the Communities' Team and Legal Team.	17		
CE.S.12.01a	12. Midlothian is an attractive place to live, work and invest in	When a Local Biodiversity Action Plan has been drafted and a programme of action has been identified		10%	10%	10%	100%			16/17 : On Target	100%	N/A	
CE.S.12.02a		The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government			80%	80%	81%	81%			16/17 : On Target 81% of planning applications have been determined within target	80%	78% of planning applications were determined within target in 2015/16.
M.SG.CE.10.0 1a		When the MLDP has been submitted to the Scottish Government. The MLDP is the Council's spatial strategy and provides certainty to businesses and residents		No	Yes	Yes	Yes			16/17: On Target Proposed Midlothian Local Development Plan (MLDP) submitted to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination. Examination scheduled for completion in July 2017.	Yes	N/A	

Balanced Scorecard Indicators

Pl Codo	Porformance Indicator	2015/16 Q1 2016/17 Q2 2016/			Q3 2016/17 2016/17						
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note		
BS.CE.01	Number of neighbourhood plans completed	15	15	15	15	15	16		16/17: On Target 15 of the 16 community areas have a completed neighbourhood plan. Moorfoot is being developed.		
BS.CE.02	Number of inward investment/indigenous investment enquiries received for sites/premises in Midlothian	49	N/A	13	20	49	Data only		16/17 : Data Only		
BS.CE.03	Hectare take up of economic land	New for 16/17	0.0 ha	0.0 ha	0.0 ha	0.0 ha	5.0 ha		16/17: Off Target		
BS.CE.05	Number of buildings transferred to community groups.	0	0	0	0	0			16/17 : Data Only		
BS.CE.06	Amount of additional direct inward investment		N/A	N/A	£4,000,000	£4,000,000	Data only		16/17: Data Only £4m Relates to development of Restoration Yard. Other new inward investments include Next, Arcadia Group, Sofology. Nandos, SCS and Fabb.		
BS.CE.07a	Increase in tourist visitors	New for 16/17	N/A	N/A	N/A	1.6%	Data only		16/17: Data Only Data available on a 6 monthly basis by calendar year (000) Jan - June 2016 379.62 (000)		
BS.CE.08	Number of new jobs directly created		N/A	N/A	N/A	N/A	Data only	N/A	16/17: No Data Available Measure is too broad. need to define what criteria is used to collect this from		
BS.CE.09	No of participating Midlothian tourism businesses (Target – 15)	5		40	45	45	15	②	16/17: On Target Target achieved during Q1		
BS.CE.10	% premises to have access to next generation broadband Target – 98% by Dec 2017	78.5%	N/A	98%	98.1%	98.1%	98%		16/17: On Target Target achieved in Q2		
BS.MC.SPSO.01	Total number of complaints received (cumulative)	4,756	1,730	3,215	N/A	5,936	N/A		16/17 : Data Only		
BS.MC.SPSO.05.1	Percentage of complaints at stage 1 complete within 5 working days	94.87%	92.56%	91.53%	N/A	97.66%	95%	②	16/17: On Target		
BS.MC.SPSO.05.2	Percentage of complaints at stage 2 complete within 20 working days	88.14%	50%	61.54%	N/A	63.95%	95%		A Council wide review to raise awareness and understanding for staff and therefore improve performance is planned for 2017/18		

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
Pi Code	Performance indicator	Value	Value	Value	Value	Value	Target	Local Government Benchr 2016/17 will be published in 2016/17 will be published in 2016/17: On Target 16/17: Complete 16/17: Off Target Midlothian, at 84%, is marked in 2016/17 will be published in 2016/17: Data Only 16/17: Data Only	Note
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)	9%		•	•				Local Government Benchmarking Data for
ENV5a	Cost of Trading standards per 1,000 population. (LGBF)	£6,362	Annual Mea	asures					2016/17 will be published in January 2018.
ENV5b	Cost of environmental health per 1,000 population. (LGBF)	£9,715						2	
M.IOM.CE.01.01a	Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £250k per quarter.	New for	£463,808	£619,000	£1,108,852	£2,874,343	£1,000,000		16/17: On Target
M.IOM.CE.01.01b	Midlothian Citizen Advice Bureaux (CABs) will generate an additional income maximization of £625k per quarter	2016/17	Annual Mea	asure		£3,820,265	£2,500,000	②	16/17: Complete
M.SG.CE.01.01a	Number of new Business Start Ups assisted (cumulative)	173	8	26	77	168	200		16/17: Off Target Midlothian, at 84%, is marginally behind Edinburgh which achieved 85% of their target. Nationally, achievement is anticipated to be approx 80% but data is not yet published.
M.SG.CE.02.01a	Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)	New for	7	19	55	100	Data only		16/17 : Data Only
M.SG.CE.03.01a	Number of LEADER projects funded	2016/17	0	0	5	10	Data only		16/17: Data Only 10 projects approved. 1 claim paid out.

Published Local Government Benchmarking Framework Communities and Economy



LGBF Category - Corporate Services

Code	^	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	E	Tille	Value	Value	Value	Value	Value	Value	External Companson
CORI		The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site (LGBF)	55.90 hours	22.10 hours	25.23 hours	1.83 hours	0.65 hours	I / / / nalire	15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (Top Quartile).

LGBF Category - Economic Development and Planning

	odo	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
	ode	Tille	Value	Value	Value	Value	Value	Value	External Comparison
E	CON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)	New measure	e for 2012/13	8%	6.83%	12.33%	14%	15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).

LGBF Category - Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison	
Code	Tille	Value Value		Value	alue Value		Value	External Comparison	
ENV5a	Cost of Trading standards per 1,000 population. (LGBF)	New measure	es for	£4,273.50	£4,368.36	£8,189.31		15/16 Rank 17 (Third Quartile). 14/15 Rank 27 (Bottom Quartile).	
ENV5b	Cost of environmental health per 1,000 population. (LGBF)	2012/13	_		£13,282.17	£9,697.25	£9,715.07	15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).	

Education Annual Performance Report 2016-17

Cabinet Tuesday 13 June 2017 Item No. 6.4.6



Progress in delivery of strategic outcomes

Progress in delivery of strategic outcomes: Committed to the creation of a World-Class Education system through excellence and equity, the report for this quarter focuses on the summary of the year for the education service.

The *Good to Great* Improvement Strategy was shared with all Head Teachers and Managers last session. As part of this strategy we are critically aware of the importance of excellent pedagogy, leadership, collaboration and collective responsibility. The core ingredients of the Good to Great strategy are:

- . To adopt an evidence based practice approach to educational improvement based on the forensic use of data with clear improvements shared and understood by all
- . To create a leadership culture of continuing professional development where systems thinking becomes a habit focussed on delivering improved outcomes for every child
- . To embrace Jim Collin's *Good to Great* Strategy: keeping it simple through a commitment to continuous improvement delivering results that are always better than our previous best.

We will also continue to implement the National Improvement Framework and the new Education (Scotland) Act 2015.

In order to begin to create a coherent strategy which makes explicit our strategic direction to create a world-class education system here in Midlothian, the theme for this year was *Closing the gap – Achieving Excellence and Equity.* The targets for session 2016/17 were as follows:

1. To build excellence by raising attainment overall:

- . 2% increase in the number of children achieving the expected CfE level in Reading,
- Writing, Listening and Talking, Numeracy and Maths by the end of P1, P4, P7 and S3
- . 2% increase in attendance
- . 2% decrease in exclusions

Each secondary school also have individualised targets for the senior phase

2. To close the gap between the most and the least disadvantaged:

. 5% increase in the number of children from SIMD 1 and 2 achieving the expected level in Reading, Writing, Listening and Talking, Numeracy and Maths by the end of P1, P4, P7 and S3 Each secondary school also have individualised targets for the senior phase

3. Teaching, Learning and Assessment:

- . To continue to support schools with moderation, tracking and assessment of progress through the Broad General Education (BGE).
- . Visible Learning should continue to underpin the development of assessment capable learners; and to support teachers to *know thy impact*

4. Self-evaluation for Self-Improvement and Leadership of Change:

. To implement the Uplifting Leadership Programme for school leaders to support the delivery of the new Education (Scotland) Act; NIF; GIRFEC Named Person; and HGIOS 4

This report focuses on the progress made by the education service within the context of the four priority areas listed above.

1.To build excellence and raise attainment overall:

Attendance

A new outcomes dashboard was created which enables the education service to critically analyse attendance weekly and take proactive action across the whole service in order to ensure that the very best interventions are implemented at the earliest possible stage. As a result of this preventative work, primary school attendance for the 16/17 School year is at 95%. Although this is 1.96% below our aspirational target, attendance for 2016/17 is the highest recorded annual attendance for the primary sector. In Secondary schools, attendance for the 16/17 School year is 90.24%. Although this is 1.76% below our aspirational target, this is 0.22% higher than the previous year. This will remain a priority for improvement for session 2017/18.

Reducing Exclusions

The new dashboard also helps the education service to monitor exclusion levels across the school estate and implement proactive strategies to help reduce exclusions across Midlothian. The indicator for the primary sector falls slightly below our aspirational target by 5 recorded incidents but represents a significant improvement on the previous year with exclusions showing 42 less recorded incidents than the previous year dropping from 143 incidents in

2015/16 to 101 incidents in 2016/17.

The indicator for the secondary sector is off target and shows 3 more recorded incidents than the previous year. This will remain a key priority for session 2017/18 because our commitment to reducing exclusions is key to closing the poverty related attainment gap. Over the course of this year, and the year ahead, we are also undertaking a review of Inclusion to ensure that we build on the very early good practice that we have secured with this improvement priority. The first phase of the Inclusion review was launched on Thursday10th November 2016.

Attainment

Moderation, tracking and assessment of progress through the Broad General Education (BGE):

At the end of September, as part of the National Improvement Framework, CfE data using the new term 'achieving a level' was uplifted for P1, P4, P7 and S3 stages and we will report further on this in quarter 4. For the first time a report called *Achievement of Curriculum for Excellence (CfE) Levels 2015/16* was published by the Scottish Government on 13 December 2016 outlining the CfE data for each local authority and the Scottish average. The Cfe data is included in this quarter 3 report. Caution should be applied as the data used by the Scottish Government is called 'Experimental statistics' which means that the data published is data under development. Therefore, due to the lack of standardisation, there is a high level of variance from local authority to local authority which I illustrated in the quarter 3 report. This included Midlothian data and National data. Raising attainment through the Broad General Education (P1-S3) will remain a core priority for Midlothian in order to ensure that we bring CfE levels at all stages in line with the national average in order to build strong progression through the broad general education (P1-S3).

The Senior Phase

A full attainment report, based on the local measures, for the 2015/16 attainment diet was presented to Council in December. Prior to this report, as agreed by Council last year, our Secondary Head Teachers presented a seminar to elected members on the steps they are taking in their schools to raise attainment overall and how they are closing the attainment related poverty gap. In Q2 I provided a summary of attainment and some highlights include a 16.2% improvement in level 5 literacy and numeracy by the end of S4; 9.8% improvement in literacy and numeracy by the end of S6. Further improvements were identified, particularly in relation to attainment by the end of S5. In terms of leavers data (National benchmarking measures), there was a 1.9% improvement in literacy and numeracy at level 4 and a 7% improvement in literacy and numeracy at level 5. There is also a clear positive improvement trend in terms of local government benchmarking ranking for attainment in 8 out of 12 of the LGBF attainment indicators. Our aspiration is to secure a five year improvement trend where attainment measures are above the virtual and national average at all stages.

Positive Destinations

This year we exceeded our ambitious target for positive destinations with 95.1% of Midlothian young people now recorded to be in an initial positive destination. This is our highest recorded figure and Midlothian is now ranked joint 4th when compared with the 31 other local authorities in Scotland. Midlothian is ambitious on behalf of our young people and through the Developing Midlothian Young Workforce Board (DMYWB) we will focus on continuous improvements and offers within the eight areas below:

- . Increasing vocational pathways in the senior phase
- . Strengthening school/college partnerships
- . Improving young people's employability skills
- . Reviewing work experience
- . Introducing foundation apprenticeships in schools
- . Promoting pathways in science, technology, engineering and maths
- . Strengthening school-business partnerships
- . Supporting young people at risk of negative destinations

2. To close the gap between the most and the least disadvantaged:

This has been a significant focus this year and we have reported an improvement in attainment in terms of average total tariff scores for the lowest 20% of learners by the end of S4 and S6; a significant improvement in tariff scores for the middle 60% and highest 20% by SIMD by the end of S6; and 3.69% improvement at 3 or more qualifications at level 6 by the end of S6. In the December 2016 attainment report to Council we reported a three year improvement trend for Literacy and Numeracy at level 4 for the 30% most deprived learners by the end of S4. Attainment in 2016 at this level is now above both the virtual and the national average and is 8.07% higher than the previous year. In addition we reported a three year improvement trend for Literacy and Numeracy at level 5 for the 30% most deprived learners by the end of S4. Attainment in 2016 is now above both the virtual and the national average with attainment at level 5 in 2016 being more than double the percentage achieved in 2014. Further attention will now be given to closing the vocabulary gap by the end of P1 and closing the gap in literacy and numeracy by the end of P1, P4, P7 and S3.

3. Teaching, Learning and Assessment:

Central to the creation of a World-Class Education system is the delivery of excellent learning and teaching and there are two significant improvement priorities which we are taking forward this year:

- . Visible Learning should continue to underpin the development of assessment capable learners; and to support teachers to *know thy impact*
- . Moderation, tracking and assessment of progress through the Broad General Education (BGE).

In November Midlothian, together with Osiris Educational and the GTCs hosted the first ever Scottish World Conference on Visible Learning with Professor John Hattie. This event was held at Murrayfield Stadium and this event was sold out with practitioners gathering from across the UK. Our own practitioners presented together with other local authorities and the event was positively evaluated. We will continue to roll out Visible Learning to include Impact Cycle Training which will help to feed practitioner research into the new Centre for Innovation and Learning which we will open in Midlothian in August 2017.

4. Self-evaluation for Self-Improvement and Leadership of Change:

Our priority here was to implement the *Uplifting Leadership Programme* for school leaders to support the integrated delivery of the new Education (Scotland) Act; National Improvement Framework; GIRFEC; and the new How Good Is Our School 4. The core ingredients of the world-class strategy will remain central:

- . To adopt an evidence-based practice approach to educational improvement based on the forensic use of data with clear improvements shared and understood by all.
- . To create a leadership culture of continuing professional development where systems thinking becomes a habit focussed on delivering improved outcomes for every child.
- . To embrace Jim Collin's *Good to Great* Strategy: keeping it simple through a commitment to continuous improvement delivering results that are always better than our previous best.

The new Uplifting Leadership Programme, based on the research by Hargreaves, Boyle and Harris, was launched with all Head Teachers and the new Depute Head/Principal Teacher twilight network continues to grow and the DHT and PT network presented their work in November. Over 70 promoted staff attended the new DHT/PT twilight network and this new programme has been well received and is a key part of our commitment to grow our own leaders. This term the uplifting Leadership programme focussed on the area of 'Learning Provision' and we will take a closer look at quality indicators 2.1 - 2.7. In term 3 the focus will shift to Successes and Achievements.

In September and October 2016, Education Scotland inspected the Learning and Development in Midlothian at both the strategic and place-based levels. Education Scotland released the formal inspection report entitled "How Good is the Learning and Development within Midlothian" on 13th December 2016. The inspection findings are graded using a six point scale: excellent, very good, good, satisfactory, weak and unsatisfactory. Midlothian for both strategic and place were awarded very good for all indicators. The inspectors identified the follow strengths:

- . An ethos of shared endeavour.
- . Strong and clear leadership across the partnership.
- . Ambitious and enthusiastic staff and volunteers.
- . The range of targeted learning programmes leading to life-changing impacts.

The inspectors discussed with partners how they might continue to improve their work. This is what was agreed:

- . Continue to develop systems to track skills for learning, life and work across partners.
- . Consider how learner pathways can be sustained as resources change.

An action plan has been developed to take these areas forward and progress will be reported through existing performance requirements.

In addition to the four main priority areas outlined, we also have a number of strategic projects which include the roll out of the 1140 hours in Early Years. The summary below outlines a snapshot of progress made during the course of the last year:

We have increased availability of places across a range of partners to offer flexible choice for parents who have entitled two's. We now have nine Childminders and two Playgroups in contract to deliver our two year old provision. 160 two year olds are currently in *A Good Time To Be 2* provision. In addition, we opened our first Family Learning Centre at Woodburn Primary School. This came to fruition after eighteen months of development. The FLC builds on existing capacity within Woodburn Primary School and maximises our existing estate. The FLC has an integrated, early intervention approach to engage parents in their children's learning and to support parents own adult learning opportunities. This allows us to develop a very robust approach to early intervention and prevention. This model will develop collaborative working from 0-5 years and ensure a continuum of experience for children in our settings, initially in our areas of most challenge. In terms of the 1140 hrs trials, Midlothian Council have been successful in

receiving funding from the Scottish Government to carry out a Trial to develop a blended approach to expansion in the Mayfield area. This will allow us to extend provision through Midlothian Sure Start and Mayfield Nursery School and link closely to working with childminders in the Mayfield area. There are many more highlights regarding Early Years which can be found in our Service Plan.

Committed to continuous improvement, the theme for the Education service for 2017/18 is *Mind the Gap: taking a closer look at progression, progression, progression.* The strategic outcomes set are linked directly to excellence in pedagogy, leadership, collaboration and collective responsibility in order to raise attainment overall at the same time as closing the poverty related attainment gap. We will continue in our shared endeavour to interrupt the cycle of poverty and the Pupil Equity Funding will be central. As practiced this year, in line with the National Improvement Framework, all school improvement priorities will clearly articulate with the following 4 key outcomes:

- . Excellence through raising attainment: Raise attainment in literacy, numeracy
- . Close the Gap: Achieve equity by closing the gap between the most and the least disadvantaged children
- . GIRFEC: To improve children and young people's health and wellbeing
- . **Positive destinations for all:** Continue to improve employability skills and sustained, positive destinations for all young people, adults and families

Emerging Challenges and Risks

- . Pace of proposed legislative change in education: a paper was presented to Cabinet on 11 October which summarises this is detail.
- . 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.

Rate of demographic growth particularly in the early years and primary school rolls.

- . Following the outcome of the recent Judicial Review, managing the legislative status of Named Person which was due to come into force on 31 August.
- . Recruitment of primary teachers remains a risk. Although we have secured an additional pool of permanent supply, a number of those staff are in a much more positive place with staffing than in the past, this will continue to be flagged as a risk as we move into next year.
- . Ongoing work to prepare for the implementation of 1140 hours by 2020. However Midlothian is making very good progress and our work on the new Woodburn Hub was recently recognised as good practice in the recently published Scottish Govt report "A blueprint for 2020. The expansion of ELLC in Scotland" and this will help inform the ongoing implementation of 1140hrs by 2020.
- . Delivering Excellence and the management of resources within a very challenging fiscal climate.
- . New opportunities are now emerging for the replacement employability funded programmes by Scottish Government. LLE will embrace these opportunities to attract resources to support adults and young people to secure employment through these new funded programmes, which will complement the recent funds secured through European Structural Funds.

Education Performance Indicator Summary

Outcomes and Customer Feedback

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
T Homey	indicator	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17	r couci Buta	Value
	Number of complaints received (cumulative)	9	6	14	N/A	58		16/17 : Data Only	•			
	Average time in										Number of complaints complete at Stage 1	33
	working days to respond to complaints at stage 1	3.67	3	3.67	N/A	0.82	②	16/17 : On Target		5	Number of working days for Stage 1 complaints completed within target of 5 working days	27
	Average time in										Number of complaints complete at Stage 2	19
01. Provide an efficient complaints service	working days to respond to complaints at stage 2	17.33	20.33	15.6	N/A	5	②	16/17 : On Target	•	20	Number of working days for Stage 2 complaints completed within target of 20 working days	95
c	Percentage of										Number of complaints complete at Stage 1	33
	complaints at stage 1 complete within 5 working days		100%	100%	N/A	42.42 %		16/17: A Council wide review to raise awareness and understanding for	•	95%	Number of complaints at stage 1 responded to within 5 working days	14
	Percentage of							staff and therefore improve performance is planned for 2017/18			Number of complaints complete at Stage 2	19
	complaints at stage 2 complete within 20 working days	100%	66.67 %	80%	N/A	42.11 %		planned for 2017/16	1	95%	Number of complaints at stage 2 responded to within 20 working days	8
			Mak	ing tl	ne Be	st Us	e of o	ur Resources				
Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
·		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
effectively 03. Manage	Performance against revenue budget	£ 76.95 7 m	£ 83.56 8 m	£ 83.48 3 m	£ 83.82 5 m			16/17: Performance against budget will be reported to the Council in June				
	Average number of working days lost due to sickness absence (cumulative) Average number of working days lost due to sickness absence (cumulative)			16/17: Off Target. Work is ongoing with our HR colleagues to address short and long term absence within Education, in particular to ensure	•	5.5	Number of days lost (cumulative) Average number of FTE in service (year to date)	41				

within Education, in particular to ensure that there is a

consistent approach taken across the

to date)

									service in supporting and managing this issue.				
ĺ	Corporate Health												

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
04. Complete all	% of service priorities on target /										Number of divisional & corporate priority actions	4
service priorities	completed, of the total number	100%	100%	100%	80%	100%		16/17: On Target		90%	Number of divisional & corporate priority actions on tgt/completed	4
05. Process	% of invoices paid within 30 days of										Number received (cumulative)	12,888
invoices efficiently	invoice receipt (cumulative)	96%	97%	96%	94%	93%		16/17: Complete	*	92%	Number paid within 30 days (cumulative)	11,997
06. Improve PI	% of PIs that are on target/ have	63.16	60%	47.37				16/17: Off Target Please see main		90%	Number on tgt/ tgt achieved	16
performance	reached their target.	%		%	%	%		body of report for further information.			Number of PI's	26
07. Control risk	% of high risks that have been	100%	N/A	100%	100%	100%		16/17: Complete		100%	Number of high risks reviewed in the last quarter	1
	reviewed in the last quarter	t 100%		100%							Number of high risks	1

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
1 noney	maioatoi	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		Value
								16/17: Off Target There are 4			Number of on target actions	14
08. Implement improvement plans	% of internal/external audit actions progressing on target.	91.67 %	80%	50%	100%	77.78 %		outstanding audit recommendations following the "Review of Controls Operating Over Pre-School Provision Partnership Providers" meetings have been scheduled between Finance and Procurement to take these actions forward in 17/18.	•	90%	Number of outstanding actions	18

Education Action report



Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
E.S.01.01	01. Inequalities in	To build excellence by raising attainment overall	31-Mar-2017	②	100%	16/17: Complete Overall there has been a 7% increase across the 4 CfE (Curriculum for Excellence) achievement areas since 2015. New National Improvement Framework has changed the way CfE achievement has been measured. This will be an area of priority moving forward in order to bring CfE levels in line with the national average by the end of P1, P4, P7 and S3.
E.S.01.02	learning outcomes have reduced	To close the gap between the least and the most disadvantaged.	31-Mar-2017	②	100%	16/17: No Data Available Further analysis of the CfE data uplifted in June will be required to see how the increases gained in levels correlated with SIMD 1+2 pupils. New National Improvement Framework has changed the way CfE achievement has been measured. The attainment report to Council in December outlined data on closing the attainment gap in S4-6.
E.S.02.01	02. Engaged and supported workforce	Learning Teaching and Assessment	31-Mar-2017		100%	All schools have had 'Achievement of a Level' training and have incorporated this into their improvement priorities for this session. All teaching staff have engaged in moderation activities across departments, schools and ASGs (Associated Schools Group) as well as at authority level in order to become more familiar with the new benchmarks for literacy and numeracy and to ensure that teachers make more robust judgements about achievement of a level in literacy and numeracy. Tracking information is discussed in each school's Quality Indicator Review with related support and challenge from Schools Group Managers.
E.S.04.01	04. Children and young people are supported to be Healthy, happy and reach their potential	Raise the educational attainment and achievement of children and young people, including improving the numbers going on to positive destinations after leaving school	31-Mar-2017		100%	16/17: Complete The Initial Destinations of Senior Phase School Leavers report published by the Scottish Government on 7th March 2017 confirmed that Midlothian Council has significantly improved positive destinations and that 95.1% of our school leavers have now achieved an initial positive destination, this is up 1.6% on last year. This significant and continued improvement has been achieved through the dedication and persistence of staff from schools, Lifelong Learning & Employability and through effective partnership working with public agencies and third sector partners.

Education Performance Indicator Report



					Serv	ice Priori	ties					
DI Codo	Deinsite	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Danahmania
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
M.G.E.08.02a		Average primary school attendance	94.08%	95.01%	96.13%	95.05%	95%		•	16/17: Off Target However, Primary attendance for the 16/17 school year is 95.00%. This is the highest recorded annual attendance for primaries. Authorised absences make up 3.28% and unauthorised absences 1.70% with exclusions at 0.03%. 94.2% (12/13) 94.9% (13/14) 94.5% (14/15) 94.8% (15/16)	96.96%	94.9% (09/10) 94.8% (10/11) 95.1% (11/12) 94.2% (12/13) 94.9% (13/14) 94.5% (14/15) 94.8% (15/16)
M.G.E.08.02b	01. Inequalities in learning outcomes have reduced	Average secondary school attendance	89.8%	90.1%	91.69%	90.02%	90.24%		•	16/17: Off Target Secondary attendance for the 16/17 school year is at 90.24% which is a 0.24% improvement on the previous year. This will continue to be a priority in session 2017/18. Authorised absences make up 6.13% and unauthorised absences 3.45% with exclusions at 0.18%. 91.4% (12/13) 92.4% (13/14) 91.0% (14/15) 89.8% (15/16)	92%	91.1% (09/10) 91.0% (10/11) 91.6% (11/12) 91.4% (12/13) 92.4% (13/14) 91.0% (14/15) 89.8% (15/16)
M.G.E.08.03a		Total number of primary school exclusions	143	17	47	72	101		•	16/17: Off Target There were 101 primary exclusions for the 16/17 school year relating to 52 pupils. Average length of exclusion is 2.5 school days. 84 (12/13) 102 (13/14) 86 (14/15) 143 (15/16)	96	109 (09/10); 127 (10/11); 101 (11/12); 84 (12/13); 102 (13/14); 86 (14/15)

DI Codo	Driority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Donahmark
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Benchmark
M.G.E.08.03b		Total number of secondary school exclusions	315	39	76	193	318		•	16/17: Off Target There were 318, 3 more than the previous year. Reducing exclusions will continue to be a priority for session 2017/18. Exclusion incidents in 16/17 relating to 197 pupils, average length of exclusion was 3.4 days. 323 (12/13); 422 (13/14); 365 (14/15); 315 (15/16)	309	423 (09/10); 476 (10/11); 469 (11/12); 323 (12/13); 422 (13/14); 365 (14/15)
E.S.01.01a	01. Inequalities in learning outcomes have reduced	Increase the number of children achieving the expected CfE level in Reading, Writing, Listening, Talking and Numeracy in P1		N/A	N/A	13%	13%			16/17: On Target On average there has been a 13% increase across all areas from the 2015 figure. Scottish average in brackets. Reading 76% +3% (81%), Writing 74% +11% (78%), Listening and Talking 84% No baseline figure (85%), Numeracy 82% +33% (84%)	2%	2015 figures P1 Reading - 73%, Writing - 63%, Listening and Talking - n/a, Numeracy - 49%
E.S.01.01b	nave reduced	Increase the number of children achieving the expected CfE level in Reading, Writing, Listening, Talking and Numeracy in P4	New for 16/17	N/A	N/A	2%	2%		_	16/17: On Target On average there has been a 2% increase across all areas from the 2015 figure. Scottish average in brackets. Reading 72% -3% (75%), Writing 64% -3% (69%), Listening and Talking 76% No baseline figure (81%), Numeracy 69% +12% (73%)	2%	2015 Figures P4 Reading - 75%, Writing - 67%, Listening and Talking - n/a, Numeracy - 57%
E.S.01.01c		Increase the number of children achieving the expected CfE level in Reading, Writing, Listening, Talking and Numeracy in P7		N/A	N/A	-6%	-6%		_	16/17: Off Target On average there has been a 6% decrease across all areas from the 2015 figure. Scottish average in brackets. Reading 64% -13% (72%), Writing 54% -9% (65%), Listening and Talking 67% No baseline figure (77%), Numeracy 61% +5% (68%)	2%	2015 figures P7 Reading - 77%, Writing - 63%, Listening and Talking - n/a, Numeracy56%

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Donahmark
FICOde	PHOLICY	FI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
E.S.01.01d		Increase the number of children achieving the expected CfE level in Reading, Writing, Listening, Talking and Numeracy in S3		N/A	N/A	15%	15%		_	16/17: Complete On average there has been a 15% increase across all areas from the 2015 figure. Scottish average in brackets. Reading 75% +22% (86%), Writing 71% +20% (84%), Listening and Talking 73% No baseline figure (87%), Numeracy 84% +3% (86%)	2%	2015 figures S3 Reading - 53%, Writing - 51%, Listening and Talking - n/a, Numeracy - 81%
E.S.01.02a		Increase the number of children from SIMD 1+2 achieving the expected level of Reading, Writing, Listening, Talking and Numeracy in P1		N/A	N/A	N/A	N/A	N/A	N/A		5%	
E.S.01.02b	01. Inequalities in learning outcomes have reduced	Increase the number of children from SIMD 1+2 achieving the expected level of Reading, Writing, Listening, Talking and Numeracy in P4	New for 16/17	N/A	N/A	N/A	N/A	N/A	N/A	16/17: No Data Available Individual performance information required to analyse	5%	
E.S.01.02c		Increase the number of children from SIMD 1+2 achieving the expected level of Reading, Writing, Listening, Talking and Numeracy in P7		N/A	N/A	N/A	N/A	N/A	N/A	SIMD data is unfortunately not available from 15/16. Data from the 16/17 collection will hold individual information and be used as a baseline for 17/18.	5%	
E.S.01.02d		Increase the number of children from SIMD 1+2 achieving the expected level of Reading, Writing, Listening, Talking and Numeracy in S3		N/A	N/A	N/A	N/A	N/A	N/A		5%	

DI Codo	Dui a vida v	DI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Danahmank
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
E.S.02.01a	02. Engaged and supported	To continue to support schools with moderation, tracking and assessment of progress through the Broad General Education (BGE)	New for	25%	50%	75%	100%		•	16/17: On Target All schools have had 'Achievement of a Level' training and have incorporated this into their improvement priorities for this session. All teaching staff have engaged in moderation activities across departments, schools and ASGs as well as at authority level in order to become more familiar with the new benchmarks for literacy and numeracy and to ensure that teachers make more robust judgements about achievement of a level in literacy and numeracy. Tracking information is discussed in each school's Quality Indicator Review with related support and challenge from Schools Group Managers.	100%	
E.S.02.01b	WOIKIOICE	Visible learning should continue to underpin the development of assessment capable learners; and to support teachers to Know thy impact	10/1/	25%	50%	75%	100%			16/17: On Target Visible learning continues to be a key driver of teacher professional learning and the initial development phase at school system level has been completed this session via Evidence into Practice workshops and skills development relating to Practitioner enquiry. This will enable all schools to support the development of assessment capable learners and give teachers the ability to understand their own impact on learning outcomes. This phase will lead us into the new planned three year professional development programme based on the Visible Learning		

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Pi Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	benchmark
										collaborative impact coaching model – designed to operate in all schools.		
E.S.02.01c	02. Engaged and supported workforce	To implement the School Leadership Programme to support the delivery of the new Education (Scotland) Act; NIF; GIRFEC; Named Person; and HGIOS 4	New for 16/17	25%	50%	75%	100%			16/17: On Target The Leadership Learning Community programme for Head teachers, Depute Head's and Principal Teachers in all schools and Head Teacher business meetings have supported the development of strategic and operational leadership across all schools and nurseries to ensure we deliver in relation to the new Education Scotland Act, NIF, GIRFEC, Named Person and HGIOS 4. New improvement planning documentation and specific advice and guidance relating to planning and reporting on closing the poverty related attainment gap have been delivered. Systems leaders at all levels have been involved in consultation and dialogue on improvement approaches and new initiatives relating to the NIF and the new Pupil Equity Fund.	100%	
E.S.02.01d		To Grow our ASGs into Learning Communities in order to continue to build the self-improving system updating resources in line with HGIOS 4 and the new NIF.		25%	50%	75%	100%		^	16/17: On Target It has been decided to focus with the Newbattle ASG in 16/17 and to use this as a template for further development next session. A meeting has taken place with over 40 partners looking at collaborative working.	100%	

PI Code	Deionite	DI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Prode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
E.S.03.01a	03. Children in their early years and their families are being supported to be healthy, to learn and to be resilient	Number of eligible 2 year olds in receipt of Early Learning and Child Care	115	151	160	180	171		•	As is the case Nationally, Midlothian has been unable to get information from DWP to target eligible families. A successful marketing campaign promoting the "Good time to be 2" has been instrumental in driving numbers.	200	
E.S.04.01a	04. Children and young people are supported to be Healthy, happy and		85.7%	N/A	N/A	N/A	87.8%			16/17: On Target Midlothian - 87.8%, National - 88.1%, Virtual - 86.61%	85.8%	3 Yearly average 77.10% Midlothian; 77.6% Virtual comparator; 78.6% National average (Insight national benchmarking data)
E.S.04.01b	reach their potential		56.3%	N/A	N/A	N/A	63.31%		•	16/17: On Target Midlothian - 63.31%, National - 64.21%, Virtual - 60.56%	56.4%	3 Yearly average: 48.6% Midlothian; 51.1% Virtual comparator; 53.5% National average (Insight national benchmarking data)

DI Cada	Deiositus	DI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Domohanouk
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
E.S.04.01c		Increase the average total tariff score for lowest 20% of learners by the end of S4 to bring in line with the virtual comparator	113	N/A	122	N/A	122	>	^	16/17: On Target Midlothian - 122, National - 114, Virtual - 119	119	3 Yearly average: 121 Midlothian; 123 Virtual; 111 National (Insight national benchmarking data)
E.S.04.01d	04. Children and young people are supported to be Healthy, happy and reach their potential I	Increase the average total tariff score for middle 60% of learners by the end of S4 to bring in line with the virtual comparator	New for 16/17	N/A	377	N/A	377			16/17: Off Target. Virtual Comparator - 379 National - 372. School's planning is aligned to the priorities in the National Improvement Framework (NIF) and tackling closing the attainment gap this session. Insight is being analysed and discussed in relation to SIMD and the attainment bands within cohorts in order to target the progression of individual students. Forward planning is concentrating on monitoring and tracking student performance to improve outcomes in certificated courses that carry tariff points. Schools are continuing to develop wider opportunities to achieve tariff point through a range of courses and other qualifications e.g. national progression awards, Duke of Edinburgh, John Muir.	396	3 Yearly average: 376 Midlothian; 382 Virtual; 370 National (Insight national benchmarking data)

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
FICOUE	FHORITY	Г	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Denominark
E.S.04.01e	04. Children and young people are supported to be Healthy, happy and reach their potential I	Increase the average total tariff score for highest 20% of learners by the end of S4 to bring in line with the virtual comparator	New for 16/17	N/A	555	N/A	555			16/17: Off Target. Virtual Comparator - 600 National - 592. School's planning is aligned to the priorities in the National Improvement Framework (NIF) and tackling closing the attainment gap this session. Insight is being analysed and discussed in relation to SIMD and the attainment bands within cohorts in order to target the progression of individual students. Forward planning is concentrating on monitoring and tracking student performance to improve outcomes in certificated courses that carry tariff points. Schools are continuing to develop wider opportunities to achieve tariff point through a range of courses and other qualifications e.g. national progression awards, Duke of Edinburgh, John Muir.	628	3 Yearly average: 582 Midlothian; 607 Virtual; 600 National (Insight national benchmarking data)
E.S.04.01f		Increase the average total tariff score for lowest 20% of learners by the end of S5 to bring in line with the virtual comparator	New for 16/17	N/A	126	N/A	126			16/17: Off Target Virtual Comparator - 171, National - 149. School's planning is aligned to the priorities in the National Improvement Framework (NIF) and tackling closing the attainment gap this session. Insight is being analysed and discussed in relation to SIMD and the attainment bands within cohorts in order to target the progression of individual students. Forward planning is concentrating on monitoring and tracking student performance to improve	145	3 Yearly average: 134 Midlothian; 175 Virtual; 147 National (Insight national benchmarking data)

PI Code	Deitarik	DI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Domahar ada
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
										outcomes in certificated courses that carry tariff points. Schools are continuing to develop wider opportunities to achieve tariff point through a range of courses and other qualifications e.g. national progression awards, Duke of Edinburgh, John Muir.		
E.S.04.01g	04. Children and young people are supported to be Healthy, happy and reach their potential	Increase the average total tariff score for middle 60% of learners by the end of S5 to bring in line with the virtual comparator	New for 16/17	N/A	571	N/A	571			16/17: Off Target. Virtual Comparator - 670, National - 640. School's planning is aligned to the priorities in the National Improvement Framework (NIF) and tackling closing the attainment gap this session. Insight is being analysed and discussed in relation to SIMD and the attainment bands within cohorts in order to target the progression of individual students. Forward planning is concentrating on monitoring and tracking student performance to improve outcomes in certificated courses that carry tariff points. Schools are continuing to develop wider opportunities to achieve tariff point through a range of courses and other qualifications e.g. national progression awards, Duke of Edinburgh, John Muir.	639	3 Yearly average: 587 Midlothian; 666 Virtual; 621 National (Insight national benchmarking data)

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
FICOUE	FHORITY	F1	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Denominark
E.S.04.01h	04. Children and young people are supported to be Healthy, happy and reach their potential I	Increase the average total tariff score for highest 20% of learners by the end of S5 to bring in line with the virtual comparator	New for 16/17	N/A	1,135	N/A	1,135			16/17: Off Target. Virtual Comparator - 1172, National - 1169. School's planning is aligned to the priorities in the National Improvement Framework (NIF) and tackling closing the attainment gap this session. Insight is being analysed and discussed in relation to SIMD and the attainment bands within cohorts in order to target the progression of individual students. Forward planning is concentrating on monitoring and tracking student performance to improve outcomes in certificated courses that carry tariff points. Schools are continuing to develop wider opportunities to achieve tariff point through a range of courses and other qualifications e.g. national progression awards, Duke of Edinburgh, John Muir.	1,197	3 Yearly average: 1174 Midlothian; 1196 Virtual; 1178 National (Insight national benchmarking data)
E.S.04.01I		Increase the average total tariff score for lowest 20% of learners by the end of S6 to bring in line with the virtual comparator	New for 16/17	N/A	147	N/A	147			16/17: Off Target. Virtual Comparator - 183, National - 151. School's planning is aligned to the priorities in the National Improvement Framework (NIF) and tackling closing the attainment gap this session. Insight is being analysed and discussed in relation to SIMD and the attainment bands within cohorts in order to target the progression of individual students. Forward planning is concentrating on monitoring and tracking student performance to improve	167	3 Yearly average: 134 Midlothian; 186 Virtual; 146 National (Insight national benchmarking data)

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
Ficode	Priority	FI	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Delicililark
										outcomes in certificated courses that carry tariff points. Schools are continuing to develop wider opportunities to achieve tariff point through a range of courses and other qualifications e.g. national progression awards, Duke of Edinburgh, John Muir.		
E.S.04.01j				N/A	809	N/A	809			16/17: On Target Virtual Comparator - 880 National - 805	736	3 Yearly average: 713 Midlothian; 858 Virtual; 774 National (Insight national benchmarking data)
E.S.04.01k	04. Children and young people are supported to be Healthy, happy and reach their potential		New for 16/17	N/A	1,878	N/A	1,878		_	16/17: On Target Midlothian - 1878 Virtual Comparator - 1848 National - 1805	1,782	3 Yearly average: 1766 Midlothian; 1846 Virtual; 1801 National (Insight national benchmarking data)
E.S.04.01I		Increase the % of leavers (S4,5,6) in a positive destination in order to continue to exceed both the virtual and the national average	93.44%	93%	93%	N/A	95.06%		•	16/17: On Target There has been a 1.6% increase in School Leaver initial positive destinations in 2015/16. The largest increase has been in Further education which has seen a 4.7% increase on 14/15. Unemployment (both seeking and not seeking) has decreased from 6.5% in 14/15 to 4.8% in 15/16.	95%	3 Yearly average: 92.28% Midlothian 91.86% Virtual 92.42% National average (Insight national benchmarking data)

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
FICOde	Phoney	P1	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Delicililark
E.S.04.01m		Percentage of Midlothian LAC & LAAC school leavers progressing to positive destinations	76%	80%	80%	N/A	76.92%		•	16/17: Off Target Initial School Leaver destinations for Looked after and Accommodated pupils have increased from 74.07% in 14/15 to 76.92% in 15/16. The largest increase is in Further Education which has risen from 18.52% to 61.54%, unemployment has fallen from 25.9% to 23.1%.	95%	Scot Gov stats for 12/13 (different criteria) 27 looked after leavers, 74% initial, 63% follow-up
E.S.04.01n		Breadth and depth for all candidates by the end of S4 - percentage with 5+ at Level 5	New for 16/17	N/A	44.3%	N/A	44.3%	Ø		16/17: On Target Midlothian - 44.3% Virtual Comparator - 46.2%	42%	2011-30.0 2012-32.0 2013-32.4 2014-40.3 2015-38.3 3yr avg-37.0
E.S.04.01o	04. Children and young people are supported to be Healthy, happy and reach their potential	Breadth and depth for all candidates by the end of S5 - percentage with 3+ at Level 6	34.15%	N/A	30.8%	N/A	31.26%		•	16/17: Off Target. Midlothian - 31.26% Virtual Comparator - 41.1%	42%	2010-21.1 2011-24.3 2012-23.8 2013-26.6 2014-26.1 2015-34.15 3yr avg-28.9
E.S.04.01p		Breadth and depth for all candidates by the end of S6 - percentage with 3+ at Level 6		N/A	43.9%	N/A	43.9%	>		16/17: On Target Midlothian - 43.9% Virtual Comparator - 50.7%	40.21%	2010-31.8 2011-31.3 2012-32.5 2013-35.9 2014-36.3 2015-40.21 3yr avg-37.5%
E.S.04.01q		% of SIMD deciles in which Leavers (S4,5 6) pupils' average tariff score is at or above the virtual comparator.	New for 16/17	N/A	N/A	N/A	90%	>		16/17: Complete Information from insight shows Midlothian School Leavers are above the virtual comparator in 9 of 10 SIMD Deciles.	50%	80% 2009/10 20% 2010/11 40% 2011/12 20% 2012/13 50% 2013/14 (Insight national benchmarking data)

Balanced Scorecard Indicators

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
Prode	Performance indicator	Value	Value	Value	Value	Value	Target	Status	Note
BS.ED.03	Reduce exclusions in Primary schools by 2%	140.14	17	47	72	101	96		16/17: Off Target There were 101 primary exclusions for the 16/17 school year relating to 52 pupils. Average length of exclusion is 2.5 school days. 84 (12/13) 102 (13/14) 86 (14/15) 143 (15/16)
BS.ED.04	Reduce exclusions in Secondary schools by 2%	315	39	76	193	318	309		16/17: Off Target There were 318, 3 more than the previous year. Reducing exclusions will continue to be a priority for session 2017/18. Exclusion incidents in 16/17 relating to 197 pupils, average length of exclusion was 3.4 days. 323 (12/13); 422 (13/14); 365 (14/15); 315 (15/16)
BS.ED.05	Improve in Primary School attendance by 2%	94.08%	95.01%	96.13%	95.05%	95%	96.96%		16/17: Off Target However, Primary attendance for the 16/17 school year is 95.00%. This is the highest recorded annual attendance for primaries. Authorised absences make up 3.28% and unauthorised absences 1.70% with exclusions at 0.03%. 94.2% (12/13) 94.9% (13/14) 94.5% (14/15) 94.8% (15/16)
BS.ED.06	Improve Secondary School Attendance by 2%	90%	90.1%	91.69%	90.02%	90.24%	92%		16/17: Off Target Secondary attendance for the 16/17 school year is at 90.24% which is a 0.24% improvement on the previous year. This will continue to be a priority in session 2017/18. Authorised absences make up 6.13% and unauthorised absences 3.45% with exclusions at 0.18%. 91.4% (12/13) 92.4% (13/14) 91.0% (14/15) 89.8% (15/16)
BS.ED.07	Increase the number of children achieving the expected CfE level in Reading, Writing and Numeracy		Annual Mea	sure		6%	2%		16/17: On Target On average there has been a 6% increase in pupils achieving the expected CfE level in Reading, Writing ad Numeracy across P4, P7 and S3.
BS.ED.08	Increase the number of children from SIMD achieving the expected CfE level in Reading, Writing and Numeracy	Name		N/A		N/A			16/17: No Data Available Individual performance information required to analyse SIMD data is unfortunately not available from 15/16. Data from the 16/17 collection will hold individual information and be used as a baseline for 17/18.
BS.ED.09	Increase the percentage of leavers who achieve Literacy and Numeracy at Level 4 to bring in line with the national average	New for 2016/17	Annual Mea	neuroe		87.8%	85.8%	>	16/17: On Target Midlothian - 87.8%, National - 88.1%, Virtual - 86.61%
BS.ED.10	Increase the average total tariff score for leavers to bring inline with the virtual comparator (National benchmarking measures)		Ailliuai Mea	isures		5%	3%	>	16/17: On Target Midlothian has increased it's average total tariff score for all leavers from 850 in 2014/15 to 891.4 in 15/16. Virtual Comparator - 852.4 National Comparator - 901.2

		2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note
BS.ED.11	Close the attainment gap for all leavers (Attainment versus deprivation - National benchmarking measure)	New for 2016/17				90%	50%	Ø	16/17: On Target Information from insight shows Midlothian School Leavers are above the virtual comparator in 9 of 10 SIMD Deciles.
BS.ED.12	Increase percentage of school leavers in positive destinations to 93% from 89.2%	93.5%	Annual Mea	isure		95.1%	95%	>	16/17: On Target There has been a 1.6% increase in School Leaver initial positive destinations in 2015/16. The largest increase has been in Further education which has seen a 4.7% increase on 14/15. Unemployment (both seeking and not seeking) has decreased from 6.5% in 14/15 to 4.8% in 15/16.
BS.ED.13	% S5 pupils with 3+ Level 6	34.15%		31.26%		31.26%	42%		16/17: Off Target. Midlothian - 31.26% Virtual Comparator - 41.1%
CHN01	Corporate - Primary Education - Cost per pupil (LGBF)	£4,649					-		
CHN02	Corporate - Secondary Education - Cost per pupil (LGBF)	£6,298							
CHN03	Corporate - Pre- Primary Education - Cost per pupil (LGBF)	£3,558	Annual Mea	sures				Y	Local Government Benchmarking Framework Indicators data for 2016/17 will be published in January 2018
CHN10	Corporate - Percentage of Adults satisfied with local schools (LGBF)	78%						Y	
CHN11	Corporate - Proportion of Pupils Entering Positive Destinations (LGBF)	95.1%							
M.G.E.03.0 1a	% uptake of 27-30 Month health checks					84.6%	86.7%		16/17: Off Target The latest information (2015/16) shows that Midlothian is below target.
M.G.E.05.0 1c	In identified SIMD areas (1 & 2), value added for each pupil from entry to exit in P1 as a % comparison to Midlothian overall	New for 2016/17	Annual Mea	sures		81.2%	90%		16/17: Off Target Latest information is from 2015/16. SIMD 1 and 2 - 1.51 (82 pupils). Overall 1.86 (727 pupils).
M.G.E.05.0 5a	Number of 2 year olds in early learning and childcare	115				171	180		16/17: Off Target Unable to get information from DWP to target eligible families.
M.G.E.08.0 2a	Average primary school attendance	94.08%	95.01% 96.13% 95.05%		95%	96.96%		16/17: Off Target However, Primary attendance for the 16/17 school year is 95.00%. This is the highest recorded annual attendance for primaries. Authorised absences make up 3.28% and unauthorised absences 1.70% with	

DI O I	D ()	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note
									exclusions at 0.03%. 94.2% (12/13) 94.9% (13/14) 94.5% (14/15) 94.8% (15/16)
M.G.E.08.0 2b	Average secondary school attendance	89.8%	90.1%	91.69%	90.02%	90.24%	92%		16/17: Off Target Secondary attendance for the 16/17 school year is at 90.24% which is a 0.24% improvement on the previous year. This will continue to be a priority in session 2017/18. Authorised absences make up 6.13% and unauthorised absences 3.45% with exclusions at 0.18%. 91.4% (12/13) 92.4% (13/14) 91.0% (14/15) 89.8% (15/16)
M.G.E.08.0 3a	Total number of primary school exclusions	143	17	47	72	101	96		16/17: Off Target There were 101 primary exclusions for the 16/17 school year relating to 52 pupils. Average length of exclusion is 2.5 school days. 84 (12/13) 102 (13/14) 86 (14/15) 143 (15/16)
M.G.E.08.0 3b	Total number of secondary school exclusions	315	39	76	193	318	309		16/17: Off Target There were 318, 3 more than the previous year. Reducing exclusions will continue to be a priority for session 2017/18. Exclusion incidents in 16/17 relating to 197 pupils, average length of exclusion was 3.4 days. 323 (12/13); 422 (13/14); 365 (14/15); 315 (15/16)
M.IOM.E.0 2.01a	The qualification levels of Midlothian residents have increased as follows: SVQ4 and above from 38.5% to 40%			Annual Mea	asure	38.5%	40%		16/17 : Off Target The latest available information (Jan-Dec 2016) shows Midlothian is slightly below the Scottish average.
M.IOM.E.0 2.01e	Midlothian residents with no qualifications have reduced from 9.7% to 9.4%	New for		7.9%	N/A	6.4%	9.4%	②	16/17 : On Target
M.IOM.E.0 3.01a	% of those leaving school secure a positive destination	2016/17	N/A	93.5%	N/A	95.1%	95%		16/17: On Target Initial school leaver destinations
M.IOM.E.0 3.01b	% of 16-19 years olds secure a positive destination (reported quarterly). DSYW plan details the actions required to achieve this			89.9%	89.9%	N/A			16/17: Data Only Participation measure not available until Summer 2017.

Published Local Government Benchmarking Framework Education Service



LGBF Category - Children's Services

Codo	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	Estamal Camanaviasa
Code	Title	Value	Value	Value	Value	Value	Value	External Comparison
CHN01	Primary Education - Cost per pupil (LGBF)	£4,679.35	£4,799.39	£4,784.62	£4,762.29	£4,725.50	£4,649.97	15/16 Rank 14 (Second Quartile). 14/15 Rank 18 (Third Quartile).
CHN02	Secondary Education - Cost per pupil (LGBF)	£6,163.71	£6,200.19	£6,274.35	£6,367.07	£6,411.56	£6,298.73	15/16 Rank 6 (TOP Quartile). 14/15 Rank 9 (Second Quartile).
CHN03	Pre- Primary Education - Cost per pupil (LGBF)	£3,362.91	£2,958.02	£3,071.86	£3,003.54	£2,894.24	£3,558.81	15/16 Rank 9 (Second Quartile) 14/15 Rank 9 (Second Quartile).
CHN04	% achieving 5 or more awards at SCQF Level 5 (LGBF)		48%	50%	50%	54%	58%	15/16 Rank 18 (Third Quartile). 14/15 Rank 22 (Third Quartile)
CHN05	% achieving 5 or more awards at SCQF level 6 (LGBF)		20%	21%	26%	24%	29%	15/16 Rank 25 (Bottom Quartile). 14/15 Rank 30 (Bottom Quartile)
CHN06	% SIMD Quintile 1 achieving 5 or more awards at SCQF level 5 (LGBF)		26%	35%	34%	39%	37%	15/16 Rank 17 (Third Quartile). 14/15 Rank 11 (Second Quartile)
CHN07	% SIMD Quintile 1 achieving 5 or more awards at SCQF level 6 (LGBF)		5%	9%	14%	10%	12%	15/16 Rank 21 (Third Quartile), 14/15 Rank 21 (Third Quartile)
CHN10	Percentage of Adults satisfied with local schools (LGBF)	85.8%		82%	78%	78%	78%	15/16 Rank 23 (Third Quartile). 14/15 Rank 23 (Third Quartile).
CHN11	Proportion of Pupils Entering Positive Destinations (LGBF)	85.2%	85.4%	89.2%	93.9%	93.5%	95.1%	15/16 Rank 5 (TOP Quartile) 14/15 Rank 15 (Second Quartile)
CHN12a	Overall Average Total Tariff (LGBF)		715.87	752.09	753.86	787.49	888.43	15/16 Rank 13 (Second Quartile), 14/15 Rank 27 (Bottom Quartile)
CHN12b	Average Total Tariff SIMD Quintile 1 (LGBF)		422	544	501	493	581	15/16 Rank 12 (Second Quartile), 14/15 Rank 23 (Third Quartile)
CHN12c	Average Total Tariff SIMD Quintile 2 (LGBF)		541	541	538	572	695	15/16 Rank 23 (Third Quartile), 14/15 Rank 28 (Bottom Quartile)
CHN12d	Average Total Tariff SIMD Quintile 3 (LGBF)		727	669	783	842	849	15/16 Rank 23 (Third Quartile), 14/15 Rank 19 (Third Quartile)
CHN12e	Average Total Tariff SIMD Quintile 4 (LGBF)		848	922	895	854	1,041	15/16 Rank 12 (Second Quartile), 14/15 Rank 29 (Bottom Quartile)

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	Title	Value	Value	Value	Value	Value	Value	External Companson
CHN12f	Average Total Tariff SIMD Quintile 5 (LGBF)		1,038	1,067	1,029	1,098	11 //X	15/16 Rank 7 (Top Quartile), 14/15 Rank 23 (Third Quartile)

Commercial Operations Annual Performance Report 2016/17



Progress in delivery of strategic outcomes

Waste Management: As part of a unique partnership arrangement with City of Edinburgh Council the construction and commissioning of a food waste reprocessing plant has been completed on the jointly owned site at Millerhill. Food waste is now being delivered, at higher than the Scotland average levels, to the plant which sees food waste used to provide an energy source as well as recovering a fertiliser for agricultural use.

The second stage of this exciting project is the construction of a residual energy from waste plant on the same site which is due for completion during late 2019. This multi million pound project will allow Midlothian to meet fully its legal obligations to restrict landfill to no more than 5% of the waste stream by 2025..

The Scottish Government have set challenging targets of 70% recycling and no more than 5% of waste being sent to landfill by 2025. Midlothian achieved its highest level of recycling to date of 53.8% in 2016.

This was achieved through a combination of measures including assisting schools with food waste recycling efforts, revising the 'recycling' pages of the new Council website, community venue hosted small WEEE (waste electrical and electronic equipment) event week, and 8,000 households targeted as part of the drive to increase participation in food waste recycling. Funding of £19,000 was secured from Zero Waste Scotland to promote food waste recycling.

Road Services: Midlothian has a vision as being "a great place to grow". In this respect the road network must be maintained in a condition that is fit for purpose. The service has completed the identified footway and road improvement programme thereby maintaining the road network in a steady state position with no deterioration for the last five years. However this underlying figure is that just over 30% of the road network requires to be considered for maintenance.

As part of the drive towards lowering carbon emissions and reducing the consequent energy use, the programme to deliver LED lights across Midlothian has continued with a further 400 lights replaced during the last year.

A revised active travel strategy has been developed and in conjunction with this good progress has been made in terms of planning for the extension of walking and cycling routes linked into the new Borders rail line.

Following intimation of withdrawal of the traffic warden service significant preparatory work has concluded which has resulted in a draft application submitted to Scottish Government to allow for the introduction of decriminalised parking enforcement in Midlothian.

A formal start to the ELBF shared services project has begun following the setting up of a shadow joint committee comprising elected members from each authority. Work streams have been identified and allocated to each authority with Midlothian having successfully procured a joint weather forecasting service as part of the early works programme.

As part of the budget challenge and recognising the need to utilise a more generic workforce, a shared services team (comprising land and roads teams) has been developed to carry out hard landscape projects for third parties. Road Services were a UK Finalist in the Association of Public Service Excellence (APSE) Best Performer for Roads, Highways and Winter maintenance.

Travel & Fleet: As part of the agenda to drive down carbon emissions, the service has installed new electric vehicle charging points across Midlothian, as well as taking delivery of seven new electric vehicles. This brings the number of electric vehicles up to 11 with a further two on order. In addition a comprehensive report has been completed focusing on fleet utilisation, hire vehicle usage, grey fleet and other staff travel, which is being used to develop proposals to reduce mileage and costs to the authority.

Following the long awaited return of rail travel in Midlothian support for the new rail line has continued to ensure its use is maximised. In addition a close working relationship with Lothian Buses, as the main public transport operator in Midlothian, endeavours to ensure that so far as practical the needs and travel habits of Midlothian residents are met.

Significant savings have been achieved throughout the year by introducing different travel packages for end users, including journeys to school and social work clients, making best use of the available fleet.

The service was a finalist in the APSE Best and most improved performer awards for Transport Operations and vehicle maintenance.

Landscape & Countryside: Although the majority of the service is engaged in maintaining and enhancing the natural environment a strong focus is around getting people active by providing facilities and an environment that encourages activity.

A number of projects and initiatives have been delivered across Midlothian, many of which are as a result of having identified and secured significant third party funding. This has included work for example in Auld Gala park in Gorebridge, new play equipment in various schools and play groups as part of the play strategy, and the remediation of significant bing sites near Gorebridge.

In terms of delivering positive destinations and opportunities for our young people the service has accommodated a large number of work placements and work experience placements. This has included youngsters from Services in the Focus programme (formerly known as STEM), Lifelong Learning and Employment (LLE) and schools. In total this amounts to over 12,000 hours of placement time during the year

In addition, the general population have benefitted from a number of events across Midlothian organised by the Ranger service and in many instances involving many hundreds of volunteers to maintain and enhance the built environment. The Vogrie Play day in August was well received and was attended by just over 800 children from across Midlothian and beyond.

The Land and Countryside service against a background of reducing resources has achieved green flags status in five of the Council's parks. This included the retention of the four previous awards followed by the successful application and award of a green flag for Memorial Park in Loanhead.

There has been a strong focus on securing third party income and to this end the service have successfully completed a number of soft landscape contract works for local house builders.

Risk Management: The roll out of a new Health & Safety Management Information system marks a key step forward for the Council, placing information in the hands of managers who need it and the ability to operate more efficiently on a number of levels. The development and roll out of the Health and Safety Management Arrangements gives clear direction to support statutory compliance.

The roll out of the Health & Safety Management Information System has resulted in over 500 users being trained across all services.

There has been a strong focus as part of the budget challenge to deliver training in-house with a target of almost £39,000 having been raised. The 2017 Training program was completed and issued to managers through the Intranet offering a comprehensive range of training for the calendar year ahead.

The Council's Civil Contingency arrangements have been tested during the year with learning points identified from these and successes acknowledged. The development of Service Risk Registers into the format used in the Strategic Risk Profile has been progressed.

Emerging Challenges

Waste Management

Each of the emerging challenges within the waste sector, against a background of reducing budgets, have significant financial implications.

Revised contract terms have been agreed for the processing of the blue bin (recycling) material. The challenge going forward will be to reduce contamination levels (to maintain and increase recycling levels) and to ensure that processing costs are charged at their lowest level.

Following the granting of planning consent to refurbish Penicuik recycling centre the challenge will be to secure funding to allow this work to progress.

Having signed up to Scottish Governments Household Waste Charter the Council will require to consider and thereafter potentially implement changes to the waste collection frequencies, including the option to introduce a charge for the only non-statutory service, garden waste.

An emerging challenge for Council to consider is the potential requirement to provide a food waste collection service for every household.

A revised Litter Code of Practise is due to be released during the summer of 2017. This is likely to see higher levels of cleanliness, with shorter time scales for remedial works being introduced. This is likely to have significant resourcing issues for the Council to consider.

Road Services: Increasing pressure on the road maintenance budget will prove a significant challenge to maintain the road network at current condition levels. To ensure that best use is made of the limited resources the service will continue to utilise the developed asset management system.

Budget pressures will also impact on the ability to maintain other road network features including structures, drainage and street lighting at current levels, and to be able to react positively in terms of meeting Government road safety targets to reduce casualty numbers.

Ensure that infrastructure improvements associated with Borders Railway are completed. To this end, final negotiations with the Shawfair developers and others are being facilitated to allow for the completion of rail and transportation infrastructure.

The Flood Risk Management Plans were published in June 2016 the service will work with other councils, SEPA (Scottish Environmental Protection Agency) and Scottish Water to draw on their expertise in assisting and considering what mitigation measures should be undertaken.

Travel & Fleet: The pace of progress to implement changes to travel habits requires to increase, to allow a reduction in mileage and carbon emissions to be fully realised. A proposal to set up access to membership of City Car Club (now Enterprise City Car Club) for Midlothian Council employees is currently being explored as part of this work stream.

Work is progressing to develop options for Council consideration in respect of travel carried out on behalf of the Council, the aim of which will be to reduce travel where necessary and ensure the most sustainable options are used.

A detailed review of the operation of the fleet and plant maintenance operation is being undertaken in conjunction with the FTA (Freight Transport Association) to ensure the service is best placed to meet the challenges of an ageing fleet (subject to capital considerations) and the range of vehicles utilised by the Council.

Discussions are being undertaken with community transport providers to ensure that best use is made of both their own and the Council's fleet.

Landscape & Countryside: In an effort to shift the direct burden of maintaining the natural environment, a number of opportunities require to be maximised including working in partnership with volunteers to develop and maintain walking/cycling routes. In addition the service is looking to publicise and promote opportunities for coproduction with communities, which will focus on the various town centre parks initially.

Managing potential reductions in service, finding new ways of working, relating these changes to the public and managing expectations is a challenge given the size of the team.

Challenging financial targets have been set for the hard and soft Landscape Squads to secure additional income against a difficulty to recruit and retain suitably skilled staff.

The challenging budget position places a focus on reducing the ground maintenance service. To this end the challenge is to identify those locations where service standards could be reduced with the least impact on Midlothian.

Improving access for all abilities to Midlothian Town Parks Play areas is an important theme and the challenge is to deliver facilities in all of the Council parks as part of a coherent play strategy.

Works to reinstate the steps at Ironmills were completed on budget, however there is a period of monitoring ongoing to ensure there is no further movement before there is confidence that the final stages of the project are complete.

Risk Management: Deliver Health & Safety Management Information System training across the school estate despite their spread and restricted availability of school staff. The focus is to ensure that Risk Management activity is not viewed as an additional work task, but for staff to see and be able to use risk management to achieve better outcomes, particularly during a period of financial constraint and change in operating environments.

Development and roll out of a new refreshed Business Continuity approach, acknowledging emerging new risks e.g. acts of terrorism.

Commercial Operations Performance Indicator Summary

	Outcomes and Customer Feedback													
Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value		
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17				
	Number of complaints received (cumulative)	3,761	1,320	2,583	N/A	4,581		16/17 : Data Only	1					
	Average time in working days to										Number of complaints complete at Stage 1	4,549		
	respond to complaints at stage	1.94	2.1	2.36	N/A	0.21		16/17 : On Target		5	Number of working days for all Stage 1 complaints completed within target of 5 days	948		
	Average time in	Average time in vorking days to										Number of complaints complete at Stage 2	4	
01. Provide an efficient complaints service	respond to complaints at stage 2	9.6	0	6	N/A	9.5		16/17 : On Target		20	Number of working days for all Stage 2 complaints completed within target of 20 days	38		
	Percentage of										Number of complaints complete at Stage 1	4,549		
	complaints at stage 1 complete within 5 working days		93.14	92.49 %	N/A	95.54 %		A Council wide review to raise awareness and	1	95%	Number of complaints at stage 1 responded to within 5 working days	4,346		
	Percentage of							understanding for staff and therefore improve performance is			Number of complaints complete at Stage 2	4		
	a a manufatina a a a a a a a a a	100%	0%	100%	N/A	100%		planned for 2017/18	_	95%	Number of complaints at stage 2 responded to within 20 working days	4		
			Mak	ing th	ne Be	st Us	e of o	ur Resources						

	Making the Best Use of our Resources														
Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value			
y	in order	Value	Value	Value	Value	Value	Statu s			2016/ 17					
02. Manage budget effectively	Performance against revenue budget	£ 15.30 4 m	£ 16.16 7 m	£ 16.20 1 m	£ 16.36 6 m			16/17: Performance against budget will be reported to the Council in June							
03. Manage	Average number of working days lost										Number of days lost (cumulative)	4,803.7 5			
stress and absence	due to sickness absence (cumulative)	12.42 2.45 5.50 9.15 11.89			16/17: On Target		13.30	Average number of FTE in service (year to date)	403.88						

Corporate Health

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
04. Complete all	% of service actions on target /				95.24						Number of service & corporate priority actions	21
service priorities	completed, of the total number	100%	100%	100%	%	100%		16/17: On Target	_	90%	Number of service & corporate priority actions on tgt/completed	21
05. Process	% of invoices paid within 30 days of										Number received (cumulative)	6,424
invoices efficiently	invoice receipt (cumulative)	84%	75%	82%	80%	78%		16/17: Off Target	•	90%	Number paid within 30 days (cumulative)	5,010
	0/ (5) 11 1							16/17: Off Target. 7 of 18 PIs off			Number on tgt/ tgt achieved	11
06. Improve PI performance	% of PIs that are on target/ have reached their target.	92.31 %	71.43 %	85.71 %	73.33 %	61.11 %		target. Please see attached report for individual improvement actions.	•	90%	Number of PI's	18
07. Control risk	% of high risks that have been	100% 100% 1		100%	100%	100%		16/17 : On Target		100%	Number of high risks reviewed in the last quarter	1
l l.	reviewed in the last quarter	100%									Number of high risks	1

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		
08. Implement	% of internal/external	1000/	00/	1000/	00/	1000/		16/17: On Target.			Number of on target actions	0
plans	rement audit actions 100% 0% 100% 0% 100% progressing on target.		0% All audit actions complete.				Number of outstanding actions	0				

Commercial Operations Action report



Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.01.01	01. Fewer People are victims of crime, abuse	Identify accident cluster sites and implement engineering measures to reduce risk of future accidents	31-Mar- 2017	Ø	100%	16/17: Complete Site data been analysed to determine accident clusters and sites identified.
CO.S.01.02	or harm	Undertake a program of works to improve lighting levels in communities	31-Mar- 2017	Ø	100%	16/17: Complete Capital work started in August 2016.
CO.S.02.01		Continue development of asset management plan (including data collection and system update) through SCOTS	31-Mar- 2017		100%	16/17: Complete Update of current Roads Asset Management Plan currently underway.
CO.S.02.02		Compliance with Disabled parking legislation	31-Mar- 2017		100%	16/17: Complete 4 applications of 17 received were processed within 6 months. The delay on Q3 is due to the sudden bereavement of the member of staff with sole responsibility for this task.
CO.S.02.03	02. Accessibility by sustainable travel and transport is improved	Support Transport Scotland/Network Rail to progress detailed design and construction of Borders Rail	31-Mar- 2017	②	100%	16/17: Complete Action complete Q1 16/17.
CO.S.02.05		Undertake a programme of work to improve road standards and footways	31-Mar- 2017	②	100%	16/17: Complete 19 road maintenance projects being progressed in 2016/17.
CO.S.02.06		Develop infrastructure incidental to Borders Rail	31-Mar- 2017	Ø	100%	16/17: Complete Action Complete in Q1.
CO.S.02.07		Work collaboratively to update school travel plans	31-Mar- 2017		100%	All currently up to date. 5 Primary schools and 2 High schools will need updated before 30 June 2017.
CO.S.03.01	03. Develop and implement a program of continuous improvement	Explore opportunities for shared fleet services with East Lothian Council and NHS Lothian	31-Mar- 2017	②	100%	16/17: Complete Electric Vehicle charge point has been installed and commissioned at Midlothian Community Hospital. No further plans to share further at this stage unless funding becomes available.
CO.S.03.02	and efficiency to develop additional capacity	Explore shared opportunities, services and knowledge with the partners in the ELBF group	31-Mar- 2017	Ø	100%	16/17: Complete Future work streams have been identified with a lead council for each. Programme approved by the Shadow Joint Committee (SJC).

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
CO.S.03.03		Progress workforce re-alignment through the delivering excellence program with the aim of addressing the budget gap, matching service to available funding	31-Mar- 2017	②	100%	16/17: Complete Strategic Leadership Group (SLG) consideration given to proposals as part of the overall budget proposals.
CO.S.03.04		Develop additional workstreams to achieve income for the council	31-Mar- 2017	Ø	100%	16/17: Complete Additional Soft Landscape work stream has been successfully developed in 2016/17 securing additional income of £100K.
CO.S.03.05		Complete the portfolio of Health and safety management arrangements.	31-Mar- 2017	②	100%	16/17: Complete Final Management Arrangements being consulted on.
CO.S.03.06	continuous improvement	Implementation of Health & Safety Management Information System (EHSMI) across all services in the council.	31-Mar- 2017	Ø	100%	16/17: Complete System successfully rolled out with Education roll out booked up to the end of March 2017.
	and efficiency to develop additional capacity	Fully implement quality plans for Midlothian Parks	31-Mar- 2017	②	100%	16/17: Complete Measure complete in Q3 Plans have been undertaken and implemented for Vogrie, Kings Park, Memorial Park, Springford Mill, Roslin Glen and Goreglen. Additional plan for the Dalkeith to Penicuik walkway to be produced in Q4 Park Quality assessment completed in 44 Parks in Q3.
CO.S.03.09		Implement changes to waste collection systems as confirmed by council	31-Mar- 2017	Ø	100%	16/17: Complete Review of current collection methods agreed with Zero Waste Scotland. Review of collections will be concluded in 2017/18.
CO.S.03.10		Report to council on the introduction of de- criminalised parking within Midlothian	31-Mar- 2017	Ø	100%	16/17: Complete Draft application now with Scottish Government
CO.S.06.01		Commence construction of residual waste facility at Millerhill as part of Zero Waste Park	31-Mar- 2017	Ø	100%	16/17: Complete Construction started October 2016. Expected completion date mid 2019.
CO.S.06.02	04. Reduce, Re-use and recycle our waste	Increase Public awareness of recycling, continue to work within schools and the wider community, attend events and promote achievements and publicise changes in service delivery	31-Mar- 2017		100%	16/17: Complete Stobhill Primary School pupils starred in new video to promote recycling. (January 2017). 12 community venues hosted WEEE recycling boxes as part of Pass it on Week (11-19th March)All households received information on the importance of emptying and rinsing containers before recycling along with their kerbside collection calendar (March 2017). 8,000 households targeted as part of ZWS project to increase participation in kerbside food waste collection service (March 2017). Attended Spring Fair at the Kabin. Loanhead

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.06.03	The state of the s	Monitor the number of incidents of fly tipping on council land	31-Mar- 2017		1 111117/6	16/17: Complete Total of 207 incidents reported of which 192 were on Council land. Fly-Mapper continues to be used to record fly tipping events. Cumulative: 556 incidents reported of which 520 were on Council land.
CO.S.04.02	change	Ensure Council fleet orders for plant and vehicles is placed in line with Council Policy and Divisional timetables	31-Mar- 2017	Ø	100%	16/17: Complete All vehicles ordered for 2016/17 have been delivered.

Commercial Operations Performance Indicator Report



Service Priorities

PI Code	Driority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
PriCode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	benchinark
BS.CO.S.01.0 2b		Percentage of all street light repairs completed within 7 days	96.2%	100%	98.4%	99.2%	98.5%			16/17: On Target 1371 faults were repaired within 7 days.	90%	Scottish Average 3.07 days
CO.S.01.01a	01. Fewer People are victims of	Reduce the number of people killed or seriously injured	N/A	Annual me	nual measure					16/17: A number of fatalities that have contributed to the increase occurred on trunk roads in Midlothian which are the responsibility of Transport Scotland. Works are programmed for the A6094 where a recent rise has taken place in fatal crashes.	24.6	
CO.S.01.01b	crime, abuse or harm	Maintain the number of children under 16 killed or seriously injured	N/A	Annual measure		4			16/17: The general trend over a number of years is downward. The road safety team are analysing data to identify where engineering measures could be introduced with a view to continuing that downward trend.	3		
CO.S.01.02a		Number of lighting columns replaced	690	76	151	300	386	②	•	16/17: On Target Lighting Replacement Programme started in August 2016.	300	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Prode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Бенсинак
	01. Fewer People are victims of crime, abuse or harm	% of the footpath network resurfaced	1.3%	0.5%	0.6%	1%	1.7%		•	16/17: On Target 11.00km of footway resurfaced.	0.5%	Internal programme of works - benchmark against target
BS.CO.S.02.0 5a		Average Percentage of roads that should be considered for maintenance treatment	31.4%	Annual Me	easure		31.4%			16/17: Data Only		
BS.CO.S.02.0 5b		% of total road network resurfaced	1.15%	0.3%	0.8%	0.9%	1.1%	②	•	16/17: On Target 6.87km of carriageway resurfaced.	1%	
CO.S.02.02a		Process all applications for a new disabled parking bays within 6 months of receipt of application	100%	100%	100%	76%	56%		•	16/17: Off Target 20 applications received but none processed within 6 months. However site visits have been completed.	100%	
CO.S.02.03a	02. Accessibility by sustainable travel and transport is improved	% increase in journeys undertaken by bike to 2020		Annual Me	easure		1.1%			16/17: On Target	1.25%	Measure has target of 1.25% increase on 2015/16 baseline by 2020
CO.S.02.06a		Number of passengers using "Visit Midlothian Explorer"	New for 16/17	235	706	851	851		•	16/17: Off Target This covered period from start of contract on April 18th to end of the contract 23rd October. Total Revenue income to offset subsidy £998.88	5,000	
CO.S.02.07a		Percentage of School Travel plans updated		0%	100%	100%	100%	>	•	16/17: On Target 5 primary schools and 2 high schools will need updated before 30 June 2017.	94%	

DI Cada	Daile with a	DI.	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Danaharan
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
CO.S.03.04a		Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Soft Landscape		£18,000	£50,000	£75,000	£100,000	©	•	16/17: On Target Soft landscape squad has secured the targeted income set for this new squad.	£100,000	
CO.S.03.04b		Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Hard Landscape		£30,000	£50,000	£67,000	N/A		1	16/17: No Data Available Final accounts being summarised, available Q1 17/18.	£200,000	
CO.S.03.04c	03. Develop and implement a program of continuous improvement and efficiency to	Income target achieved by providing services to partner organisations and through the provision of income generating training from internal and external sources.	New for 16/17	£12,400	£19,289	£24,521	£39,000		•	16/17: Off Target Income is currently expected to come in £2,400 under budget. This years budget had seen a £15,000 rise in income target from last year.	£39,000	
CO.S.03.05a	develop additional capacity	Complete introduction of 8 management arrangements across the council of Health & Safety Management Information System (EHSMI)		Annual Me	easure		5			16/17: Off Target 5 of the remaining Management Arrangement Developed.	8	
CO.S.03.06a		Proportion of planned Health & Safety Audits completed successfully.		25%	50%	75%	100%		•	16/17: On Target Audits covering each element of the Council's Health & Safety Management System have been developed and will be rolled out as part of a New Health & Safety Improvement Plan for the Council.	100%	

PI Code	Driority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Pi Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	benchinark
CO.S.03.07a	03. Develop and implement a	% reduction in travel/ transport costs	New for16	/17			•			16/17: No Data Available Figures not available until Q1 17/18.	5%	
CO.S.03.08a	program of continuous improvement and efficiency to develop additional capacity	Number of parks for which quality plans have been implemented	New for 16/17	6	6	6	6		•	16/17: On Target Plans currently in place for 6 Parks and work is ongoing to produce an additional plan for the Dalkeith to Penicuik walkway.	5	
BS.CO.S.06.0 2b	04. Reduce, Re-	% of waste going to landfill	34.0%	28.8%	26.3%	54.6%	N/A			16/17: No data available Awaiting information from our contractors, returns into waste data flow will be available at Q1 17/18. From October 2016 residual waste has been landfilled at Viridor's facility in Dunbar as an interim measure until a new residual waste contract is awarded.	35.0%	
CO.S.06.02a	use and recycle our waste	Total tonnes of BMW sent to landfill	7,379	1,640	1,222	3,222	6,084		•	16/17: Data Only Awaiting information from our contractors, returns into waste data flow will be available at Q1 17/18. From October 2016 residual waste has been landfilled at Viridor's facility in Dunbar as an interim measure until a new residual waste contract is awarded.		
BS.CO.S.04.0 2a	05. Address climate change	Percentage of Council fleet which is 'Green'	2.1%	2.1%	4.25%	4.25%	4.68%		•	16/17: Off Target More money has recently been made available for a further two vehicles which will be delivered in the next financial year.	5%	

Balanced Scorecard Indicators

DI O- 1-	Desferre de la disetan	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note
BS.CO.01	Number of environmental awards e.g. Green flags	5		5	5	5	5		16/17: On Target
BS.CO.02	Number of individuals involved in Community Schemes	N/A	225	1,491	1,580	1,580	Data only		16/17: Data Only New indicator, baseline to be established. Participants involved came from: Conservation charities/ volunteers Friends of Roslin Glen environment Team Brownies.
BS.CO.S.01.02b	Percentage of all street light repairs completed within 7 days	96.2%	100%	98.4%	99.2%	98.5%	90%		16/17: On Target 1371 faults were repaired within 7 days.
BS.CO.S.02.05a	Average Percentage of roads that should be considered for maintenance treatment	31.4%	Annual Mea	asure		31.4%	Data only		16/17: Data Only
BS.CO.S.02.05b	% of total road network resurfaced	1.15%	0.3%	0.8%	0.9%	1.1%	1%	②	16/17: On Target 6.87km of carriageway resurfaced.
BS.CO.S.04.02a	Percentage of Council fleet which is 'Green'	2.1%	2.1%	4.25%	4.25%	4.68%	5%		16/17: Off Target More money has recently been made available for a further two vehicles which will be delivered in the next financial year.
BS.CO.S.06.02b	% of waste going to landfill	34.0%	28.8%	26.3%	54.6%	N/A	35.0%	-	16/17: No data available Awaiting information from our contractors, returns into waste data flow will be available at Q1 17/18. From October 2016 residual waste has been landfilled at Viridor's facility in Dunbar as an interim measure until a new residual waste contract is awarded.
C&L5b	Percentage of adults satisfied with parks and open spaces (LGBF)	79%							
ENV1b	Net cost of waste collection per premise (annual) (LGBF)	£70.30	- Annual Mea	ouro.					Local Government Benchmarking Framework data for
ENV2a	Net cost of waste disposal per premise (annual) (LGBF)	£84.33	Ailliual Mea	isule					2016/17 will be published in January 2018
ENV3a	Net cost of street cleaning per 1,000 population (LGBF)	£11,615						4	
ENV3c	Corporate - Street Cleanliness Score (LGBF)	99%	97.5%	97.5%	97.5%	97.5%	93%	②	16/17: On Target
ENV4a	Corporate - Cost of maintenance per kilometre of roads (LGBF)	£14,517	Annual Mea	asure	Local Government Benchmarking Framework data for 2016/17 will be published in January 2018				

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
ri Code	Performance indicator	Value	Value	Value	Value	Value	Target	Status	Note
ENV6	Corporate -Percentage of total household waste that is recycled (LGBF)	47.9%	59.0%	57.3%	46.2%	N/A	46.0%		16/17: No data available Awaiting information from our contractors, returns into waste data flow will be available at Q1 17/18. However the annual recycling rate (Jan-Dec 2016) is 53.8%.
ENV7a	Corporate - Percentage of Adults satisfied with refuse collection (LGBF)	83%	Annual Mea	isure					Local Government Benchmarking Framework data for 2016/17 will be published in January 2018
ENV7b	Corporate -Percentage of adults satisfied with street cleaning (LGBF)	72%							2010/17 Will be published in January 2016

Published Local Government Benchmarking Framework Commercial Operations



LGBF Category - Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	Title	Value	Value	Value	Value	Value	Value	External Comparison
C&L4	Net cost of parks and open spaces per 1000 population (LGBF)	£16,120.00	£18,344.00	£10,446.00	£5,490.00	£6,294.00	£5,516.00	15/16 Rank 2 (Top Quartile). 14/15 Rank 3 (Top Quartile).
10.741.50	Percentage of adults satisfied with parks and open spaces (LGBF)	78.3%		81%	91%	80%	79%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 22 (Third Quartile).

LGBF Category - Environmental Services

Codo	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	Title	Value	Value	Value	Value	Value	Value	External Comparison
ENV1b	Net cost of waste collection per premise (annual) (LGBF)	New measur	es for	£76.47	£60.56	£29.85	£70.30	15/16 Rank 5 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).
ENV2a	Net cost of waste disposal per premise (annual) (LGBF)	2012/13		£72.52	£56.61	£73.62	£84.33	15/16 Rank 12 (Second Quartile). 14/15 Rank 8 (TOP Quartile).
ENV3a	Net cost of street cleaning per 1,000 population (LGBF)	£9,428.00	£9,773.00	£9,829.06	£10,165.29	£11,622.78	£11,615.00	15/16 Rank 12 (Second Quartile). 14/15 Rank 9 (Second Quartile).
ENV3c	Street Cleanliness Score (LGBF)	94%	93.6%	94.9%	94.9%	96.14%	99%	15/16 Rank 1 (TOP Quartile). 14/15 Rank 8 (TOP Quartile).
ENV4a	Cost of maintenance per kilometre of roads (LGBF)	£14,736.00	£10,470.00	£15,809.00	£15,459.00	£16,494.00	£14,517.00	15/16 Rank 23 Third Quartile. 14/15 Rank 23 (Third Quartile).
ENV4b	Percentage of A class roads that should be considered for maintenance treatment (LGBF)	21.1%	22.7%	24.1%	22.1%	21.6%	20.4%	15/16 Rank 7 (TOP Quartile). 14/15 Rank 9 (Second Quartile).
ENV4c	Percentage of B class roads that should be considered for maintenance treatment (LGBF)	25.2%	27%	30.4%	28.2%	24.4%	28%	15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (TOP Quartile).
ENV4d	Percentage of C class roads that should be considered for maintenance treatment (LGBF)	32.1%	30.4%	28.7%	29.8%	32%	30.5%	15/16 Rank 12 (Second Quartile). 14/15 Rank 11 (Second Quartile).
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment (LGBF)	35%	32.8%	36.1%	34.5%	34.4%	35.3%	15/16 Rank 12 (Second Quartile). 14/15 Rank 10 (Second Quartile).

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	Tille	Value	Value	Value	Value	Value	Value	External Comparison
ENV6	Percentage of total household waste that is recycled (LGBF)	44.1%	45.9%	45.1%	42.3%	46.9%	47.9%	15/16 Rank 15 (Second Quartile). 14/15 Rank 13 (Second Quartile).
ENV7a	Percentage of Adults satisfied with refuse collection (LGBF)	79%	Not	83%	76%	80%	83%	15/16 Rank 21 (Third Quartile). 14/15 Rank 26 (Bottom Quartile).
ENV7b	Percentage of adults satisfied with street cleaning (LGBF)	69.7%	measured	78%	71%	71%	72%	15/16 Rank 22 (Third Quartile). 14/15 Rank 22 (Third Quartile).

Finance and Integrated Service Support 16/17



Progress in delivery of strategic outcomes

The strategic focus of Finance and Integrated Service Support continues to be that of delivering transformational change in service provision as a means to secure financial sustainability and the achievement of the Council's priority outcomes.

The key programmes which support this are:

- . The People Strategy and the associated Investing in our Workforce programme;
- . Delivering Excellence;
- . The Council's Financial Strategy.

These are supported by:

- . The Procurement Strategy;
- . The Digital Strategy;
- . The ongoing Integrated Service Support review;
- . The Council's Transformational Programme.

The transformation and repositioning of services is critical to the Council maintaining a sustainable financial and service delivery strategy during a period of continued pressure on public sector finances.

Outstanding organisational results were achieved in the following areas:

- a) People Management Policies modernised and transformed through the 'low pay agenda' ready to implement in quarter 4;
- b) Organisational Change, including the up skilling and redeployment of employees in change programmes;
- c) Healthy Working Lives (HWL) Gold Award, assessment in November 2016;
- d) Leadership development collaborating with Health and Social Care and Education to foster relationship building and 'good to great' leadership in support of a 'One Council' approach;
- e) Occupational Health (OH) the procurement of a new provider in September who proactively supports our organisational vision 'A Great Place to Grow';
- f) Business Applications configuration and setup to support introduction of Investing in our Workforce.

1) Financial Strategy

- a) Successful completion of 2015/16 Audited Financial Statements with an unqualified Audit Certificate;
- b) Early engagement with Ernst & Young, the new external auditors on audit approach and plan for 2016/17 Final Accounts;
- c) Delivery of pension auto enrolment milestone with no additional resources;
- d) Completion of and presentation of quality Financial Monitoring reports for Council and Audit Committee as part of the continuing robust scrutiny of financial performance;
- e) Financial Strategy reports for 2017/18 to 2021/22 presented to Council meetings and other political or senior officer forums which outlines future years budget projections, the impact of the Change Programmes and the financial implications of investment decisions / priorities; Further development of the financial relationship between the Health and Social Care Integrated Joint Board and the Council.

2) People Strategy and Investing in our Workforce

- a) Secured a collective agreement for Investing in our Workforce and implemented new Pay and Grading and Terms and Conditions on 01.10.2016;
- b) New People Policies modernised, transformed and implemented on 01.03.2017;
- c) Organisational Change, including the up skilling and redeployment of employees in Change Programmes;
- d) Healthy Working Lives (HWL) Gold Award, assessment achieved;
- e) Leadership development collaborating with Health and Social Care and Education to foster relationship building and 'good to great' leadership in support of a 'One Council' approach;
- f) Business Applications configuration and setup to support introduction of Investing in our Workforce.

3) Digital Strategy

- a) Digital Strategy Group has been refocused to reflect the revised Digital Strategy and National Transformation Programme:
- b) New Digital Strategy and Digital Learning Strategy approved January 2017;
- c) The Scottish wide Area Network (SWAN) Project is now in implementation phase with all sites to be migrated by summer 2017;
- d) Core Server Infrastructure (Citrix Site) used by the majority of users and business applications has been upgraded and Applications are now being moved over to this new environment;
- e) School Laptop Replacement Project completed early 2017. 520 new laptops delivered with Direct Access deployed allowing more flexible and mobile working for school staff;
- f) Audio Visual Equipment An external audit has now taken place of all Council sites and a number of recommendations are in the process of being actioned to improve end of life or failing AV assets across the estate:
- g) Security Awareness successful and ongoing 'Private I' Information Security campaign Council wide;
- h) Cyber security resilience maintained;
- i) Revised Information Management action plan to take account and manage the risk associated with new European legislation (GDPR) General Data Protection Regulation in relation to data protection;
- j) A number of new Business Applications have been procured: Leisure Management and Online School payments and are now at the early stages of implementation subject to project governance and funding being agreed;
- k) Commissioning and/or decommissioning of a number of sites to support the Property Programme (Dundas Buildings, Dalkeith Social work, Eskdaill Court and Buccleuch House).

4) Procurement Strategy

- a) Secured Living Wage accreditation April 2016;
- b) Procured employee benefits through Edenred October 2016:
- c) Achieved 61% in the Procurement and Commercial Improvement Programme assessment, score is in band F3 (F1 F12):
- d) Procurement Strategy updated to ensure compliance with Procurement Scotland Reform Act;
- e) Contract Delivery Programme;
- f) Continued roll out of Purchase to Pay project specifically the introduction of Purchasing Cards.

5) Service Improvements / Delivering Excellence

- a) Recognition by the Keeper of Public Records in relation to best practice and achievements in Midlothian;
- b) The Midlothian Council Equality Employee Monitoring Report 2015/16;
- c) The content migration of the new Council website success in Phase One
- d) Developing a joint Curators Schemes with Edinburgh City Council and East Lothian;
- e) Major review of Childrens' Services (bringing two localities together and taking an end to end approach from referral to provision of services):
- f) Cessation of paper remittances for Creditor payments;
- g) Introduction of Street Naming Policy;
- h) Continued roll out of Total Document Management:
- . Introduction of Intranet Portals Health and Safety and Contingency Planning and Organisational Development and HR;
- . Introduction revised process and workflow for mobile phones;
- . Executive Officer Support file plan and Records Management;
- i) Introduction of Webcasting for Council and Cabinet meetings;
- j) Introduction of e-payslips for monthly payroll;
- k) Implementation of online contractual changes process within Employment and Reward;
- I) Development of MOSAIC workflows and forms to support changes within Adult and Children's Services;
- m) External Engagement for Shaping our Future and launched across Midlothian communities with summary report provided to Council in December 2016;
- n) Internal Tell Ken campaign for employee engagement launched in October 2016. Ideas/comments being acknowledged and summary email issued to staff in February 2017 with main suggestions put forward.

Emerging Challenges

1) Financial Strategy

- a) Ensuring effective financial stewardship by continuing to work closely with budget holders to maintain effective control over expenditure:
- b) Complete the Council's statutory Final Accounts by the deadline of 30th June 2017;
- c) Continue work on developing future years budget projections and financial strategy to address projected budget gaps, the impact of the Change Programmes and the financial implications of investment decisions;
- d) Continued financial support for the Change Programmes. Help shape and lead all strands of the programme, continue to revise savings profiles, regularly update on application of the fund and develop the benefits tracking and realisation process;
- e) Implement a new Capital Accounting system in advance of the financial year end;
- f) Refreshment and enhancement of Capital and Revenue Budget and Reserves Strategies, reflecting the significant investment pressures as a consequence of the growing population.

2) People Strategy and Investing in our Workforce

- a) Seamlessly moving from one Occupational Health provider to another;
- b) Delivering the benefits of Investing in our Workforce, embeding the new People Policies and securing increase in flexibility and productivity;
- c) Transformation of recruitment, work pattern, special leave and absence processes;
- d) Support our leadership community so that they are able to perform to a high standard and deliver on the five year Change Programme;
- e) The Transfer of Undertakings (Protection of Employment) (TUPE) of care providers.

3) Digital Strategy

- a) Ensuring sustainable investment in digital assets at a time of financial constraint;
- b) Public Services Network (PSN) maintaining the integrity and compliance of PSN ensuring that the Digital Estate and associated technologies inclusive of Business Applications are all up to date and pass rigorous penetration testing;
- c) 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);
- d) Cyber security the threat of cyber attacks e.g. ransom ware \ hackers continues to be an ongoing challenge to mitigate risk and service disruption;
- e) Implementation of an Enterprise Mobility Management (EMM) system that is a device-and platform-agnostic solution that centralizes the management, configuration and security of all corporate-owned devices. EMM goes beyond traditional device management to include the management and configuration of enterprise apps and content.

4) Procurement Strategy

- a) To deliver and demonstrate savings through procurement by continuing to review and monitor performance:
- b) Deliver the Purchase to Pay project by completing tasks in project plan on time;
- c) To deliver a robust contract and supplier management tool by rolling out guidance and training to contract owners;
- d) Deliver actions from Procurement Strategy 2015-18 by creating a Procurement Strategy Board and deliver actions on time;
- e) Prepare and submit an annual procurement report for 2017-18 to the Scottish Minister;
- f) Compliance with IR35 off payroll working.

5) Service Improvements / Delivering Excellence

- a) Reshape the Service to deliver Integrated Service Support savings totalling £1.2 million;
- b) Continue to support Services through Delivering Excellence;
- c) Continue to drive through the current Business Transformation Programme;
- d) The delivery of the Business Services Improvement Plan;
- e) Total Document Management: the provision of access to the Document Management System (CS10) for schools;
- f) The impact of amendments to the requirements for Welfare Fund Payments on the ability to provide cash payments for Corporate Appointee clients;
- g) Review of Business Support arrangements resulting from the relocation and review within Children's Services;
- h) The programming of application upgrades within resource constraints.

Finance and Integrated Service Support Performance Indicator Summary 16/17

Outcomes and Customer Feedback

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
01. Provide an efficient complaints service	Number of complaints received (cumulative)	17	3	6	N/A	17		16/17 : Data Only	_			
01. Provide an efficient	Average time in working days to										Number of complaints complete at Stage 1	13
complaints service	respond to complaints at stage 1	13.55	7.5	6.4	N/A	1.38		16/17 : On Target		5	Number of working days for Stage 1 complaints to be Completed	18
01. Provide an	Average time in working days to										Number of complaints complete at Stage 2	2
complaints service	respond to complaints at stage 2	13.5	3	3	N/A	1.5		16/17 : On Target		20	Number of working days for Stage 2 complaints to be Completed	3
01. Provide an	Percentage of										Number of complaints complete at Stage 1	13
efficient complaints service	complaints at stage 1 complete within 5 working days		50%	40%	N/A	69.23 %		16/17: Off Target A Council wide review to raise awareness and	♣	95%	Number of complaints at stage 1 responded to within 5 working days	9
01. Provide an	Percentage of							understanding for staff and therefore improve performance is			Number of complaints complete at Stage 2	2
efficient complaints service	complaints at stage 2 complete within 20 working days	100%	100%	100%	N/A	50%		planned for 2017/18	₽	95%	Number of complaints at stage 2 responded to within 20 working days	1

Making the Best Use of our Resources

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
. nonly	in order	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		
02. Manage budget effectively	Performance against revenue budget		£ 12.52 4 m	£ 12.64 2 m	£ 12.84 7 m			16/17: Performance against budget will be reported to the Council in June				
03. Manage	Average number of working days lost							16/17: Off Target Work ongoing			Number of days lost (cumulative)	1,901.8 8
stress and absence	due to sickness absence (cumulative)	4.53	1.13	3.43	5.87	7.02		within service area to address issues of sickness absence		8.26	Average number of FTE in service (year to date)	270.78

Corporate Health

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
04. Complete all	% of service priority actions on							16/17: Off Target Work continues within the service			Number of divisional & corporate priority actions	29
service priorities	target / completed, of the total number	81%	75%	90%	90%	86%		areas to address the off target actions.		90%	Number of divisional & corporate priority actions on tgt/completed	25
05. Process	% of invoices paid within 30 days of										Number received (cumulative)	5,456
invoices efficiently	invoice receipt (cumulative)	90%	95%	94%	93%	93%		16/17: On Target		90%	Number paid within 30 days (cumulative)	5,066
06. Improve PI	% of PIs that are on target/ have	100%	50%	100%	75%	62.5		16/17: Off Target Reference	1	90%	Number on tgt/ tgt achieved	5
performance	reached their target.	10070	0070	10070	7.070	%		individual Indicators in report for detail.		0070	Number of PI's	8
07. Control risk	% of high risks that have been reviewed in the last	100%	0%	100%	100%	100%		16/17 : On Target		100%	Number of high risks reviewed in the last quarter	4
	quarter										Number of high risks	4

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
. nonly	in order	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17		
08. Implement	% of internal/external							16/17: Off Target Appropriate action	_		Number of on target actions	1
improvement plans	audit actions progressing on target.	75.86 %	19.05 %	43.33 %		7.69 %		being taken to progress outstanding/overdu e actions	•	90%	Number of outstanding actions	13

Finance and Integrated Service Support Action report 16/17



Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
FISS.S.01.01	01. People, including those with disabilities/ long term conditions or are frail are able wherever possible to live independently and in their own homes	Embed the financial and resource arrangements required to support the Midlothian IJB. Evaluating the financial assurance issues and risks and supporting the Chief Financial Officer to develop and present financial monitoring reports to the IJB	31-Mar- 2017	②	100%	16/17: Complete Detailed discussions have taken place with the Integrated Joint Board (IJB) section 95 Officer and with NHS Lothian colleagues to develop year end plans and timetables for 2016/17.
FISS.S.02.01		Embed community benefit clauses in all regulated procurements, targeting training opportunities, apprenticeships and work experience opportunities	31-Mar- 2017	•	100%	16/17: Complete Community benefit clauses included in all appropriate regulated procurement, system developed to record all community benefits delivered and realised.
	02. New jobs and businesses are located in Midlothian	Continue to work with Local service providers to help them secure public sector contracts.	31-Mar- 2017	•	100%	16/17: Complete Action complete in Q1 Work continues with local businesses on a daily basis, meet the buyer event attended in June 2016, supplier engagement events being held prior to all appropriate regulated procurements; drop in surgeries available to all local suppliers.
FISS.S.02.03		Deliver in-house support to Economic Development through planning agreements and property transactions	31-Mar- 2017	②	100%	16/17: Complete The in-house team is in place and has been able to deliver completed planning agreements with developers.
FISS.S.03.01	and young people go on to positive destinations	Work with Services to develop service specific workforce plans which increase apprenticeship opportunities and prioritise any external recruitment to those leaving learning.	31-Mar- 2017	②	100%	16/17: Complete

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
FISS.S.04.02	04. Ensure equality of opportunity as an employer	Ensure statutory responsibility as an employer to our Equality and Diversity	31-Mar- 2017	②	100%	16/17: Complete Development of the Progress Equality Outcomes and Mainstreaming Report 2015–2017 and New Equality Outcomes & Mainstreaming Report 2017–2021 are underway and are on target to be completed by the due date 30 April 2017. Launch of the new Integrated Impact Assessment (IIA) process and associated training ongoing Council-wide. Revised corporate Equality Working Group and East and Midlothian Community Planning Equality Forum review ongoing. LGBT History Month initiative took place on 20 February 2017.
FISS.S.04.03		Complete the Review of Local Government Workers Pay and Grading and if approved implement the changes	31-Dec- 2016	O	100%	Practical complete Practical completion achieved. New pay arrangements in place and new People Management Policies approved. Outstanding action to complete post implementation Equality assessment completed 31/3/2017. Focus then turns wholly to the Investing in Our Workforce project and its objectives to secure the return on the investment through greater flexibility and productivity.
FISS.S.05.01		Maintain momentum of the ISS Project to transform Service support, improve customer service, effectiveness and efficiency of service provision	31-Mar- 2017		100%	16/17: Complete
FISS.S.05.02	05. Ensure sustainable strategy for the delivery of council services	Ensuring robust governance and monitoring and challenge of current Transformation Programme - ISS, Children Services, Customer Service, Education and Services to Communities	31-Mar- 2017	②	100%	16/17: Complete
FISS.S.05.03		Delivering Excellence - ensuring progress and tangible outcomes by monitoring progress of Services progressing through Delivering Excellence framework	31-Mar- 2017		100%	16/17: Complete
FISS.S.05.04	05. Ensure sustainable strategy for the delivery of council services	Achieve the actions set out in the Total Document Management project plan	31-Mar- 2017	②	100%	16/17: Complete General - Education Access to CS10 Initial testing indicates that the upgrade to application completed in February 2017 may have resolved issues. Further testing to be undertaken to confirm. Purchase to Pay Workstream Integra 2 issues have been resolved. Testing within the new environment nearing completion. Live pilot now planned for May/June 2017 Executive Officer Support Workstream - Committee Reports: Corporate Management Team (CMT) presentation date to be confirmed. Casework: Live pilot commenced. People Policies portal: Working together with HR&OD and Digital Services the HR portal re-designed and launched to support the introduction of the new People Policies on 1 March 2017.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						Initial discussions to explore requirements for new workstreams within Healthy Living and Building Services have taken place.
FISS.S.05.05		Continue to Implement Committee Management system and functionality	31-Mar- 2017	②	100%	16/17: Complete Phase 2: CMT demo has had to be rearranged. Planned April 2017
FISS.S.05.06		Strengthen our Maximising Attendance polices with an emphasis on early intervention to reduce overall sickness absence. Adopt revised policies and deliver on the actions planned for 2016/17	31-Mar- 2017		100%	16/17: Complete
FISS.S.05.07		Maintain PSN compliance	31-Mar- 2017	Ø	100%	16/17: Complete Digital Services have now achieved PSN Compliance (March 2017) for coming year 2017-18 but need to continue to monitor all Council applications to ensure PSN compliance is maintained.
FISS.S.05.08	05. Ensure sustainable	Achieve the targets set out in our procurement Contract Delivery Plan 2016/17 to deliver cashable savings	31-Mar- 2017		100%	16/17: Complete Action complete in Q1 Contracts being delivered on schedule as per the contract delivery plan
FISS.S.05.09	strategy for the delivery of council services	Completion of the unaudited Statutory Accounts for 2015/16 to ensure that we maintain strong financial management and stewardship	30-Jun- 2016		100%	16/17: Complete Action complete in Q1.
FISS.S.05.10		Completion of the statutory financial audit and achieve an unqualified audit opinion for the Accounts for 2015/16	30-Sep- 2016		100%	16/17: Complete Audited Accounts completed with an unqualified opinion.
FISS.S.05.11		Deliver quarterly financial reports and commentary to Council	31-Mar- 2017	②	100%	16/17: Complete Final Financial Monitoring reports for 2016/17 will be presented to Council in June.
FISS.S.05.12		Deliver and monitor financial strategy for 2016/17 to 2020/21 to support Council setting the 2017/18 Council tax and a balanced budget	31-Mar- 2017	②	100%	16/17: Complete Finalised at February Council in line with agreed timetable
FISS.S.05.13	05. Ensure sustainable strategy for the delivery of council services	Develop in-house Court Team to support Children and Families through permanence process in the Sheriff Court	31-Mar- 2017	۵	90%	16/17: Off Target The in-house court team is in place and is supporting Children and Families to improve quality of documentation required for court. Training sessions are currently being provided to Children and Families in this regard. Court systems are being prepared and it is intended to lodge cases in court by May 2018.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
FISS.S.05.14		Implement revised Standing Orders to support internal Council governance arrangements	31-Mar- 2017	②	100%	16/17: Complete Action Complete in Q2 Revised Standing Orders have been approved by Council during September 2016.
FISS.S.05.15		Achieve the actions set out in the Purchase to Pay project plan, with the majority of sites, including schools live	31-Mar- 2017	8	75%	Testing commenced for Invoice Approval Module, pilot expected in Q1 17/18. Purchase Ordering implementation completed for Land Services & Occupational Therapy. 230 Purchasing Cards now live. Assessing options for virtual purchasing cards for Schools Catering.
FISS.S.05.16		Introduction of SEEMIS: Wellbeing Application including training and ongoing support for GIRFEC	31-Dec- 2016		100%	16/17: Complete Action complete in Q2. No further training delivered as legislation not implemented due to Supreme Court appeal decision. No council staff to be granted access to Wellbeing Application.
FISS.S.05.17		Supporting the applications requirements for the Inter Agency Information Exchange with Health (Phase 1 - Adults)	30-Jun- 2016	2	67%	Install and configuration of test servers now complete, first test file provided to NHS Lothian at end of March. Issues highlighted surrounding restricted and non disclosed records. Further testing required.
FISS.S.05.18	05. Ensure sustainable strategy for the delivery of council services	Develop and achieve actions set out in the Business Services Improvement plan	31-Mar- 2017	②	100%	16/17: Complete Update on improvement plan provided to ISS Board. Workstreams progressing. PID's drafted for project related workstreams including Sales to Cash and iTrent
FISS.S.05.19		Review the Employment and Reward Management structure to improve flexibility and resilience.	30-Jun- 2016	3	30%	16/17: Off Target Investing in our Workforce (IoW) project took priority. New structure to be linked with reduction in the number of payrolls-revised timescale to be confirmed.
FISS.S.05.20		Refresh the Employment and Reward Service Transformation Plan to deliver quantifiable savings.	30-Jun- 2016	⊘	100%	16/17: Complete Report prepared for 2016/17 savings, transformation plan refreshed. Some transformation linked to iTrent developments No strategic risks identified as resources will reduce with workload.
FISS.S.05.21		Implementation of Digital Services Asset Management and Investment plans Corporate/Schools	31-Mar- 2017	②	100%	16/17: Complete Digital Services currently have a number of projects in progress that are linked to the wider asset management plan:- School Laptop replacement, Audio Visual and projection equipment – now covered by support & maintenance agreement,
FISS.S.05.22		Implementation of the Digital Strategy	31-Mar- 2017	Ø	100%	16/17: Complete Midlothian Council – Digital Services continues to work with Local Government Digital Transformation Partnership along with 27 other Councils. Further discussions are ongoing with National Health Service(NSS), NHS Lothian and other partner organizations

Finance and Integrated Service Support Performance Indicator Report 16/17



Service Priority Performance Indicators

DI Codo	Deionik	DI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17 100%	Delicilliaik
FISS.S.04.01a	04. Ensure equality of opportunity as an employer	% of actions in the second People Strategy plan that are completed or on target		30%	70%	80%	100%		•	16/17: On Target	100%	
BS.FISS.S.04. 02a	04. Ensure equality of opportunity as an employer	Progress against Council's mainstream report (Equality and Diversity)	New or 16/17	25%	50%	85%	100%		•	16/17: On Target Development of the Progress Equality Outcomes and Mainstreaming Report 2015– 2017 and New Equality Outcomes & Mainstreaming Report 2017–2021 are underway and are on target to be completed by the due date 30 April 2017. Launch of the new Integrated Impact Assessment (IIA) process and associated training ongoing Council-wide. Revised corporate Equality Working Group and East and Midlothian Community Planning Equality Forum review ongoing. LGBT History Month initiative took place on 20 February 2017.		

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
FICOUE	FIIOTILY	FI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17 100% 44.5%	Delicilliaik
FISS.S.05.02a	05. Ensure sustainable strategy for the delivery of council services	6 weekly Board meetings and progress against plan	New for 16/17	25%	50%	75%	100%	•	•	16/17: On Target	100%	
FISS.S.05.08a	05. Ensure sustainable strategy for the delivery of council services	Percentage of actions in the Contract Delivery Plan that are completed or on target		100%	100%	100%	100%	•		16/17: On Target All contracts for 2016/17 are complete	100%	
CORP3b		Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)	44.6%	45.5%	46.7%	47.0%	47.0%		•	16/17 : On Target	44.5%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 25 (Third Quartile).
CORP3c	07. Local Government Benchmarking Framework	Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees	4.58%	N/A	5.71%	2.96%	2.96%		•	16/17 : Data Only		New for 15/16 Rank 16 (Second Quartile)
CORP6	Corporate Indicators which are reported Quarterly	Corporate Indicator - Sickness Absence Days per Employee (All employees)	8.29	2.17	3.76	6.3	8.34		•	16/17: Off Target This is a priority area that services are addressing to reduce absence statistics.	8	
CORP6aiii		Corporate Indicator - Sickness Absence Days per Teacher (CUMULATIVE) (LGBF)	4.16	1.34	1.77	3.54	4.94		•	Managers are being trained to provide a consistent and supportive approach across the council.	8	15/16 Rank 1 (TOP Quartile). 14/15 Rank 6 (Top Quartile).

PI Code	Driority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Donohmark
Pricode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
	07. Local Government Benchmarking Framework	Corporate Indicator - Sickness Absence Days per Employee (non-teacher) (CUMULATIVE) (LGBF)	9.9	2.47	4.55	7.36	9.64		•	16/17: Off Target This is a priority area that services are addressing to reduce absence statistics. Managers are being trained to provide a consistent and supportive approach across the council.		15/16 Rank 10 (Second Quartile). 14/15 Rank 11 (Second Quartile).
CORP8	Corporate indicators which are reported quarterly	Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF)	90.0%	88.8%	90.8%	88.4%	87.4%		•	16/17: Off Target The % value of invoices paid within 30 days is 97% as per the SPI and 99.6% for all payments. A new set of measures will take effect from 1st April 2017 which will exclude internally generated payments such as petty cash, grant payments etc.	95.0%	15/16 Rank 25 (Bottom Quartile). 14/15 Rank 15 (Second Quartile).

Balanced Scorecard Indicators

DI Codo	Defense and Indicates	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note
BS.MC.MPI.42	Percentage of employees who are performing as 'Outstanding' in their individual performance framework					5.87%			
BS.MC.MPI.43	Percentage of employees who are performing as 'High' in their individual performance framework					26.72%	- Data		
BS.MC.MPI.44	Percentage of employees who are performing as 'Good Overall' in their individual performance framework					43.12%	only		Data only
BS.MC.MPI.45	Percentage of employees who are performing as 'Below Standard' in their individual performance framework with appropriate improvement plans in place					0.44%			
BS.FIS.01	Percentage of staff turnover (including teachers)	New Annua	l Measures			10.48%	Data only		We track our employee turnover rates on a quarterly basis by expressing it as a percentage of employees overall when taking account of all leavers. We need to be aware of our employee turnover rates and understand how these affect our performance and ability to achieve our strategic outcomes. Consideration of the levels of turnover across services, locations and particular groups of employees helps to inform workforce planning and resourcing.
BS.FIS.02	Number of Work Experience Placements					N/A	N/A		16/17: Data not available Methodology development for collating data will enable reporting for 17/18.
BS.FIS.03	Number of Apprenticeships					N/A	N/A		16/17: Data not available Methodology development for collating data will enable reporting for 17/18.
BS.FIS.04	Number of Trainee Positions					N/A	N/A		16/17: Data not available Methodology development for collating data will enable reporting for 17/18.
BS.FIS.06	Number of staff in SWITCH	New for	N/A	15	22	42	Data only		16/17: Data Only
BS.FIS.08	Employee Survey - I enjoy the work I do	16/17	Annual Meas	sure		94.4%	Data only		16/17: Data Only Survey undertaken in May 2016

DI O- I-	Daufanna an an Indiantan	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
PI Code	Performance Indicator	Value	Value	Value	Value	Value	Target	Status	Note
BS.FIS.09	Employee Survey - I am proud to work for Midlothian Council			•	•	79.3%	Data only		16/17: Data Only Survey undertaken in May 2016
BS.FIS.10	Employee Survey - I can see how my objectives link to the councils objectives and priorities					85.3%	Data only		16/17: Data Only Survey undertaken in May 2016
BS.FIS.11	Transformation Programme - % of Transformation Strands on target (5 strands)					N/A	N/A		16/17: Data not available. Data available May 2017
BS.FIS.12	Delivering Excellence - % of Service Area Savings on Target (8 service areas)	New for	Annual Meas	uroo		N/A	N/A		16/17: Data not available. A council wide delivering excellence programme has identified savings for 2017/18 and therefore will be available in the 2017/18 reporting cycle.
BS.FIS.16	Performance against capital budget	16/17	Annual Meas	ures		N/A	N/A		16/17: Data not available. Figures available mid to late May. These will be reported to Council in June.
BS.FIS.17	Business Transformational Funding Applied					N/A	N/A		16/17: Data not available. Figures available mid to late May. These will be reported to Council in June.
BS.FIS.18	Business Transformational Funding Remaining					N/A	N/A		16/17: Data not available. Figures available mid to late May. These will be reported to Council in June.
BS.FIS.19	Value of Transformational Savings Delivered					N/A	N/A		16/17: Data not available. Figures available mid to late May. These will be reported to Council in June.
BS.MC.MPI.05	Performance against revenue budget	£191.344m	£202.266m	£203.331m	£203.757m	N/A	N/A		16/17: Data not available. Performance against budget will be reported to the Council in June
BS.MC.MPI.17	% of internal/external audit actions progressing on target.	72.13%	33.93%	67.65%	19.77%	26.67%	85%		16/17: Off Target There are 60 Audit actions in progress of which 16 are On Target. The outstanding actions are being address by the relevant managers within each Service.
BS.MC.MPI.20	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%	100%	Ø	16/17: On Target. The Risk Manager has reviewed the High Risks and is supporting Service Risk Management Representatives to update High risks for their service.
CORP1	Corporate Indicator - Central Support services as a % of Total Gross expenditure (LGBF)	5.08%	Annual Meas	ure					Local government Benchmarking Data will be published in January 2018

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
Pi Code	Performance indicator	Value	Value	Value	Value	Value	Target	Status	Note
CORP2	Corporate Indicator - Corporate and democratic core costs per 1,000 population (LGBF	£34,363.20	Annual Meas	sure	-				Local government Benchmarking Data will be published in January 2018
CORP3b	Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)		45.5%	46.7%	47.0%	47.0%	44.5%		16/17 : On Target
CORP3c	Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees	4.58%	N/A	5.71%	2.96%	2.96%			16/17 : Data Only
CORP6	Corporate Indicator - Sickness Absence Days per Employee (All employees)	8.29	2.17	3.76	6.3	8.34	8		16/17: Off Target This is a priority area that services are addressing to reduce absence statistics. Managers are being trained to provide a consistent and supportive approach across the council.
CORP6aiii	Corporate Indicator - Sickness Absence Days per Teacher (CUMULATIVE) (LGBF)	4.16	1.34	1.77	3.54	4.94			16/17 : Data Only
CORP6biii	Corporate Indicator - Sickness Absence Days per Employee (non-teacher) (CUMULATIVE) (LGBF)	9.9	2.47	4.55	7.36	9.64			16/17 : Data Only
CORP8	Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF)	90.0%	88.8%	90.8%	88.4%	87.4%	95.0%	•	16/17: Off Target The % value of invoices paid within 30 days is 97% as per the SPI and 99.6% for all payments. A new set of measures will take effect from 1st April 2017 which will exclude internally generated payments such as petty cash, grant payments etc.
BS.FISS.S.04.02a	Progress against Council's mainstream report (Equality and Diversity)	N/A	25%	50%	85%	100%	100%	>	16/17: On Target Development of the Progress Equality Outcomes and Mainstreaming Report 2015— 2017 and New Equality Outcomes & Mainstreaming Report 2017—2021 are underway and are on target to be completed by the due date 30 April 2017. Launch of the new Integrated Impact Assessment (IIA) process and associated training ongoing Council-wide. Revised corporate Equality Working Group and East and Midlothian Community Planning Equality Forum review ongoing. LGBT History Month initiative took place on 20 February 2017.

Published Local Government Benchmarking Framework Finance and Integrated Service Support



LGBF Category - Corporate Services

Codo	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Companies		
Code	Title	Value	Value	Value	Value	Value	Value	External Comparison		
CORP1	Corporate Indicator - Central Support services as a % of Total Gross expenditure (LGBF)	4.24%	4.15%	3.56%	4.39%	5.26%	5.08%	15/16 Rank 18 (Third Quartile) 14/15 Rank 20 (Third Quartile)		
CORP2	Corporate Indicator - Corporate and democratic core costs per 1,000 population (LGBF	£42,210.99	£34,939.91	£48,041.31	£44,663.52	£42,036.89	£34,363.20	15/16 Rank 21 (Third Quartile). 14/15 Rank 25 (Bottom Quartile).		
CORP3b	Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)	44.6%	41.6%	45.6%	48.8%	47.7%	44.6%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 25 (Third Quartile).		
CORP3c	Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees	New measur	e for 2015/16				4.58%	New for 15/16 Rank 16 (Second Quartile)		
CORP6aiii	Corporate Indicator - Sickness Absence Days per Teacher (CUMULATIVE) (LGBF)	Now magazin	es for 2013/14	4	5.25	5.5	4.16	15/16 Rank 1 (TOP Quartile). 14/15 Rank 6 (Top Quartile).		
CORP6biii	Corporate Indicator - Sickness Absence Days per Employee (non-teacher) (CUMULATIVE) (LGBF)	TNew measur	es 101 20 13/14	+	10.04	10.11	9.9	15/16 Rank 10 (Second Quartile). 14/15 Rank 11 (Second Quartile).		
CORP8	Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF)	81.2%	83.1%	93.3%	93.4%	93.0%	90.0%	15/16 Rank 25 (BottomQuartile). 14/15 Rank 15 (Second Quartile).		

Property & Facilities Management Annual Performance Report 16/17

Cabinet
Tuesday 13 June 2017
Item No. 6.4.9
Midlothian

Progress in delivery of strategic outcomes

Facilities Services

- 1. Following the strategic aim of the service to maximise meals and other function uptake Catering has continued to perform well above national average for both primary uptake and P1-3 free meal uptake. Function and trolley service have both seen improvements in customer service and Healthy Living Award accreditation for the trolley service.
- 2. PPP contract have concluded intrusive surveys to demonstrate structural integrity of facilities with regard to Public Private Partnership (PPP) facilities in response to the Scottish Government enquiry.
- 3. Targeting a long term move towards updated, re negotiated, fit for today's school needs contract we have achieved improved response and action from PPP1 contractor with regard to change notices and Furniture and Fittings availability requirements.
- 4. Cross directorate working has begun by working in partnership with Cowan Court, Hawthorn Childrens' Centre & Early Years to look at best practice for their meal provision.
- 5. Facilities Services have been tasked with receiving extended contracts to improve our financial position and have received a successful start up of new cleaning and caretaking contract with Melville Housing at the Corn Exchange, Dalkeith and cleaning contract with RYZE trampoline park at Mayfield.
- 6. Facilities Services staff provided support for two elections and the successful planning and stewarding of the royal visit to the Corn Exchange.
- 7. Bilston and Gore Glen Primary Schools are now open and fully operational including the kitchens.
- 8. Successful partnership working with Property Maintenance department to ensure the completion of the Christmas holiday planned works programme.

Property Assets

- 1. Reducing our carbon footprint and the anticipated cost of the carbon levy is an ongoing process. Adoption of the new Central Energy Efficiency Fund and enhancement of the fund through proposals from Salix is now complete, resulting in £180,000 of funds being allocated against identified carbon reduction measures.
- 2. Resizing of water meters has achieved the strategy of a reduction in water charges on sites with Sustainable Urban Drainage System (SUDS) ponds, and has resulted in a £42,000 annual saving.
- 3. Successful negotiations for the purchase of 2 key properties with strategic operational significance at Abbey Road and Jarnac Court have now been concluded.
- 4. Progression with masterplans for new town centre consultations at Newtongrange and Mayfield, following a full tender process to secure the consultants, will lead to consultations in these communities during 2017/18.
- 5. Remarketing of the Knivensknowe site has resulted in a considerable uplift in sale value at £3 million, supporting our best value approval for disposal of surplus assets.

Sport and Leisure

- 1. Continuously expanding the programme of events to ensure a wide diversity of participation included a fuller Active School summer programme, the launch of Walking Rugby, Dance showcases, Football challenge festivals, Club Golf sessions, Rugby Rascals, Walk the Line, Special Olympics, Senior Games and swimming galas.
- 2. The David Dunn fitness trail opened in Bonnyrigg King George V Park in conjunction with Bonnyrigg Community Council, which has demonstrated our aim of partnership working and alternative delivery methods.
- 3. Kings Park and Strathesk primary schools were recognised with the prestigious SportScotland Gold School Sport Award, which is designed to encourage continuous improvement in physical education and sport, run by the Active School team.
- 4. To support the Council's budgeting position a new and increased fee scale has been introduced during the year without any significant disruption to the service.
- 5. Supporting the proposal to make exercise more accessible to all, the introduction of free swimming for school children during holiday periods has been very popular.

Building Services

- 1. Midlothian Council has now achieved the target of 100% of housing stock meeting the SHQS. This has been achieved through various works programmes with some minor exemptions where we have been refused entry for upgrading works.
- 2. Property Maintenance has developed a 5 year business programme based on stock condition surveys to maintain the SHQS up to 2020. Securing budget of £60 million up to 2035.
- 3. £5,635,000 funding has been secured to deliver energy efficiency projects since 2011.
- 4. £1,157,000 new funding was secured from Scottish Government and Energy Company with an obligation to deliver the external wall insulation scheme throughout Midlothian.
- 5. Recovery of Scottish Water contributions amounting to £500,000 from projects over 5 years old has been achieved.
- 6. The successful handover of housing happened as programmed at Edgefield Road and Polton Street plus securing sites and commencing designs/tendering for the next phase of Council housing.
- 7. The new Newbattle High School construction commenced in January 2016 and continues on programme and on budget for an opening in May 2018.
- 8. The handover of Gorebridge and Bilston Primary Schools was on programme and budget. Roslin and Paradykes Primary School projects remain on progress and budget to open later this year.

Emerging Challenges

Facilities Services

- a) Work through the practical applications of the Scottish Government Food policy, (reduction of sugar in menus, increase in possible meals for nursery and out of school care, better nutritional accountability) whilst revitalising the High School service to increase numbers, meeting with Supervisors, Managers & Health & well-being lead in education to explore a way forward for High schools.
- b) To continue to fulfil external contracts (Skanska, Melville Housing) without making a loss due to the low pay implementation. This also provides a challenge when tendering for new contracts as our price is now so much higher that our competitors.
- c) Arrange computer access for Facilities Staff to allow the access to the new People Policies and the new system for recording absence.
- d) Addressing vandalism and dangerous behaviour by pupils at Dalkeith Campus which is increasing and has been raised as serious issue by PPP Service Provider

Property Assets

- 1. Re-rating the Estates to avoid excessive and inflated rates bills is ongoing following the appointment of the valuation surveyor.
- 2. Concluding the land purchase of the Town Centre site at Shawfair including full site inspection works.

Sport and Leisure

- 1. Replacing the outdated Leisure Management system with new fit for purpose software which will enhance the customer focus and on-line booking experience whilst addressing participation statistics/data.
- 2. Concluding the business case for Destination Hillend and evaluating the financial model before reporting to Council.
- 3. Development and publishing the Sport and Physical Activity Strategy for Midlothian Council involving all participants and external agencies.
- 4. Securing funding to support the Midlothian Active Choices (MAC) product in collaboration with the NHS.
- 5. Increasing the role of the Active Schools team in partnership with Education for an extended extra curriculum programme.
- 6. Review of operating hours/procedures in order to address the budget shortfall with a view to making the service self sufficient.

Building Services

- 1. Reduction in operating costs whilst maintaining frontline services. Action is to review all operational/procurement procedures with an overview of existing services.
- 2. Delivery of Major works programmes with small internal team against a rising market of costs and labour shortage. 2x Primary schools, 1 Secondary School, Complex Care Home, Phase 2 and 3 Housing sites, Gorebridge Hub, Pentland and Midfield house refurbs. Action is to monitor workloads and pressure on staff making sure the correct resources are available to assist in these projects. Management to support staff through this busy period.

Property & Facilities Management Performance Indicator Summary 16/17

			Οι	utcom	nes ar	d Cu	stome	er Feedback				
Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
· ·····································	, include:	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17	1 3040. 2414	
	Number of complaints received (cumulative)	813	319	550	N/A	982		16/17 : Data Only	1			
	Average time in working days to										Number of complaints complete at Stage 1	979
	respond to complaints at stage 1	2.2	1.97	2.5	N/A	0.49		16/17 : On Target		5	Number of working days for Stage 1 complaints to be Completed	480
	Average time in working days to										Number of complaints complete at Stage 2	3
01. Provide an efficient complaints	respond to complaints at stage 2	6.78	13.67	13.67	N/A	6.67		16/17 : On Target		20	Number of working days for Stage 2 complaints to be Completed	20
service	Percentage of										Number of complaints complete at Stage 1	979
	complaints at stage 1 complete within 5 working days		92.81	92.64	N/A	93.56 %		16/17: Off Target A Council wide review to raise awareness and understanding for	•	95%	Number of complaints at stage 1 responded to within 5 working days	916
	Percentage of							staff and therefore improve performance is planned for 2017/18			Number of complaints complete at Stage 2	3
	complaints at stage 2 complete within 20 working days	88.89 %	66.67 %	66.67 %	N/A	33.33 %		pianneu ioi 2017/18	♣	95%	Number of complaints at stage 2 responded to within 20 working days	1
			Mak	ing th	ne Be	st Us	e of o	ur Resources				
		2015/	Q1	Q2	Q3					Annu		

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
02. Manage budget effectively	Performance against revenue budget	£ 13.16 6 m		£ 13.63 9 m	£ 14.31 4 m			16/17: Performance against budget will be reported to the Council in June				
03. Manage	Average number of working days lost							16/17 : Off Target Work ongoing			Number of days lost (cumulative)	6,225.0 5
stress and absence		9.58	2.99	4.59	7.48	10.92		within service area to address issues of sickness absence	•	8.50	Average number of FTE in service (year to date)	570.12

Corporate Health

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
1 noney	molecule	Value	Value	Value	Value	Value	Statu s	Note	Short Trend	t 2016/ 17	r couci Buta	Value
04. Complete all	% of service priorities on target /				96.55	93.1					Number of service & corporate priority actions	29
service priorities	completed, of the total number	100%	100%	100%	%	%		16/17: On Target	•	90%	Number of service & corporate priority actions on tgt/completed	27
05. Process	% of invoices paid								_		Number received (cumulative)	17,781
invoices efficiently	within 30 days of invoice receipt (cumulative)	83%	80%	85%	81%	79%		16/17: Off Target	•	85%	Number paid within 30 days (cumulative)	14,033
								16/17: Off Target 29 from 37 PIs			Number on tgt/ tgt achieved	29
06. Improve PI performance	% of PIs that are on target/ have reached their target.	87.5 %	83.87 %	81.25 %	77.78 %	78.38 %		meeting target at Q4. Please see attached report for individual improvement actions.	•	90%	Number of PI's	37
07. Control risk	% of high risks that have been	0%	100%	100%	100%	100%		16/17 : On Target No high risks	4	100%	Number of high risks reviewed in the last quarter	0
re	reviewed in the last quarter							identified			Number of high risks	0

Improving for the Future

Priority	Indicator	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17			2016/17		Annu al Targe	Feeder Data	Value
, nong		Value	Value	Value	Value	Value	Statu s	Note	Short Trend	2016/ 17		
	% of							16/17: Off Target 2 actions still			Number of on target actions	1
08. Implement improvement plans	% of internal/external audit actions progressing on target.	0%		33.33 33.33 _% 25		33.33 %		outstanding from 2015 audit programme. 1 actions Complete from 2017 programme.	1	90%	Number of outstanding actions	3

Property and Facilities Management action report 16/17



Service Priority Actions

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
PFM.S.01.01		Continue to provide high quality nutritional school meals	31-Mar- 2017		100%	16/17: Complete Uptake figures remain high (particularly with P1-3 free meal uptake) and well above national averages for both Primary & High Schools. Meals continue to be provided to high standard despite issues with staffing and equipment.
PFM.S.01.02		Promote and deliver Active Schools programmes to school children	31-Mar- 2017	>	100%	16/17: Complete Ongoing promotion through "Get Going with Active Schools" campaign in partnership with Active Schools Team. Primary and Secondary school age programmes delivered termly Get Going maintenance sessions "Keep Going" delivered weekly. We have in place Get Going initial 1-2-1s Primary age Get Going Programme Counterweight programme Keep Going sessions Easter Programmes and newsletters also completed during quarter 4
PFM.S.01.03	01. Children and young people are supported to be healthy, happy and reach their potential	Undertake programme of work to improve/upgrade Primary School Estate - Bilston, Gorebridge, Roslin, Paradykes Primary School	31-Mar- 2017		100%	Interview of the main contractor for this project. The contractor is currently reporting that they are on programme. We have asked them to provide a programme to encourage transparency. The project remains within budget. Roslin McLaughlin and Harvey are the main contractor for this project. The works remain on programme and within budget. The building work is progressing well. The sample rooms has been reviewed by Education and feedback is positive.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						Soft landing programme has been requested from the main contractor to show the activities in the run in to completion.
PFM.S.01.04	01. Children and young people are supported to be healthy, happy and reach their potential	Undertake programme of work to deliver improvement/upgrade High School Estate - Newbattle High School	31-Mar- 2017	②	100%	16/17: Complete Newbattle Works remain on programme Main elevations to the school block are substantially wind and water tight. Partition installation has commenced working from the 2nd floor of the teaching block down. Steel erection to sports block is 100% complete. Link block steel is now installed and the concrete floor to this area has been cast. Completion of the building element scheduled for March 2018.
PFIVI.5.02.01	02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Maintain the percentage of trainees completing courses through training and employability sources	31-Mar- 2017	②	100%	16/17: Complete 29 trainees completed courses by year end
PFM.S.03.01	03. New jobs and businesses are located in Midlothian	Ensure all contracts include where possible for the engagement of local businesses	31-Mar- 2017	Ø	100%	16/17: Complete All contracts contain a clause to include local labour
PFM.S.04.01		Review and implementation of recommendation from the Carbon Reduction Commitment (CRC) plan	31-Mar- 2017	Ø	100%	16/17: Complete Carbon Reduction Document return for 2015/16 has been completed and submitted to the Energy Savings Trust during July 2016. Received notification of allowances payment made at end of October 2016.
PFM.S.04.02	04. Environmental limits are better respected, especially in relation to waste, transport, climate	Identification and instigation of projects as recommended as part of the Carbon Management Plan	31-Mar- 2017	Ø	100%	16/17: Complete All previously identified projects have been implemented. Further projects have been identified and programmed for Q1 17/18.
PFM.S.04.03	change and biodiversity	Energy saving measures for Housing	31-Mar- 2017	②	100%	16/17: Complete Ongoing programme of energy savings initiative being implemented to maximise grant awards.
PFM.S.04.04		Energy saving measures for Operational Buildings	31-Mar- 2017	8	75%	16/17: Off Target A total of £184,000 invested out of available £250,000. Full extent not achieved but projects have been reprogrammed for new financial year.
PFM.S.05.01	05. More social housing has been provided taking account of local demand	Progress Phase 2 of capital plan new build programme	31-Mar- 2017	②	100%	16/17: Complete 159 houses built to date on Phase two sites. A further 72 units currently under construction are: 18 units at Polton Street handed over in February and 37 units at Stobhill Site (51b) at Stobhill Road to be handed over in June 2017. Final sites to complete the phase 2 project agreed with housing. Phase 3 sites also identified.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.05.02	05. More social housing has been provided taking account of local	Continue to undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard (2015).	31-Mar- 2017	>	100%	16/17: Complete Heating, bathroom, windows and doors surveys and roughcasting contract ongoing. Surveys for reactive repairs questionnaire have been updated. Repairs survey has been progressed through the use of the Councils Customer Satisfaction Measurement tool with reports being prepared and monitored via the Team Plan Reports
PFM.S.05.03	demand	Complete survey and report into EESSH compliance of Midlothian social housing. Strategy to be formulated to meet target by 2020.	31-Mar- 2017	S	100%	16/17: Complete Survey completed and concluded that 94% of Midlothian Council Housing stock currently meets the Energy Efficient Standard for Social Housing (EESSH). Works streams now in place to bring the remaining stock up to standard.
PFM.S.06.01	06. People, including those with disabilities/long term conditions or are frail are able wherever possible, to live independently and in their own homes	Undertake adaptations to houses for those with specific needs	31-Mar- 2017		100%	16/17: Complete To the end of March 2017 775 minor adaptations have been completed and 73 Major adaptations of ramps and wet floor bathrooms have been completed.
PFM.S.07.01		Promote and deliver MAC (Midlothian Active Choices) programmes	31-Mar- 2017	②	100%	16/17: Complete Over 2000 newsletters went out to active MAC clients and also packs of 20 were sent to each of the Medical Practices in Midlothian and others emailed out to all health practitioners. Promotion of MAC through Midlothian Council services including Social Work, Surestart, Criminal Justice Team, Lifelong learning and Development. MAC is also well integrated in the pathway for cancer patients in Midlothian through the Transforming Care after Treatment (TCAT) programme.
	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Promote and deliver Ageing Well programmes to 50+ age groups	31-Mar- 2017	>	100%	This quarter we have promoted Ageing Well at 9 events locally to approx 260 people as well as promoted the project nationally at the Spirit 2012 learning event in Edinburgh and promoted walking football at a Paths For All event in Edinburgh. Also, working with 'Living It Up' promoting walking in Midlothian through a walking challenge administered through their website.
PFM.S.07.03		Promote and maintain uptake and use of leisure facilities	31-Mar- 2017		100%	16/17: Complete Extract from Tonezone Marketing Plan that is part of the Sport and Leisure Business Plan 2016/2017 - January / February promotion - Join for £5.00 - joining fee is £5.00 normal monthly fees apply. This has been a successful promotion for the last three years. Convert one month Xmas vouchers. Annual Renewal letter and annual membership offer Refer a friend - new members. MAC (Midlothian Active Choices) - Newsletter distributed to 3,500 approx. clients MAC Awards annual event 100+ attendees.

Code	Priority	Action	Due Date	lcon	Progress	Comment & Planned Improvement Action
						Corporate Parenting cards showing a steady increase.
						Free swimming for all school children during the school holiday period.
						New Paradykes Project Programme for dry and wet activities work ongoing to relocate back to the centre from alternative accommodation.
PFM.S.07.04	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Delivery of high quality Healthy Living Service	31-Mar- 2017		100%	16/17: Complete Update on Memberships as following: 5,317 members,1,327 Platinum, 669 Gold, 1,935 Silver, 423 Bronze, 639 Active Golden members and 249 Teenzone Members. Tonezone Marketing Plan was launched in April with different campaigns concentrating on retention. We have 25 more members than this time last year. We have 380 more members than last quarter.
PFM.S.08.01	08. People feel safe in their neighbourhoods and homes	Design appropriate future developments in accordance with Secure by Design Principles	31-Mar- 2017		100%	16/17: Complete All Housing contract documents contain a clause to demand secure by design certification.
PFM.S.09.01		Delivery of high quality Property Maintenance Services	31-Mar- 2017		100%	16/17: Complete Monitored through satisfaction surveys and Feedback forms
PFM.S.09.02		Delivery of high quality Facilities Management Services	31-Mar- 2017	Ø	100%	16/17: Complete Facilities Service continues to deliver high quality services. The service level agreement was implemented in October 2016. Staff training remains a priority to fulfil all building cleaning and janitorial functions and the training plan was updated in Q4 16/17.
						16/17: Complete
						EWiM Phase 2; Office rationalisation Complete with the relocation of c250 staff – no change
	09. Deliver efficient Services					EWiM Phase 3; Depot rationalisation Revised target completion December 2019
PFM.S.09.03		Implement/set programme of office closures within Council estate	31-Mar- 2017	②	100%	Desk Top Site Investigations complete Intrusive Site Investigations complete Transportation study in progress Acoustic studies in progress Environmental studies in progress Draft designs in progress
						EWiM 4; Dalkeith Town Centre Regeneration Progressing alternative delivery with implementation options including financial and risk profiling with Finance and Hub East Central Scotland (HUBCO).
						Alternative business models have been developed by HUBCO options have been provided to Finance

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						Sensitivity analysis on the proposals have been carried out and are currently being validated work in progress Seminar and report to council required in May 2017 work in progress
PFM.S.09.04	09. Deliver efficient Services	Ensure existing facilities in PPP schools are maintained appropriately and the standards of the contracts are delivered	31-Mar- 2017	>	100%	16/17: Complete Deductions are being applied, for any non compliance with the contract.
PFM.S.09.05	Services	Prepare and implement a rolling review of rents of the Council's non-operational land and buildings	31-Mar- 2017		100%	16/17: Complete All scheduled reviews have been progressed and agreed . This is an ongoing process.
PFM.S.10.01	10. Inequalities in learning outcomes have	Meet the educational needs of increased numbers of pupils in Midlothian. Complete construction of Gorebridge and Bilston primary schools.	31-Mar- 2017	>	100%	16/17: Complete Both school buildings now fully operational. The play park at Bilston has been completed since last quarter. The remaining item, is the grass football pitch at Bilston, which is on programme.
PFM.S.10.02	reduced	Develop proposals to Scottish Futures Trust to enable meeting new 1020hrs target for nursery places	31-Mar- 2017	3	50%	16/17: Off Target Options to meet the increased nursery provision have been submitted to Scottish Futures Trust from which we are awaiting response from the Scottish Government.
PFM.S.11.01		Management and development of the Council's extensive land interests at Shawfair	31-Mar- 2017		100%	16/17: Complete Dialogue with network Rail complete, legal missives been agreed between parties.
PFM.S.11.02	11. Midlothian is an attractive place to live, work and invest in	Shawfair Town Centre Amenities - produce report to council, including financial implications, for final approval.	31-Mar- 2017		100%	16/17: Complete
PFM.S.11.03		Confirm primary school sites to be safeguarded with education	31-Mar- 2017	②	100%	16/17: Complete Continue to assist Education with options to accommodate increasing pupil rolls. Education identified 6 schools in April 2017, which need additional nursery/ P1 accommodation, these projects have been programmed to be complete in November 2017

Property and Facilities Management Performance Indicator Report 16/17



Service Priority Performance Indicators

DI Codo	Dei seib.	DI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Danahmank
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
PFM.S.01.01a		% uptake of Primary School meals - aim to maintain at 11/12 level (LPI)	81.4%	79.6%	76.1%	78.8%	80.3%	>	•	16/17: On Target	70%	57.82% - Average per family group (APSE 14/15)
PFM.S.01.01b		% uptake of High School meals	51.9%	45.1%	41.4%	49.5%	46.9%		•	16/17: Off Target High School numbers dropped, external competition and the nutritional restrictions we have are not attractive to customers .	50%	43.89% - Average per family group 2014/15(AP SE)
PFM.S.01.02a	01. Children and young people are supported to be healthy, happy and reach their potential	Number of distinct activities - Active Schools programmes to school children	50	24	26	32	40		•	16/17: On Target Activity sessions delivered through Active Schools programmes to P1-S6 pupils through 32 different distinct activities in this quarter. Active Schools and get going delivered 40 distinct activities between them.	38	
PFM.S.01.04a		Amounts raised through capital bids towards refurbishing of non housing estates		£1,800,0 00		£1,800,0 00	£1,800,0	②		16/17: On Target	£1,800,0	

PI Code	Dringity	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Prode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Denominark
PFM.S.02.01a		Number of trainees within service completing courses	32	15	26	28	28		•	16/17: On Target	19	
PFM.S.02.01b		Number of trainees within Property Maintenance completing courses	15	7	11	11	11		•	Total Number of apprentices 5 moving to year 3. Two team leaders, 1 Painter now attending college to obtain an HNC. 3 Apprentices moving to year Two.	7	
	02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of trainees within Facilities Services completing courses	7	4	8	6	5		•	16/17: On Target Two new trainee Cooks appointed, awaiting appropriate SVQ Level 2 course to be available. Two trainees on a year's placement with the Janitorial service. One PAVE student at Dalkeith Campus kitchen. Both Facilities Management and Catering have had school work placement students over this period.	3	
PFM.S.02.01d		Number of trainees within Sport and Leisure completing courses	10	4	7	11	12		•	16/17: On Target During quarter four one person has been employed on a casual basis as Lifeguard who previously attended their NPLQ training course within (National Pool Lifeguard Qualification) Midlothian Leisure Centres to become a Lifeguard. Total for quarter four is 1 person. Total for year is 12 people with a positive destination.		
BS.PFM.S.03. 01a	03. New jobs and businesses are located in Midlothian	Percentage of contracts engaging in local businesses	100%	100%	100%	100%	100%	②		16/17: On Target All Contracts have local business clauses inserted.	100%	

DI Codo	PI Code Priority PI		2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual Target	Benchmark
Ficode	Phoney	FI.	Value	Value	Value	Value	Value	Status	Short Trend	Note	2016/17	Delicilliaik
BS.PFM.S.04. 01a	04. Environmental limits are better respected, especially in relation to waste, transport, climate change and biodiversity	Reduction in carbon emissions from Council premises	12,851	12,572	11,102	11,672	47,402	>	•	16/17: On Target Annual equivalent saving of 10.27% for the year.	53,744	
PFM.S.05.01a		Number of new build council houses	91	0	22	41	60	②	•	16/17: On Target Polton Street handed over in Q4 18 units.	59	
PFM.S.05.02a		The % of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%	>		16/17: On Target 100% of Midlothian Council houses are free from serious disrepair. (15 exemptions which reflect rate of 99.78%).	100%	
PFM.S.05.02b	05. More social housing has been provided taking account of local demand	The % of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%	>	-	16/17: On Target 100% of Midlothian Council houses have modern facilities. (479 exemptions which reflect rate of 93.24%)	100%	
PFM.S.05.02c		The % of the Councils housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100.%	>	_	16/17: On Target 100% of Midlothian Council houses are healthy safe and secure. (479 exemptions which reflect rate of 93.24%)	100%	
PFM.S.05.02d		Progress of roughcast programme	0 complete	31 complete	83 complete	114 complete	140 complete		•	16/17: Off Target Contract late in starting in Q1 impacted years achievement.	220 complete	

DI Codo	Deinsite	DI.	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Donahmank
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
PFM.S.05.02e	05. More social housing has been provided taking account of local	Progress of bathroom replacement programme	377	101	112	80	277		•	16/17: Data Only 197 Bathrooms completed in Q4 . A concerted effort to encourage the tenants who opted out the initial offer has taken place with positive results resulting in 277 being completed in 2016/17.		
PFM.S.05.02f	demand	Number of upgrades to central heating systems	313	80	127	138	227		•	16/17: Data Only 89 upgrades completed in Q4 16/17.		n/a internal programme of works - benchmark against target
PFM.S.06.01a	06. People, including those with disabilities/long term conditions or are frail are able wherever possible, to live independently and in their own homes	Proportion of adaptations requested and completed	100%	100%	100%	100%	100%		_	16/17: On Target As of 31 March 2017 775 minor adaptations have been completed and 73 Major adaptations of ramps and wet floor bathrooms have been completed.	100%	
BS.PFM.S.07. 02a	07. People are able	Number of activities offered by Ageing Well programmes to 50+ age groups	24	24	22	23	23	9	•	16/17: On Target 62 classes have been delivered weekly for the quarter 23 different kinds of activities.	16	
BS.PFM.S.07. 04a	to look after and improve their own health and wellbeing and live in good health for longer	Tone zone retention rate	56.66%	54%	55%	58%	55.25%		•	16/17: On Target Retention for quarter four was 49% The cumulative retention for the year end is 55.25%. Loanhead three month closure has had an effect on retention in quarter 4.	55%	No accepted industry standard.

DI Codo	PI Code Priority		2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			201	6/17	Annual	Benchmark
Prode	Phonty	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Delicililark
PFM.S.07.01a		Number of activities offered by MAC (Midlothian Active Choices)	New for 16/17	11	13	13	17		•	16/17: On Target Number of activities offered by MAC 8 weekly MAC classes attendance for quarter four 971 5 weekly gym groups, covering 4 leisure centres 44 12 weekly reviews 102 Initial 1to 1 consultations 204 1to 1 gym sessions in the quarter 65 supervised group sessions attendance 290 in quarter.	16	
	07. People are able to look after and	Number of attendees during quarter to MAC(Midlothian Active Choices) activities		861	1,370	1,411	1,611		•	16/17: Data Only 7 MAC + classes with number of attendances 971 102 initial 1 to 1 consultations 44 12 week reviews 2014 1 to 1 Gym sessions 65 supervised group gym sessions attendance 290 Total for quarter 1,611 Total for year 5,253.		
PFM.S.07.03a	longer	Number of attendances per 1,000 population to all pools	2,870	560	1,260	2,000	2,620		•	16/17: Off Target Total wet side usage figures for Q4 show 62,017. Total for year is 226,066, 21,033 less than last year's annual total. This is because Loanhead Leisure Centre was closed for last quarter showing a decrease in pool usage of 27,218 on previous year.	3,040	
PFM.S.07.03b		Number of attendances per 1,000 population for indoor sports and leisure facilities	7,550	1,890	3,280	5,260	7,230		•	16/17: Off Target Dry side usage figures for Q4 shows 190,697 that's 28,166 less than last year's Q4 total. Building closure for three month period refurbishment at Loanhead.	8,290	

PI Code	Dringity	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			6/17	Annual	Benchmark	
Prode	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
PFM.S.07.04b	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Performance Indicator scores in (selected) registered Leisure Centres	92.44%	92.22%	91.05%	94.36%	92.59%	>	•	16/17: On Target Viewpoint stats show that average for year was that 92.59% were satisfied with leisure facilities.	90%	
PFM.S.08.01a	08. People feel safe in their neighbourhoods and homes	Proportion of developments meeting Secure by Design Certification Standards	100%	100%	100%	100%	100%			16/17: On Target All housing contracts have a 'secure by design' specification.	100%	
PFM.S.09.01a		Average turn-around of properties (inclusive of homeless properties) Target 20 working days	63.46%	N/A	68.57%	74%	72.94%		•	16/17: Off Target Total number of voids in Q4 was 85. Day to day voids average of 15 days due to a larger number of voids requiring extensive works which has affected the turnover figure badly. Homeless voids have a 13 day turnover average.	83%	
PFM.S.09.02a	09. Deliver efficient Services	Cost per square metre cleaned	£8.90	£8.90	£8.90	£8.90	£8.90	>		16/17: On Target Our cost per square meter cleaned of £8.90 remains lower than the national average of £12.29 from the information provided by the Association for Public Service Excellence (APSE) in December.	£10.03	£12.29 - Average per family group 2014/15 (APSE)
PFM.S.09.02b		Total square metres cleaned per hour	16/17: On Target Our aim is to be higher than the APSE national average of 1.09 sqm cleaned per FTE, our average is currently at 1.25		1.09	1.09 - Average per family group 2014/15(AP SE)						

DI O- d-	Deitarita	DI.	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			6/17	Annual	Dan abas ada	
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
PFM.S.09.02c		Monthly number of meals prepared/monthly labour hours across production and dining centres.	10.3	8.9	8.4	10.04	8.9		•	16/17: Off Target Decrease in productivity is due to lower High School numbers. Primary schools are working at an average of 10.6 meals per hour.	10	8.46- Average per family group 2013/14 (APSE)
PFM.S.09.02d		Achieve greater than the Scottish average in the annual school meals census (Primary Schools)	72.8%	76.1%	76.1%	76.1%	76.1%		16/17: On Target School meal census published June 16 shows Midlothian uptake is 76.1%, an increase of 3.3% on 15/16. National average is now 66%. Census published annually in June.		66%	Scottish Government Annual Survey of School Meals 2015 64.8%
PFM.S.09.02e	09. Deliver efficien Services	Achieve greater than the Scottish average in the annual school meal census (High Schools)	70.1%	59.8%	59.8%	59.8%	59.8%		•	16/17: On Target School meal census published in June 16 showed Midlothian High school uptake at 59.8%, a drop of 10.4% on 15/16. However it is still above the national average of 53.7% Census published annually in June.	53.7%	Scottish Government Annual Survey of School Meals 2015 44.2%
PFM.S.09.04a		Percentage of PPP maintenance issues that are addressed within timescale (failure results in penalty to PPP contractor)	95%	95%	95%	95%	95%		_	16/17: On Target Deductions are being applied, for any non compliance with the contract.	90%	
PFM.S.09.05a		Proportion of commercial properties rent reviews complete	New for 16/17	50%	59%	61%	65%	>	•	16/17: On Target review process ongoing with majority of tenants agreeing to new lease format.	65%	

DI Codo	Deiositu	DI.	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			6/17	Annual	Danahmank	
PI Code	Priority	PI	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Benchmark
C&L1b		Total Number of attendances at all sport and leisure facilities	898,145	211,418	391,453	596,232	848,940		•	16/17:Off Target Total number of attendances was 898,840 for the year That's down 49,205 on last year, Loanhead Leisure Centre refurbishment closure accounted for 48,091 non attendances	916,000	
C&L1c	12. Local Government Benchmarking Framework Corporate Indicators which the service reports	Corporate -Total number of attendance at all pools	247,099	48,617	108,363	164,049	226,060		•	16/17: Off Target Total wet side usage figures for quarter four shows 62,017. This shows a decrease of 18,560 on last years Q4 wet usage. Total wet side use accumulated for year is 226,060, 21.033 less than last year's annual total. During quarter 4 Loanhead pool was closed for refurbishment which led to 27,218 fewer swimmers than previous year.	257,000	
C&L1d	performance quarterly	Corporate - Total number of attendance for other indoor sports and leisure facilities, excluding pools in a combined complex	651,046	162,801	283,090	432,183	622,880		•	16/17: Off Target Dry usage figures for quarter show 190,697. Dry usage for year show 622,880 The closure of Loanhead Leisure Centre accounted has for 20,873 fewer visits.	659,000	
C&L5d		Percentage of adults 73.67% 92.22% 91.05% 94.36% 92.73%		Viewpoint stats show that 92.73% of customers in Q4 were satisfied with leisure		15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).						

PI Code	Priority								Annual	Benchmark		
FICOUE	1 Honey	P1	Value	Value	Value	Value	Value	Status	Short Trend	Note	Target 2016/17	Delicililark
HSN3	12. Local Government Benchmarking Framework Corporate Indicators which the service reports performance	Corporate - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	93.1%	79.5%	100.0%	93.1%	93.1%			16/17: On Target 93.1% of the council's housing stock meets the SHQS criteria. The remaining 6.9% of properties are being targeted by Building Services to actively attempt to obtain access to the remaining properties that remain exemptions. There are no failures in any of the housing stock where access has been gained. 100% of council housing stock meets the SHQS requirements for reporting purposes to the Scottish Government.		15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN5	quarterly	Corporate - Percentage of council houses that are energy efficient (LGBF)	99.8%			100% of Midlothian Council houses are energy efficient. 36	100.0%	15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).				

Balanced Scorecard Indicators

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17			
Pi Code	Performance indicator	Value	Value	Value	Value	Value	Target	Status	Note
BS.PFM.S.03.01a	Percentage of contracts engaging in local businesses	100%	100%	100%	100%	100%	100%	②	All Contracts have local business clauses inserted.
BS.PFM.S.04.01a	Reduction in carbon emissions from Council premises	12,851	12,572	11,102	11,672	47,402	53,744	Ø	16/17: On Target Annual equivalent saving of 10.27% for the year.
BS.PFM.S.07.02a	Number of activities offered by Ageing Well programmes to 50+ age groups	24	24	22	23	23	16	Ø	16/17: On Target 62 classes have been delivered weekly for the quarter 23 different kinds of activities.
BS.PFM.S.07.04a	Tone zone retention rate	56.66%	54%	55%	58%	55.25%	55%	>	16/17: On Target Retention for quarter four was 49% The cumulative retention for the year end is 55.25%. Loanhead three month closure has had an effect on retention in quarter 4.
C&L5d	Percentage of adults satisfied with leisure facilities (LGBF)	73.67%	92.22%	91.05%	94.36%	92.73%			16/17: On Target Viewpoint stats show that 92.73% of customers in Q4 were satisfied with leisure Facilities
HSN3	Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	93.1%	79.5%	100.0%	93.1%	93.1%	93.1%		16/17: On Target 93.1% of the council's housing stock meets the SHQS criteria. The remaining 6.9% of properties are being targeted by Building Services to actively attempt to obtain access to the remaining properties that remain exemptions. There are no failures in any of the housing stock where access has been gained. 100% of council housing stock meets the SHQS requirements for reporting purposes to the Scottish Government.

Published Local Government Benchmarking Framework



Property and Facilities Management

LGBF Ca	LGBF Category - Corporate Asset										
Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison			
Code	Title	Value	Value	Value	Value	Value	Value	External Comparison			
C-AST1	Proportion of operational buildings that are suitable for their current use (LGBF)	85.78%	88.2%	88.27%	88.89%	88.69%	81%	15/16 Rank 22 (third Quartile). 14/15 Rank 9 (Second Quartile).			
C-AST2	Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)		71.3%	72.1%	81.5%	75.94%	75.9%	15/16 Rank 25 (Bottom Quartile). 14/15 Rank 26 (Bottom Quartile).			

LGBF Category - Culture and Leisure

	Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15 2015/16		External Comparison
	Joue	Title	Value	Value	Value	Value	Value	Value	External Companson
(C&L1	NET Cost per attendance at Sports facilities (LGBF)	£3.68	£2.53	£3.36	£2.78	£2.99	1+ 3 3/	15/16 Rank 23 (Third Quartile). 14/15 Rank 27 (Bottom Quartile).
(וא: ארו א:	Percentage of adults satisfied with leisure facilities (LGBF)	79.7%	84.7%	77%	77%	72%	1/36/%	15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

LGBF Category - Housing Services

Codo	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
Code	Title	Value	Value	Value	Value	Value	Value	External Comparison
HSN3	Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	62.5% 80.2% 86.4%		86.4%	94.4%	93.1%	93.1%	15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	New measure for 2013/14			7	7.37	9.01	15/16 Rank 12 (Second Quartile). 14/15 Rank 7 (TOP Quartile)
HS5	Percentage of council houses that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.1%	100.0%	99.8%	15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).



2015/16 Local Government Benchmarking Framework Results

Report by Kenneth Lawrie, Chief Executive

1. Purpose of Report

The purpose of this report is to update the Cabinet and Performance Review and Scrutiny on the Local Government Benchmarking Framework (LGBF) and to present an overview of the Council's performance against the indicators for 2015/16.

2. Background

Over the last six years all 32 Scottish councils have been working with the Improvement Service to develop a common approach to benchmarking, which is grounded in reporting standard information on the council services provided to local communities across Scotland.

The purpose of the framework is to support councils to deliver better outcomes for communities by benchmarking and learning from councils who are achieving the best performance in relation to local service delivery.

There has been an increase in the number of LGBF indicators for 2015/16 with the main additions being to the indicator sets for Education, Economic Development and Planning. This work has resulted in a national dataset comprising of 69indicators. The key principle of the indicators was that they were comparable across all 32 councils. It should be noted that two of the indicators relate to museums and galleries, and therefore only 67 are relevant to Midlothian. The indicators are grouped under seven service groupings:

- Social Work Services
- Children's Services
- Corporate Services
- Culture and Leisure
- Economic Development
- Environmental Services
- Housing Services

The framework reports on how much councils spend on particular services, service performance and how satisfied people are with the major services provided by councils. The indicators have been developed using cost information for councils from existing sources such as the Local Financial Returns (LFRs). LFRs form a part of central government's monitoring of Scotland's local government spend in service areas. A range of satisfaction measures have also been used from the annual Scottish Household Survey (SHS).

The Improvement Service has provided detailed comparative analysis for each LGBF indicator at council level. Midlothian's performance against key indicators is provided in Appendix 1. The indicators are grouped and analysed within the seven LGBF categories.

Within the Council, performance against the indicators is monitored as part of the performance management arrangements which include quarterly reporting to the Cabinet and Performance. Local results are considered in the context of the national picture, including comparison of 2015/16 data with the Scottish average and graphs showing Midlothian trend data against the Scottish and Family Group averages.

The data-set can be regarded as a useful 'can-opener' in flagging up issues worthy of further investigation (rather than viewing the data as a 'league table'). For example, high costs for one indicator may reflect investment to affect a policy change rather than inefficient spend and a trade-off between cost and performance can be expected.

When considering the data, it is also important to be aware of intended/expected levels of performance, rather than focusing on the collective number of indicators in the top quartile. For example the Council's spend on our schools means we are meeting our objective to achieve higher educational attainment year on year.

It is important to remember that councils across Scotland do not have common service structures. Each council has a structure and service arrangement that it believes is the most appropriate and cost effective way to support its local community.

3. Current Position

The LGBF has been subject to review resulting in a number of changes to the indicator set. These were:

- Education Attainment data has been revised with a new approach to measurement
- Two new measures from the Health and Social Care Experience Survey
- The addition of Average Tariff Score measures for overall educational attainment (including breakdown by SIMD quintiles)
- Addition of Gender Pay Gap indicator
- Culture and Leisure cost indicators are now presented as Net Cost rather than Gross Cost.
- Economic Development section has been expanded to incorporate Planning and include 4 new indicators. These cover; Percentage of procurement spent on local small/medium enterprises; Number of business gateway start-ups per 10,000 population; Cost per planning application; and Average time per commercial planning application

Whilst full details of the 15/16 Benchmarking results are shown in appendix 1, the table below provides a high level summary of our performance across the four quartiles where more than half of our indicators are in the top two.

Scottish ranking	Percentage % of indicators falling within each quartile
	2015/16
1st and 2nd Quartile (ranked 1-16)	35/67 52%
3 rd and 4 th Quartile (ranked 17-32)	32/67 48%

As part of this ongoing work councils and the Improvement Service have developed a process to drill into the information collated through the LGBF to understand, in more detail, why the variations in council performance is occurring. This process has been organised around 'family groups' of councils so that comparison can be explored with similar councils in terms of type of population (e.g. relative deprivation and affluence) and the type of area

in which they serve (e.g. urban, suburban or rural). This allows good practice to be identified and shared between councils.

Information for all councils is compiled on a national website called <u>Mylocalcouncil</u>. The website compares performance information from all 32 Scottish councils.

The Improvement Service published the data in February 2017, details can be found at. http://www.improvementservice.org.uk/benchmarking/

4. Going Forward

Within the Council, performance against the indicators will be monitored as part of the performance management arrangements which includes quarterly reporting to Cabinet and Performance, Review and Scrutiny.

Cabinet and Performance Review and Scrutiny should note that the framework continues to be reviewed and this year a range of new measures for satisfaction, education and economic development have been introduced.

- Satisfaction measures Previous findings have noted that the customer satisfaction data drawn from the Scottish Household Survey (SHS) has some limitations when used at individual council level as the sample size of the survey becomes a sub set of the overall national sample and as a result less statistically robust. Therefore, in order to boost sample sizes, this year 3 year rolled averages have been used to improve the level of precision at local levels. The data used represents satisfaction for the public at large rather than from service users. However it should be noted that satisfaction levels for service users at a local level are consistently higher than those reported by the general population.
- Health & Social Care Integration satisfaction measures This year, two
 measures from the Health and Social Care Experience Survey have been introduced
 to the benchmarking suite to reflect service user satisfaction with social care services.
 These measures align with the Core suite of HSC Integration Measures, and provide
 a more locally robust sample than is available from the Scottish Household Survey in
 relation to social care. The survey takes place every 2 years, and at this time only 2
 years' worth of data is currently available so trend analysis is limited.
 - Education measures –Following the commitment in the National Improvement
 Framework to introduce a consistent method for assessing children's development
 throughout primary and secondary school years. The senior phase performance
 measures have been expanded to more accurately reflect the senior phase (S4-S6)
 landscape and in particular reflect wider educational achievement.
- Economic Development a number of new measures have been included this year
 to strengthen the framework coverage of Economic Development and Planning.
 These measures are Cost per planning application; average time per commercial
 planning application; percentage of procurement spend on small/medium enterprises
 and Business Gateway Start up rate.

In summary, whilst there are questions about the relevance, comparability and reliability of some of the indicators, there is nevertheless clear value in a number of the indicators, particularly those that are direct measures of performance. These show some areas of strength and some areas for

improvement in Midlothian, and point to areas as such invoice payments and educational attainment where improvement is necessary.

5. Report Implications

5.1 Resource

There are no resource implications.

4.2 Risk

This report seeks to mitigate the risk that the Council does not meet its obligations in terms of the requirement to publicly report on performance information.

4.3 Single Midlothian Plan and Business Transformation

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
\boxtimes	Business Transformation and Best Value
	None of the above

4.4 Key Priorities within the Single Midlothian Plan

The LGBF measures for 15/16 contribute to all three Priorities identified in the SMP, Economic recovery and Business Growth, Positive Destinations for Young People and Early Years.

4.5 Impact on Performance and Outcomes

The LGBF benchmarking dataset along with service plan outcomes are incorporated in the Balanced Scorecard.

4.6 Adopting a Preventative Approach

The council's Planning Performance Management Framework is underpinned by the previously identified Future Model key principles, one of which focuses on prevention.

4.7 Involving Communities and Other Stakeholders

This report does not directly relate to involving communities and stakeholders though access to the information is widely available via the council's website and the national website noted in section 3.

4.8 Ensuring Equalities

The LGBF indicators monitor some aspects of equalities with a few of the indicators relating to the equality characteristics of gender and disability.

4.9 Supporting Sustainable Development

The Councils PPMF demonstrates a sustainable approach to service delivery by ensuring that stakeholders are informed and able to comment on Council planning and performance. LGBF indicators are included in the framework.

4.10 IT Issues

There are no IT issues directly relating to this report. The LGBF results will be made available on the council Website.

5 Recommendation

Cabinet and Performance Review and Scrutiny are asked to:

- note the 2015/16 LGBF comparison results
- note the ongoing activity relating to the Family Groups

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Background Papers: Appendix 1 – Local Government Benchmarking Framework 15/16 results

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Midlothian Council Performance 2015/16

As a council we deliver our priorities through the Community Planning Partnership and the Single Midlothian Plan. The Council Transformation Strategy and individual Service Plans outline how Midlothian Council will deliver its contribution to the Single Midlothian Plan.

Community Planning partners have agreed the following vision for Midlothian:

"Midlothian – a great place to grow".

With the following three areas as key priorities:

- Economic growth and business support we will increase economic growth as a basis for a more prosperous Midlothian.
- Positive Destinations for Young People this priority is particularly important to us because life chances can be improved for our greatest assets.
- Early Years Getting it Right for Every Midlothian Child.

Three approaches to how the council works with its communities have been agreed – preventive intervention, co- production and capacity building and localising / modernising access to services

In addition to the three key priorities and three approaches the Council will also focus on reducing the gap between outcomes for residents living in parts of the county which for many years have shown a significant gap between their outcomes and the average outcomes for Midlothian and Scotland as a whole. The areas targeted are Dalkeith Central/Woodburn; Mayfield/Easthouses and Gorebridge.

All service plans have demonstrated commitment to reducing the outcome gap for residents in areas of concentrated deprivation.

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

- Adult Health, Care Responding to growing demand for adult social care and health services
- Community Safety 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 People in Midlothian Creating opportunities for all and reducing inequalities.
- Sustainable Growth and Housing Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.

The council records and monitors a wide range of information to make sure we are performing well and working to continually improve the services we provide to our customers. A host of performance information, including our progress towards the outcomes of the Single Midlothian Plan can be found on our performance web pages at https://www.midlothian.gov.uk/performance. These pages also provide a number of links to signpost you to further information on

our Quarterly Performance Reports, Balanced Scorecard approach, our Local Government Benchmarking Framework data, as well as that for other Scottish councils which can also be found at the Mylocalcouncil website.

Here we present an overview of Midlothian Council's performance against the **Local Government Benchmarking Framework (LGBF)** indicators from 2013-14 to 2015-16.

Local Government Benchmarking Framework (LGBF): Background

Over the last six years all councils in Scotland have been working with the Improvement Service and SOLACE to develop a common approach to benchmarking. Information is collected on a set of indicators that lets us know how we are performing in comparison to others. This is called the Local Government Benchmarking Framework (LGBF). It allows us to share best practice and learn from councils who seem to be doing better in certain areas. The indicators are grouped under the following categories:

- (a) Adult Social Care
- (b) Children's Services
- (c) Corporate Assets and Services
- (d) Culture and Leisure Services
- (e) Environmental Services
- (f) Economic Development
- (g) Housing Services

The LGBF provides a set of indicators around cost, performance and satisfaction. The cost indicators have been developed using the best available cost information for councils from existing sources such as the Local Financial Return (LFRs). A range of satisfaction measures have also been included from the Scottish Household Survey (SHS).

Benchmarking Data: How it is used

Benchmarking is a comparison exercise. It is an important method for assessing how we are performing with the resources available. It shows us areas of good practice, and those for improvement through comparing our performance, processes, and costs with others.

Benchmarking data not only tells us how we are performing in relation to others, but can also support us in improving our services. The data in this report does not support crude "league table" analysis and it is inappropriate to consider indicators in isolation. In the first instance the data can be regarded as a useful starter for exploring issues in more detail.

The ultimate goal is to use benchmarking data to improve our services. The council will use this data to compare how we are performing, drill down to identify where there is room for improvement and take action to achieve service improvements.

Summary of LGBF Performance 2015/16

This report provides a summary of Midlothian's performance against key LGBF indicators for the period 2013/14 to 2015/16. The indicators are analysed within the seven categories of the LGBF. Within the Council, performance against the indicators is monitored as part of the performance management arrangements which includes guarterly reporting to Cabinet and Performance, Review and Scrutiny.

Local results are considered in the context of the national picture, including comparison of 2015/16 data with the Scottish average and graphs showing Midlothian trend data against the Scottish and Family Group averages.

A report on Midlothian's performance against the LGBF indicators for 2014/15 was considered at an Elected Members seminar in March 2016. Since then, the national LGBF framework has been subject to review resulting in a number of changes to the indicator set. These were:

- Education Attainment data has been revised with a new approach to measurement
- Two new measures from the Health and Social Care Experience Survey
- The addition of Average Tariff Score measures for overall educational attainment (including breakdown by SIMD quintiles)
- Addition of Gender Pay Gap indicator
- Culture and Leisure cost indicators are now presented as Net Cost rather than Gross Cost.
- Economic Development section has been expanded to incorporate Planning and include 4 new indicators. These cover; Percentage of procurement spent on local small/medium enterprises; Number of business gateway start-ups per 10,000 population; Cost per planning application; and Average time per commercial planning application

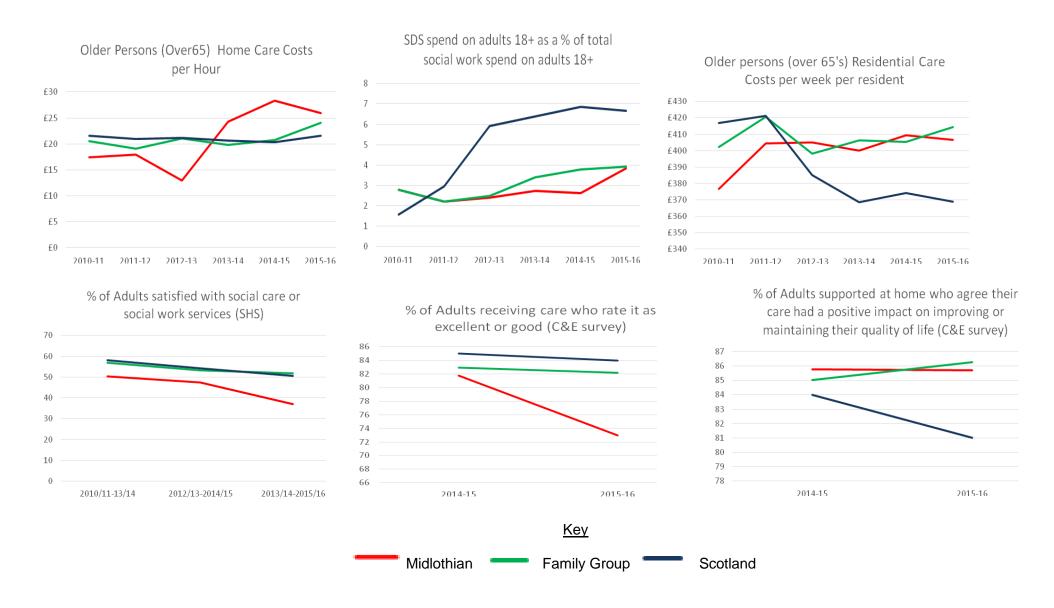
Presented below is an overview of Midlothian Council's performance against the Local Government Benchmarking Framework (LGBF) indicators from 2013-14 to 2015-16.

	Adult, Social Care											
Indicator Type	Indicator Name	2013/14 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank
Cost	Older Persons Home Care Costs per Hour (Over 65)	£23.81	£28.22	£25.90	1	£21.58 (+£4.32)	4	4	3	27	30	20
Cost	SDS spend on adults 18+ as a % of total social work spend on adults 18+	2.73%	2.62%	3.85%	•	6.65% (-2.8%)	2	3	2	13	18	15

	Adult, Social Care													
Indicator Type	Indicator Name	2013/14 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank		
Performance	Percentage of service users 65+ with intensive needs receiving care at home.	38.8%	30.72%	37%	•	35% (+2%)	2	3	2	13	22	12		
Satisfaction	Percentage of adults satisfied with social care and social work services ¹	42%	43%	37%	•	51% (-14%)	4	4	4	30	29	31		
Satisfaction	Percentage of adults receiving any care or support who rate it as excellent or good.	-	82%	73%	•	84% (-11%)	3	2	3	21	14	22		
Satisfaction	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.	-	86%	86%	-	81% (+5)	-	2	2	-	12	15		
Cost	The Net Cost of Residential Care Services per Older Adult (+65) per Week	£392.51	£377.86	£392.00	•	£368.85 (+£23.15)	3	2	3	21	14	22		

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¹ Data represents three year average for each period (e.g. 2015/16 = average for 2013/14, 2014/15 and 2015/16)



ADULT SOCIAL CARE 15/16

National Overview

In Scotland, spending on care for older people has grown in real terms across the period since 2010/11 (+6%) but not at the level necessary to keep up with demographic change (2-3% per annum). The balance of care has shifted in line with policy across the period, with a growth in home care and a relative decline in residential places. Notably, the number of people receiving home care has decreased over time and the hours of care they receive on average has increased, i.e. in shifting the balance of care, a greater resource has become targeted on a smaller number of people with higher needs. Self-directed Support (SDS) has grown steadily across the period from 1.6% to 6.7% of total spend.

Council performance

The **Home Care costs** reflect the current models of care within Midlothian, which includes responder services such as MERRIT, which has a higher qualified staff team. The results also reflect challenges that external providers have experienced in delivering sustainable services. At the Direction of the Midlothian IJB in September 2016 a full review of care at home services is being undertaken.

The bulk of **Residential Care Services costs** are associated with Care Home provision and determined through the national care home contract. The additional provision within Midlothian is for Intermediate Care, which requires a higher skilled staffing model to deliver the care.

Self Directed Support (SDS) is now a business as usual process incorporated into social care provision.

Service users 65+ with intensive needs relates to the number of people who receive more than 10 hours of support per week in the community, instead of living in a care home, it does not include those clients receiving 7-10 hours and two additional services from assistive technology, meal services, or attending a day centre, which is included in other calculations of this figure.

For the first time, **satisfaction** measures from the Care and Experience Survey have been included in recognition that these provide more robust and reliable data in relation to service user experience of social care. This indicator data is presented in a three year rolling period. This current rating is likely to reflect the challenges within the care at home sector that will have impacted on service users' experiences who depend on these services.

However Midlothian Social Care services monitor client outcomes at the review stage, and figures calculated for 2015-16 to December 2015 show that 84.92% of services users reported an improvement in their personal outcomes.

In relation to adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life, as noted previously Midlothian Social Care services monitor client outcomes at the review stage, and figures calculated for 2015-16 to December 15 show that 84.92% of services users reported an improvement in their personal outcomes.

What the Council is doing to improve service

Integration: Scottish Government approved the proposed Midlothian Integration Scheme in June 2015, and the new Integration Joint Board went live on 20th August 2015. This Board approved a three year Strategic Plan in December 2015 and issued formal Directions to Midlothian Council and NHS Lothian on 31st March 2016.

Older People: The transformation programme of older people's services included the expansion of intermediate care at Highbank, which received Grade 5s from the Care Inspectorate. MERRIT (Midlothian Enhanced Rapid Response Intervention Team) continued to develop with the Hospital at Home service managing ten patients at a time over a seven day a week service. In relation to dementia, plans are well developed to transform Newbyres Care Home following a poor inspection report and the new joint service is well established. A full review of day services is underway to ensure isolation is effectively addressed. A full review of Care at Home services is underway in order to address the very significant challenges that the external sector is experiencing in recruiting carers and delivering quality services. Alongside this a long term Workforce Strategy is being developed across health and care in Midlothian recognising teh current and growing workforce pressures in a range of disciplines

Mental Health: There has been an increasing emphasis on promoting preventative and low level support through the expansion of outreach services, the development of a new "Gateway" service, expansion of peer support and the continuation of the library's Bibliotherapy Service. A particular focus has been the strengthening of joint working between substance misuse and mental health through management arrangements and regular staff meetings.

Long Term Conditions, Physical Disability and Sensory Impairment: Full reviews of services to people with disabilities and/or sensory impairment were undertaken in full consultation with the public during 2015-16. New plans have been approved including, for the first time, a stand-alone plan for the many people who have sensory impairments in Midlothian. New services were introduced in Health Centres to support people with long term health conditions, and a new support service for people recovering from treatment for cancer has been established.

Criminal Justice: A new Community Safety and Justice Partnership was formed in preparation for the disestablishment of Criminal Justice Authorities in April 2017. 2016/17 will be a shadow year and Transitional Plan was sent to the Scottish Government at the end of January. The Spring Service for women with multiple and complex needs involved in or at risk of offending, has been developed and funded for 2016-17.

Substance Misuse: During 2015-16 a carers' support service was commissioned by MELDAP (Mid and East Lothian Drugs and Alcohol Partnership) and additional peer support services were developed, included a peer support group in Dalhousie Medical Practice. MELDAP are planning to implement savings as part of the redesign process to address the 20% reduction in drugs and alcohol monies announced by the Scottish Government. Despite this financial context, options are being pursued to establish a Recovery Hub in Dalkeith.

Public Protection: Following the formation of the Joint Public Protection Committee, Improvement Plans have been developed and are being implemented in all areas of Public Protection. Performance indicators are being reported and monitored quarterly. A programme of evaluation activities has been developed for 2016-17.

Learning Disability: The programme of transformation continued, with building work starting on the complex care housing development in Penicuik. Planed changes within Learning Disability health services continued in seeking a more integrated approach. Significant work has also been undertaken in the recommissioning of residential and respite care provision while plans are in place or being developed to increase supported living provision, including

arrangements for the few remaining people with learning disability living in a hospital setting.

Self Directed Support: Work continues to develop service provision to ensure service users have more choice and control in relation their care arrangements. Key areas of work have been developing practice in relation to outcome focussed assessment and care planning, changing operational procedures to facilitate increased flexibility and reviewing commissioning and planning activities to embed choice and control in service provision.

Carers: New services were introduced for carers of people misusing alcohol/drugs in relation to welfare reform in Dalkeith Health Centre. A new carers' strategy is being developed which will include actions to address the new carers legislation, improve emergency planning and continue to identify & support the many hidden carers.

We place a very high value on working with the public, reflected in our Strengthening Engagement Action Plan and all our joint plans across health and social care. Our Hot Topics Group has continued to meet and a review of the group found that most people felt the group enabled them to raise issues, meet people and learn new information. Topics discussed in 2016-17 included dementia friendly communities, hospitals and planning ahead. Participation in neighbourhood planning groups with communities continues especially focusing on areas of multiple deprivation. A new group called "Collective Voice" has been set up to promote supported self management as part of our work to deliver better services for people with long term health conditions.

In developing our different improvement programmes, for example to strengthen primary care services, we are engaging with different groups including Midlothian Older People's Assembly and People First. All planning groups have close relationships with user and carer groups and a 'seat at the table' for a member of the public and carer representation. This includes the Self Directed Support – The Project Board, which usually meet every two months, includes service user participation.

In November 2016 we carried out a consultation event on the joint strategy for older people in Midlothian 2016-19. This was attended by approximately 80 people, and included representation from community groups and Midlothian services. The event focused on the strategy priorities, with a view to ensuring that they matched what people said was important to them.

	Children's Services												
Indicator Type	Indicator Name	2013/14 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank	
Cost	Primary Education - Cost per pupil	£4,762	£4,725	£4,649	1	£4,733 (-£84)	3	3	2	17	18	14	
Cost	Secondary Education - Cost per pupil	£6,367	£6,411	£6,298	1	£6,737 (-£438)	2	2	1	14	9	6	

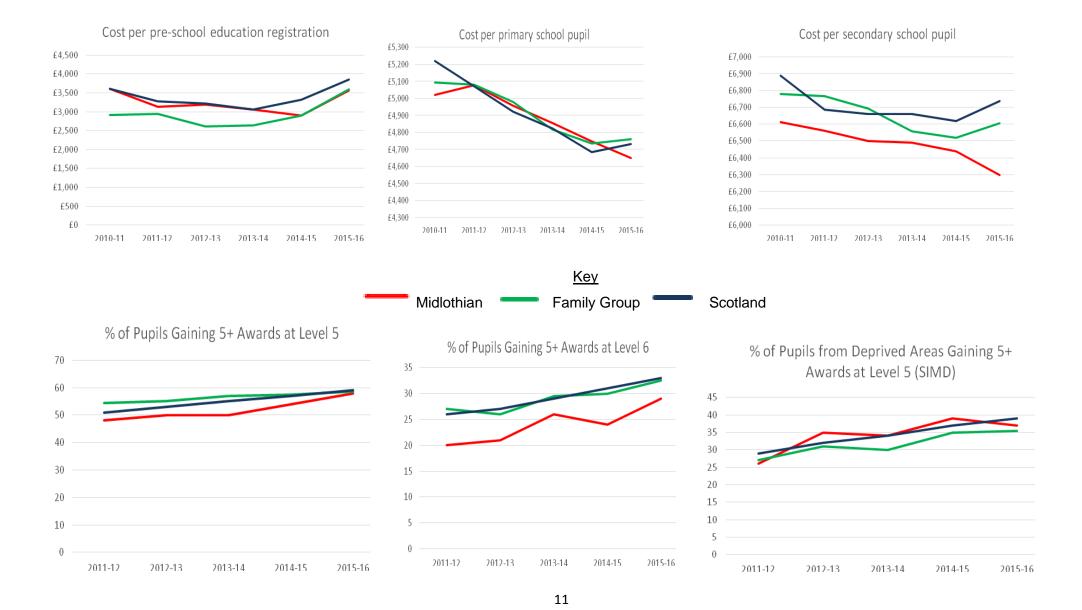
	Children's Services													
Indicator Type	Indicator Name	2013/14 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank		
Cost	Pre- Primary Education - Cost per pupil	£3,003	£2,894	£3,558	•	£3,854 (-£295)	3	2	2	18	9	9		
Performance	% achieving 5 or more awards at SCQF Level 5 ²	50%	54%	58%	1	59% (-1%)	-	3	3	-	22	18		
Performance	% achieving 5 or more awards at SCQF level 6	26%	24%	29%	1	33% (-4%)	-	4	4	-	30	25		
Performance	% SIMD Quintile 1 achieving 5 or more awards at SCQF level 5 ²	34%	39%	37%	1	39% (-2%)	-	2	3	-	11	17		
Performance	% SIMD Quintile 1 achieving 5 or more awards at SCQF level 6 ²	14%	10%	12%	1	15% (-3%)	-	3	3	-	21	21		
Cost	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	£2,465	£1,748	£2,951	•	£3,405 (-£454)	1	1	2	7	1	10		
Cost	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	£251.01	£313.99	£319.83	1	£291.57 (+28.26)	3	4	3	20	24	21		
Performance	Balance of Care for looked after children: % of children being looked after in the Community	92%	87%	90%	1	89% (+1%)	1	2	2	6	20	15		

² Note – attainment data for 2015/16 is based on a proxy figure (using the S4 cohort as proxy for S6) since school leaver data is not available yet. Data relating to attainment for pupils from deprived neighbourhoods cannot be verified by the Scottish Government Education department due to separate reporting mechanisms.

				Children'	s Serv	ices						
Indicator Type	Indicator Name	2013/14 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank
Satisfaction	Percentage of Adults satisfied with local schools	78%	78%	78%	-	78% same	4	3	3	25	23	23
Performance	Proportion of Pupils Entering Positive Destinations	93.9%	93.5%	95.1%	1	93.57% (+1.53%)	1	2	1	7	15	4
Performance	Overall Average Total Tariff ³	753.86	787.49	888.43	1	875.23 +(13.2)	-	4	2	-	27	13
Performance	Average Total Tariff SIMD Quintile 1 (LGBF) ³	501	493	581	1	600 (-19)	-	3	2	-	23	12
Performance	Average Total Tariff SIMD Quintile 2 3	538	572	695	1	739 (-44)	-	4	3	-	28	23
Performance	Average Total Tariff SIMD Quintile 3 3	783	842	849	1	862 (-13)	-	3	3	-	19	23
Performance	Average Total Tariff SIMD Quintile 4 3	895	854	1,041	1	997 (+44)	-	4	2	-	29	12
Performance	Average Total Tariff SIMD Quintile 5 3	1,029	1,098	1,228	1	1195 (+33)	-	3	1	-	23	7

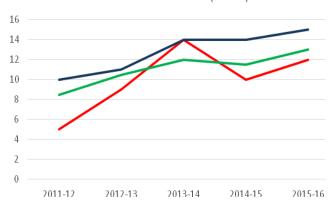
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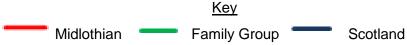
³ Note - These indicators are new for 2015/156. At this stage they are experimental and will be subject to review for future years.



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% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)





CHILDREN'S SERVICES 15/16

National Overview

Despite real reductions in the Scottish education budget since 2010/11, the number of pre-school and primary places has increased and measures of educational outcome continue to show positive progress, particularly for children from the most deprived areas. In the past 12 months, there have been increases in real costs in pre-school, primary and secondary education, after year on year reductions in previous years.

Overall attainment (average tariff score) improved by around 14% across Scotland but, within that, the most deprived pupils improved the most (25.5%). The pattern in the total tariff score data is replicated in the data on 5+ passes at SCQF levels 5 and 6 (or above). Average improvement rates on these indicators between 2011/12 and 2015/16 were 15.7% and 26.9% respectively. For the most deprived quintile it was almost double that: 34.5% and 50.0%. There is however, still a very substantial "gap" between the most deprived and the average, reflecting a wide range of factors.

Satisfaction with Scottish schools (according to the Scottish Household Survey) fell for the third year in a row, reducing from 79% to 74% in the last 12 months, and down 9 percentage points since 2010/11.

Council performance

Our **costs of primary** and **secondary** education have improved this year with a reduction of 2% for both indicators.

There was an increase of 19% in the **cost of pre-school** education due to the full year effect of move to 600 hours for 3 and 4 year olds and further roll out to eligible 2 year olds. Our rank remained the same in 2015/16 as 2014/15 where we were ranked 9 and we are better than the Scottish Average which was £3.854.

The Gross **Cost of "Children Looked After** in Residential Based Services per Child per Week - we had a 14.8% rise in our costs to this demand led indicator. Our rank declined in 2015/16 to 10 from 1 in 2014/15. The aim of this indicator is to reduce our costs and although there was an increase this year we are below the Scottish average which was £3,707.

The Gross **Cost of "Children Looked After" in a Community Setting per Child per Week** - our costs increased slightly to £319 from £313 in 2014/15. Our rank improved to 21 from 24; however we remain higher than the Scottish average which was £288.

Balance of Care for looked after children: % of children being looked after in the Community - increased to 90% from 87% in 2014/15 and our rank improved from 20 in 2014/15 to 18 in 2015/16 and we are better than the Scottish average of 89%...

Implementation of the Early Learning and Childcare (ELC) provisions of the Children and Young People (Scotland) Act 2014 continues to be a priority by ensuring that we continue to improve our service delivery so that the children, young people and their families receive the best possible service from us. The CYP Act has a number of areas which will directly impact on Children and Families Service, for example;

- Our Corporate Parenting Plan improves how we engage and work with our most vulnerable children and young people
- 600 Hours Education and Childcare for vulnerable and entitled two year olds
- The extension of the provision of care for young people up to the age of 21 and advice and financial support up to the age of 25
- We are working towards the development of an aftercare and continuing care service for our looked after young people and have dedicated one of our residential houses (Gorebridge) to young people aged 16-18 where we shall work with them enhancing their social and life skills so that they can safely and confidently transition to independent living.

The above are just some of the parts of the CYP Act which are impacting upon and reshaping how we all work. The GIRFEC Board are ensuring that we are on track to deliver the legislative outcomes on time.

The Education service have taken steps within schools to raise **attainment** overall and close the attainment related poverty gap. Going forward reducing the gap in learning outcomes is one of the top three priorities for the Council and its partners and will be monitored through the Single Midlothian Plan.

The aim of the examination indicators is to increase our awards achieved by our young people and our results show that this year is our best year to date as we continue improve our results in all indicators with the exception for one of the most deprived area indicators which will continue to be a priority for the Council for 2016/17.

- % achieving 5 or more awards at SCQF Level 5 An improvement to 58%. Our rank improved to 18 from 22 in 2014/15, although at 58% we are slightly lower than the Scottish Average which was 59%.
- % achieving 5 or more awards at SCQF level 6 An improvement to 29%. Our rank improved in 2015/16 to 25 from 30 in 2014/15, although at

- 29% we are slightly lower than the Scottish Average which was 33%.
- % SIMD Quintile 1 achieving 5 or more awards at SCQF level 5 A reduction to 37% from 39%. Our rank declined in 2015/16 to 17 from 11 in 2014/15. at 37% we are slightly lower than the Scottish Average which was 39%.
- % SIMD Quintile 1 achieving 5 or more awards at SCQF level 6 An improvement to 12%. Our rank in 2015/16 remained the same as 2014/15 at Rank 21. The aim of the attainment indicators is to increase our awards achieved by our young people therefore although we have increased this year to 12% we remain lower than the Scottish Average which was 15%.

For Overall Average Total Tariff our rank improved in 2015/16 to 13 from 27 in 2014/15, we are better than the Scottish Average which was 875.23.

- Average Total Tariff SIMD Quintile 1 Our rank improved in 2015/16 to 12 from 23 in 2014/15 and our attainment increased this year; however at 581 we are slightly lower than the Scottish Average which was 600.
- Average Total Tariff SIMD Quintile 2 Our rank improved in 2015/16 to 23 from 28 in 2014/15 and our attainment figure increased this year. However at 695 we are lower than the Scottish Average which was 739.
- Average Total Tariff SIMD Quintile 3 Our rank declined in 2015/16 to 23 from 19 in 2014/15 although our attainment data increased to 849, we are lower than the Scottish Average which was 862.
- Average Total Tariff SIMD Quintile 4 Our rank improved in 2015/16 to 12 from 29 in 2014/15, we are better than the Scottish Average which was 997
- Average Total Tariff SIMD Quintile 5 Our rank improved in 2015/16 to 7 from 23 in 2014/15, and at 1,228 we are better than the Scottish Average which was 1,195.

Positive destinations remain a high priority for the council; our positive destination figure has increased this year, this is due to significant preventative work which is taking place through the new Developing Midlothian's Young Workforce Board. Our Rank has improved to rank 5 and we moved back up to the top quartile.

Going forward - we aim to:

- close the gap by improving attainment for all learners, including addressing inequalities in attainment
- improve literacy and numeracy
- further increase the level of positive destinations for our school leavers
- ensure all children have the best possible start in life through our partnership work in the early years
- make further improvements in learning and teaching, curriculum and assessment
- build on existing, good multi-agency practice in terms of early intervention to provide the right help at the right time to assist vulnerable children to achieve positive outcomes
- further strengthen our partnership work, particularly with parents and the business community of Midlothian.
- further increase the number of young people going on to Further/Higher Education.

What the Council is doing to improve service

Kinship: Ensuring that we meet the demands and legislative requirements of the Children & Young People (Scotland) Act 2014 we are still awaiting draft kinship care guidance from Scottish Government to advise us exactly what is expected. In the interim we have employed a dedicated part time Team Leader with two part time social workers to work with all Kinship carers within Midlothian.

We held a coffee morning session at Lasswade High School for kinship carers with the main objective being to devise a training plan which shall support carers in this role. The plan shall be the working tool to evidence our progress and highlight where there are gaps with the service we provide.

Permanence and Care Excellence (PACE) programme: Midlothian Council was recently selected to become a test site by the Permanence and Care Excellence (PACE) programme. Midlothian was selected as a site because we had already begun to address drift and improve the quality of permanence work through the development of the Framework for Permanence.

This ground breaking programme was established in 2014 by Scottish Government and CELCIS (Centre for excellence for looked after children in Scotland) to improve how local councils work with other agencies; Children's Hearings System, Scottish Children's Reporter Administration, Courts, etc, to place vulnerable children in stable, long-term care. The approach involves promoting and influencing best practice, using Quality Improvement methodology and a programmed management approach.

Over the past year we have recruited 4 foster carers however our fostering campaign continues with team leaders using social media tools to have live interactions with the public to promote engagement and recruitment. There is a national shortage of carers and we have recently reviewed how we recruit and train and now offer more prep groups with immediate follow up so that we are responding quicker to enquiries and undertaking a home study at the earliest opportunity.

Children & Young People (Scotland) Act 2014: There is a great deal of work being undertaken in relation to ensuring that we meet all relevant parts of this new piece of legislation. We have a Corporate Parenting Plan which will improve how we engage and work with our most vulnerable children and young people and ensure they are offered the same opportunities in life as others.

We are also working towards the development of an aftercare and continuing care service for our looked after young people and have dedicated one of our residential houses (Gorebridge) to young people aged 16-18 where we shall work with them enhancing their social and life skills so that they can safely and confidently transition to independent living.

The National Improvement Framework was launched by the Scottish Government; the guidance contained within this new framework was shared with all Head Teachers in a professional seminar led by Education Scotland. In addition, further strategic guidance, tailored to Midlothian, was issued in the form of Professional Practice Paper 67 – Guidelines on planning for improvement. As part of our aspiration to create a World-Class Education System in Midlothian, we have agreed to the following key strategic outcomes for session 2016/17:

1. To build excellence by raising attachment overall:

- 2% increase in attendance
- 2% decrease in exclusions
- 2. To close the gap between the most and the least disadvantaged:
- 5% increase in the number of children from SIMD 1 and 2 achieving the expected level in Reading, Writing, Listening and Talking, Numeracy and Maths by the end of P1, P4, P7 and S3
- 3. Teaching, Learning and Assessment:
- To continue to support schools with moderation, tracking and assessment of progress through the Broad General Education (BGE).
- Visible Learning should continue to underpin the development of assessment capable learners; and to support teachers to know thy impact
- 4. Self-evaluation for Self-Improvement and Leadership of Change:
- To implement the School Leadership Programme to support the delivery of the new Education (Scotland) Act; NIF; GIRFEC Named Person; and HGIOS 4

Lifelong Learning and Employability Service and Positive Destinations: The new service will be consolidating and developing new provision across the authority to support local people to develop skills for learning, life and work. The changes to employability support programmes due to the new devolved responsibilities and the reduction in funding centrally will pose a challenge. It is important that we attempt to mitigate the impact on those most vulnerable by offering targeted employment support opportunities on a localised basis. All devolved programmes require to be in place by April 2017 and optimum bidding areas are being identified and this should create opportunities to work in partnership with other local authorities. Targeted work will also take place to support a wider age group of young people to reflect the 16-19 year old age group in the participation measure; it is advised this will expand up to 24 year olds over time.

Early Years: Implementation of the Early Learning and Childcare provisions of the Children and Young People (Scotland) Act 2014 continues to be a priority. All centres now have Senior Childcare Development workers as a core part of their team. All centres have been fully staffed from August 2015 to ensure seamless, well supported transitions to our centres from home for all children. Woodburn Family Learning Centre opened in February 2016 and multi agency staff are now in place with two year old places now doubled and capacity now at eighteen. The ELC team have applied to be a pilot site with Scottish Government testing out the Family Learning Centre model to deliver 600 hours ELC.

We have increased availability of places across a range of partners to offer flexible choice for parents who have entitled two's. We now have nine Childminders and two Playgroups in contract to deliver our two year old provision. We have 115 two year olds currently in A Good Time To Be 2 provision.

Children & Families service users are invited directly to take part in the following annual surveys to help shape our services: Looked After Children; Carers of Children with Disabilities; Foster Carers; Through Care & After Care.

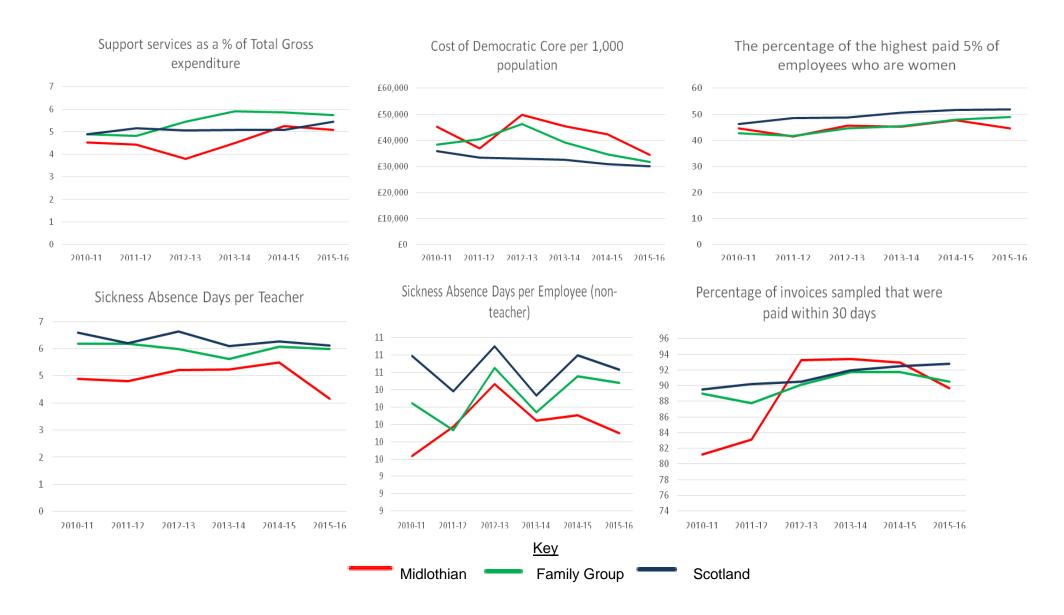
In Education, we are working closely with parents and representatives from Parent Councils to share openly our approaches to improvement in Midlothian.

Education Stakeholders (all staff, pupils at P5, P7 and S4 and their parents) are invited directly to take part in an annual online survey. Questions cover different aspects of the education service and views are used to improve services across all schools in Midlothian.

	Corporate Services													
Indicator Type	Indicator Name	2013/14Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank		
Performance	Proportion of operational buildings that are suitable for their current use	88.89%	88.69%	81%	•	79.6% (+1.4%)	1	2	3	8	9	22		
Performance	Proportion of internal floor area of operational buildings in satisfactory condition	81.5%	75.94%	75.9%	•	81.5% (-5.6%)	4	4	4	25	26	25		
Cost	Central Support services as a % of Total Gross expenditure	4.39%	5.26%	5.08%	•	5.4% (-0.32%)	2	3	3	12	20	18		
Cost	Corporate and democratic core costs per 1,000 population	£44,663	£42,036	£34,363	•	£29,981 (+£4,382)	4	4	3	25	25	21		
Performance	The Percentage of council employees in top 5% of earners that are women	48.8%	47.7%	44.6%	•	52% (-7.4%)	3	3	4	24	25	29		
Performance	The gender pay gap between average hourly rate of pay for male and female - all council employees ⁴	-	-	4.58%	-	0.95% (+3.63%)	-	-	2	-		16		

⁴ Note – this is a new indicator for 2015/16

	Corporate Services													
Indicator Type	Indicator Name	2013/14Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank		
Cost	Cost of collecting council tax per dwelling	£14.09	£10.65	£10.94	•	£10.34 (+£0.60)	3	3	3	23	17	21		
Performance	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site	1.83 hours		2.72 hours	•	70.30 hours (-67.58 hours)	2	1	2	15	8	13		
Performance	Sickness Absence Days per Teacher	5.25	5.5	4.16	•	6.12 days (-1.96 days)	1	1	1	5	3	1		
Performance	Sickness Absence Days per Employee (non-teacher)	10.04	10.11	9.9	•	10.63 days (-0.73 days)	2	2	2	14	11	10		
Performance	the year %	93.5%	93.8%	94.4%	•	96.24% (-1.84%)	4	4	4	31	31	29		
Performance	Percentage of invoices sampled and paid within 30 days	93.4%	93.0%	90.0%	•	92.77% (-2.77%)	2	2	4	11	15	25		



The cost per dwelling of collecting Council

Tax

£16

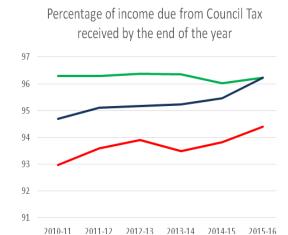
£14

£12

£10

£6

£0



suitable for their current use

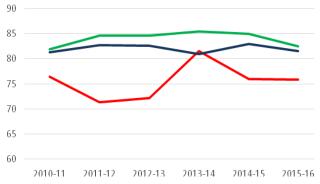
100
90
80
70
60
50
40
30
20
10

2011-12 2012-13 2013-14 2014-15 2015-16

Proportion of operational buildings that are

Proportion of internal floor area of operational buildings in satisfactory condition

2010-11 2011-12 2012-13 2013-14 2014-15 2015-16





20

CORPORATE SERVICES 15/16

National Overview

Overall council corporate and support costs continue to account for only 5% of total gross revenue spend for local government across Scotland. There has been a 16.5% real terms decrease in costs of the democratic core per 1,000 population since 2010/11, including a 2.8% reduction in the past 12 months. The cost per dwelling of collecting Council Tax also continues to reduce in Scotland, falling by 30% over the same period with the rate of reduction accelerating in recent years. Meanwhile, the collection rate continues to show steady improvement from 94.7% in 2010/11 to 95.5% in 2015/16. This has been achieved despite the challenges created by a difficult economic climate and significant welfare reform.

From 2010/11 to 2015/16, the percentage of women in the top 5% of earners in Scottish councils increased from 46.3% to 51.7% although there is significant variation across councils. For 2015-16, Gender Pay Gap has been added as a new indicator. The Gender Pay Gap was 4.98% across Scottish councils (ranging from -7.0% to 16.4% where a negative score indicates that women are paid more highly than men). Those staff employed via arms-length organisations are not included within the calculation, which will influence the variability observed across councils.

The management of sickness absence is a major priority for councils in their efforts to manage their costs. Across Scotland, sickness absence days have reduced for both teaching staff and for non-teaching staff in the past 12 months (2.6% and 1.5% reduction

Across Scotland, there has been consistent improvement in the condition of councils' corporate assets since 2010-11. The percentage of operational buildings that are suitable for their current use has improved from 73.7% to 79.6%. The proportion of internal floor area of operational buildings in satisfactory condition has improved over the period and has remained consistently high at above 80%. However, there was a slight deterioration in the last 12 months from 82.9% to 81.5%.

Council performance

In relation to **operational buildings that are suitable for their current use** in 2015/16 there were 155 operational properties of which 125 were suitable; this gave a ratio of 81% and the **proportion of internal floor area of operational buildings in satisfactory condition** consisted of a total of 222,457 square meters (gross internal area) with 168,749 square meters of that recorded in satisfactory or good condition. This gave a ratio of 75.9%. A number of buildings have declined including schools which are highlighted as requiring a replacement.

Central Support services as a % of Total Gross expenditure - This indicator provides information on the level of support that is required within Councils such as finance, human resources, corporate management, payroll, legal services and a number of other corporate functions. Our rank improved in 2015/16 to 18 from 20 in 2014/15.

There was a reduction in costs of **Corporate and democratic core costs per 1,000 population** - due to the rationalisation of Senior Management and support costs that should be classed as Corporate and Democratic Core.

44.6% is the **Percentage of council employees in top 5% of earners that are women** - These figures do not include teaching staff. Although the Council's workforce is approximately 75% female and 25% male, females are still under-represented at the most senior level. We are committed to monitoring gender information and determining any appropriate positive action.

The gender **pay gap between average hourly rate of pay for male and female - all council employees** is a new indicator for 15/16. As there is only 1 year of data for this measure the existing Gender Equality measure (% of council employees in top 5% of earners that are women) is presented alongside. As this is the first year of reporting this indicator there is no trend data available. We are ranked 16 out of the 32 Scottish councils.

Cost of collecting council tax per dwelling saw a minor cost increase to effect improved performance of the In-year collection of council Tax, with collection amount and collection percentage measures increased.

The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site increased - There was a number of complaints received during 2015/16 whereby the noise was not occurring at the time of the complaint being made, whilst these complaints did require a visit (and therefore fell within the SPI indicator guidance) the noise was not occurring at the time of the complaint being made and therefore an 'immediate' response was not required. Instead a response was required at the appropriate time provided by the complainant in order to be able to assess / measure the noise being complained of.

Sickness Absence Days per Teacher and per Council Employees – Our sickness/absence levels for teachers are known for their top performance. We have maintained our position in the top quartile and are the leading authority this year for teacher's absence, as a consequence there is interest from other councils in our family group on our policy for Sickness/Absence. There is continuous improvement in all other local government workers absence rates reducing to 9.9 days.

Percentage of income due from council tax received by the end of the year saw a significant improvement of 0.6% from previous year. Income received increased by £1.73 million from last year, including £0.30 million in direct deductions under DWP Water Direct scheme. Our rank improved in 2015/16 to 29 from 31 in 2014/15. Note: Between the top and bottom performing councils there is a difference of 4.94%

Percentage of invoices sampled and paid within 30 days - has fallen from 93% in 2014/15 to 90% in 2015/16. The percentage total value of invoices paid within 30 days is 96.8%. Our rank declined in 2015/16 to 25 from 15 in 2014/15 and as the aim of this indicator is to increase the amount of invoices paid, at 89.7% we are below the Scottish Average which was 92.77%.

What the Council is doing to improve service

Council tax collection

There is a minor cost increase because of the improved performance of the collection of council Tax, the collection amount and collection percentage measures increased.

Sickness/Absence

HR are continuing to support services in reducing sickness absence by providing advice on individual cases and attending sickness absence meetings as well as identifying trends within their services.

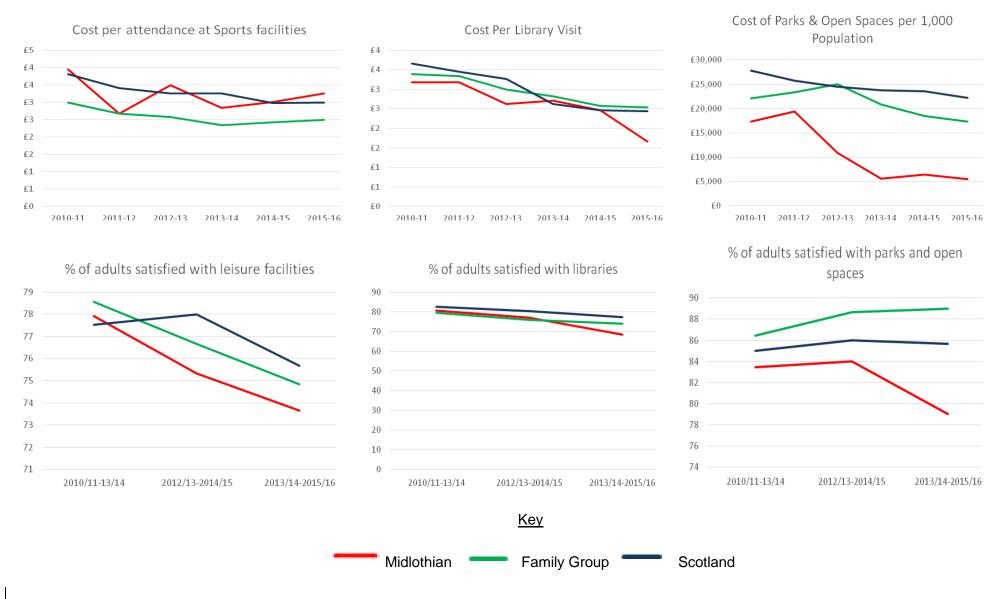
HR is participating in Family Group activity with similar councils; the group are progressing to focus on teacher absence. As Midlothian is in the highest quartile there is interest from the group on the council's policy for Sickness/Absence.

Invoicing

The percentage of invoices paid within 30 days has fallen from 93% in 2014/15 to 90% in 2015/16. The percentage total value of invoices paid within 30 days is 96.8%. Service areas will continue to work to ensure invoices are paid within 30 days and a review of overall performance is to be undertaken. The Purchase to Pay project has a number of workstreams that will change the way we process payments to suppliers. We will continue to benchmark our performance against other councils and will adopt best practice, where appropriate, through benchmarking activities.

				Cultu	ire and L	_eisure						
Indicator Type	Indicator Name	2013/14 Value	2014/15V alue	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank
Cost	NET Cost per attendance at Sports facilities ⁵	£2.78	£2.99	£3.37	•	£2.99 (+£0.38)	4	4	3	27	19	24
Cost	NET Cost per library visit ⁵	£2.66	£2.46	£1.67	1	£2.44 (-£0.77)	2	2	1	10	12	5
Cost	Net cost of parks and open spaces per 1000 population ⁵	£5,490	£6,294	£5,516	•	£22,232 (-£16,716)	2	1	1	16	3	2
Satisfaction	Percentage of adults satisfied with libraries ⁶	81%	72%	68.33%	•	77.3% (-8.97%)	3	4	4	18	25	31
Satisfaction	Percentage of adults satisfied with parks and open spaces ⁶	91%	80%	79%	•	85.7% (-6.7%)	1	3	4	6	22	29
Satisfaction	Percentage of adults satisfied with leisure facilities ⁶	77%	72%	73.67%	•	75.7% (-2.03%)	3	3	4	18	21	25

There is a change to the Culture and Leisure Cost indicators for 2015/16, they are now presented as NET cost rather than Gross Cost Data represents three year average for each period (e.g. 2015/16 = average for 2013/14, 2014/15 and 2015/16)



CULTURE AND LEISURE 15/16

National Overview

Across culture and leisure services, costs per visit/attendance have significantly reduced since 2010/11. Substantial increases in visitor numbers for sports (16.8%) and libraries (29.8%) have been achieved against a backdrop of a 12% reduction in net expenditure. The growth in visitor numbers has slowed in the past 12 months. Public satisfaction rates (according to the SHS) for all culture and leisure facilities have fallen in the last 12 months.

Council performance

Net Cost per attendance at Sports facilities - Attendance figures indicate the extent to which pools and indoor leisure facilities are used. This indicator calculates the cost of sport and leisure facilities across councils, per attendance. The total footfall at our sports and leisure facilities for 15/16 was 898,145 a reduction of 2% from the previous year. A factor in this reduction is that our Leisure centres and Pavilions are now used as polling stations for elections and are closed to the public on these days. Two of our centres were closed for maintenance for a week each. As a result our costs have risen slightly to £3.37 per attendance.

Net Cost per library visit – Our libraries achieved over 0.75 million visits (virtual and physical) an increase of 23% on the previous year. Our Libraries have developed into a more multi-function service therefore this measure captures the cost of any visit - whether to borrow books, internet user, reference use etc. Our costs decreased by 13.3% due to service efficiencies which have reduced running costs.

Net Cost of parks and open spaces per 1000 population - Revised working practices have led to a reduction in spend along with a reduction in high amenity horticulture. Our rank improved in 2015/16 to 2 from 3 in 2014/15, we are better than the Scottish Average which was £22,232.

The following **satisfaction** data is taken from the Scottish Household Survey which is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures are within 5.5%.

- Percentage of adults satisfied with libraries Our rank declined in 2015/16 to 31 from 25 in 2014/15, we are below the Scottish Average which was 77.33%.
- Percentage of adults satisfied with parks and open spaces Our rank improved in 2015/16 to 29 from 22 in 2014/15, we are below the Scottish Average which was 85.67%.
- Percentage of adults satisfied with leisure facilities local surveys carried out in our leisure facilities over the year show that 88.41% of our customers were satisfied with our facilities. Our rank declined in 2015/16 to 25 from 21 in 2014/15, we are below the Scottish Average which was 76%.

What the Council is doing to improve service

The promotion of healthy lifestyles is evident in the development of new facilities and the ongoing promotion of the Tonezone, Teenzone, junior and student memberships. Midlothian Active Choices (MAC) and Ageing Well classes/groups offered weekly with the assistance of approximately 30 volunteers and 10 instructors. Promotion is through newsletters, website, libraries and health professionals as well as word of mouth.

A major achievement during the year has been the improvement in the Councils parks and open spaces. In addition to a fifth green flag being secured and the retention of the four previous awards there have been a series of quality assessments carried out which have culminated in a variety of measures in other areas.

A number of projects have been completed during the year with many as a result of securing third party funding. These included the riverside park footpath/cycleway, trim trails at St David's Primary School, St Andrews Primary School, Stobhill Primary School, Cornbank Primary School and Sacred Heart Primary School with developments at Mayfield combined school (Mayfield Primary & St. Luke's Primary), a new footpath and access gate was completed at Cuiken Primary School.

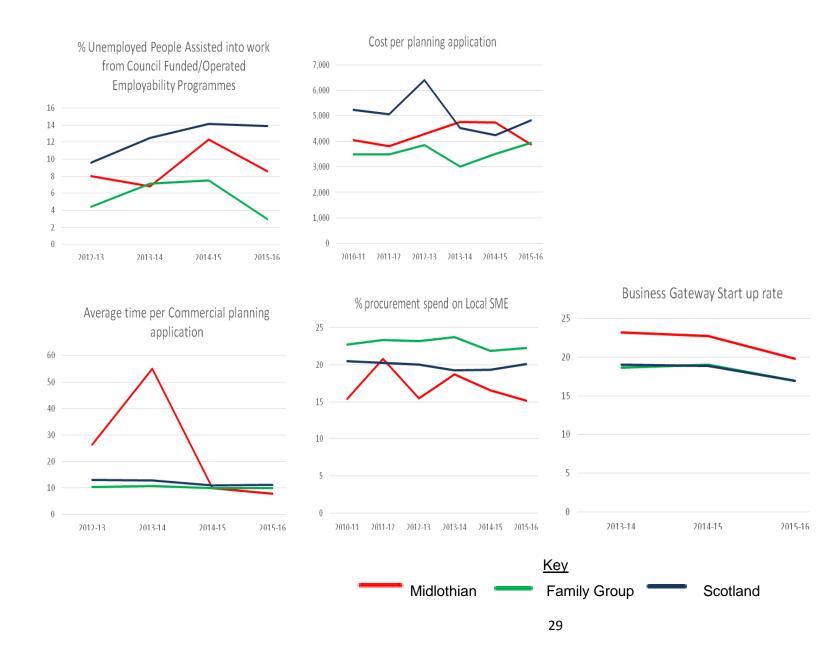
Mayfield Library and Customer Hub launched in 2015 as a pilot project in developing new ways of working and delivering accessible services within our localities. Learning points and outcomes will be reported to Council and used for a roll out to develop customer services across Midlothian libraries

A new, joint, switchboard upgrade at the Contact Centre provided an integration opportunity, including an automated switchboard function allowing internal/external customers to "self-service" calls by voice recognition, without the need to wait in queues to speak with the person or service they require (ie. "virtual operators") as well as management information and reporting functionality to monitor and improve public services through continuing channel shift.

By using our feedback form you can give feedback on Midlothian Council Services.

Local surveys carried out in our leisure centres showed that 92% of our customers were satisfied with our facilities.

		Е	conomi	ic Deve	lopmo	ent and Pla	nning					
Indicator Type	Indicator Name	2013/14 Value	2014/15V alue	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank
Performance	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	6.83%	12.33%	9%	•	11.9% (-2.9%)	3	2	3	24	15	19
Cost	Cost of Planning per Application	£4,672	£4,744	£3,879	1	£4,832 (-£953)	3	3	2	17	19	10
Performance	Average time for Commercial planning application	54.9 weeks	9.9 weeks	7.9 weeks	1	11.2 weeks (-3.3 weeks)	4	2	2	32	16	9
Performance	Percentage of procurement spent on local small/medium enterprises	18.7%	16.5%	14.7%	•	19.7% (-5)		3	4		24	26
Performance	No of business gateway start-ups per 10,000 population	23.14	22.74	19.91	•	16.9 (+3.01%)		1	2		8	11



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ECONOMIC DEVELOPMENT and PLANNING 15/16

National Overview

While there was an increase in the percentage of unemployed people assisted into work from council funded/operated employability programmes between 2012/13 and 2014/15, this has reduced slightly in the past 12 months (from 14.14% in 2014/15 to 13.91% in 15/16). The Business Gateway start-up rate has also reduced from 19% to 16.9% in the past 12 months.

In planning services, between 2010/11 and 2015/16 costs fell from £5,234 per application to £4,832 per application; however they have risen slightly in the past 12 months. Similarly, the time taken to process commercial planning applications has reduced by 13.6% between 2012/13 and 2014/15, although the average time increased slightly in the past 12 months.

Council performance

Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes - 533 people engaged with Midlothian Lifelong Learning and Employability (LLE) - 180 secured a job - this equated to 34%. This indicator is presented as number of people who secured a job as a % of number of people unemployed in Midlothian which equates to 9%. A range of other employability initiatives exist; for example The Rural and Urban Training Scheme (RUTS) so far more than 9% of unemployed people are receiving a service. 190 people participated in vocational training achieving 763 SQA qualifications. This indicator has captured data for LLE participants only, there are other opportunities within Midlothian Council such as employee projects through the Grant scheme and other volunteering opportunities which have not been captured for this year, they will be reviewed and included next year. Our Rank declined in 2015/16 to 19 from 15 in 2014/15, we are below the Scottish Average which was 11.9%

Cost of Planning per Application - Average time for commercial planning application - There was 488 planning applications this year. The cost per planning application has reduced this year and we are below the Scottish average for these measures. There were concerns about how accurately the indicator reflects the cost of processing a planning application (since the measure currently includes non-planning costs such as Building Standards). Using our Planning department's figures, and utilising development management costs alone the figure would be £1,346. Utilising all planning service costs the figure is £3,879.

Both of the newly introduced planning indicators are subject to review and are expected to be amended ahead of the next LGBF iteration.

Percentage of procurement spent on local small/medium enterprises - Data is taken from Spikes Cavell (Scottish Procurement Information Hub), post code boundaries within the hub have been changed over the years meaning a like for like comparison cannot be verified. The data provided is for small/medium sized enterprises (SME's) only does not reflect spend with larger organisations, the overall % spend with all local business in Midlothian is normally between 25%–28% (which includes SME's).

No. of business gateway start-ups per 10,000 population – A declining trend is to be expected. The number of start-ups move generally with the level of unemployment. As unemployment rises, people seek to set up their own business to maintain some sort of income and as job availability increases,

people tend to revert to employment as the more secure form of income. Unemployment has been falling over the last few years from 6.7 in 2013/14 to 4.6 by 2015/16. Our Rank declined in 2015/16 to 11 from 8 in 2014/15, we are better than the Scottish Average which was 16.9.

What the Council is doing to improve service

- Substantial activity to secure long-term economic and tourism benefits in Midlothian from the opening of the Borders Railway, through the appointment of specialist staff to augment the work of the Council's in house team in areas of business development and tourism opportunities.
- Successful bid for £3.4 million of EU funding through the LEADER programme to support rural economic development in Midlothian and East Lothian.
- Successful outcome of ballot to establish a Business Improvement District in Penicuik Town Centre.
- Collaboration with five neighbouring Councils in preparing a joint regional bid to Scottish and UK Governments for City Deal Status
- Major planning permissions granted for new housing at North West Penicuik (458 units), Gorebridge (211 units) and Rosewell (290 units), of which a proportion are within the defined 'affordable' category.
- Planning permission granted for the Zero Waste Facility at Millerhill.
- £5 million of developer contribution was received in 2015/16.
- 533 people engaged with Midlothian Lifelong Learning and Employability (LLE) 180 secured a job this equated to 34%.
- 190 people participated in vocational training achieving 763 SQA qualifications.

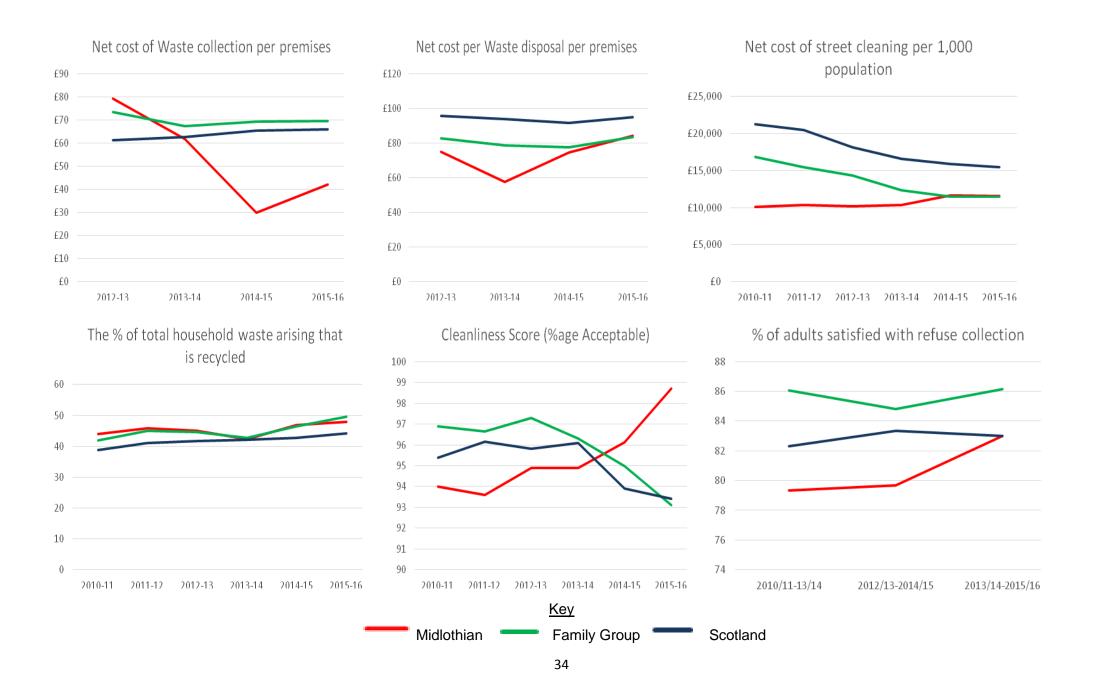
			En	vironm	ental S	Services						
Indicator Type	Indicator Name	2013/4 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank
Cost	Net cost of waste collection per premise	£60.56	£29.85	£70.30	•	64.24 (+£6.06)	2	1	1	15	11	25
Cost	Net cost of waste disposal per premise	£56.61	£73.62	£84.33	•	£97.02 (-£12.69)	2	1	2	15	8	12
Cost	Net cost of street cleaning per 1,000 population	£10,165	£11,622	£11,615	1	£15,480 (-£3,865)	1	2	2	6	9	12
Performance	Street Cleanliness Score	94.9%	96.14%	99%	1	93% (+6%)	3	1	1	24	8	1
Cost	Cost of maintenance per kilometre of roads	£15,459	£16,494	£14,517	1	£10,791 (+£3,726)	4	3	3	26	23	23
Performance	Percentage of A class roads that should be considered for maintenance treatment ⁷	22.1%	21.6%	20.4%	1	29% (-8.6%)	2	2	1	9	9	7
Performance	Percentage of B class roads that should be considered for maintenance treatment ⁷	28.2%	24.4%	28%	•	35% (-7%)	2	1	2	10	8	13
Performance	Percentage of C class roads that should be considered for maintenance treatment ⁷	29.8%	32%	30.5%	1	35% (-4.5%)	2	2	2	10	11	12
Performance	Percentage of unclassified roads that should be considered for maintenance treatment ⁸	34.5%	34.4%	35.3%	•	40% (-4.7%	2	2	2	11	10	12
Cost	Cost of Trading standards per 1,000 population.	£4,368	£8,189	£6,362	1	£5,873 (+£489)	2	4	3	12	27	14

⁷ Data relates to 2012-14, 2013-15, 2014-16 ⁸ Data relates to 2010-14, 2011-15, 2012-16

	Environmental Services												
Indicator Type	Indicator Name	2013/4 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank	
Cost	Cost of environmental health per 1,000 population.	£13,282	£9,697	£9,715	•	£16,849 (-£7,134)	2	1	1	9	3	3	
Performance	Percentage of total household waste that is recycled	42.3%	46.9%	47.9%	1	44.3% (+3.6%)	3	2	2	18	13	15	
Satisfaction	Percentage of Adults satisfied with refuse collection ⁹	76%	80%	83%	1	83% (-)	4	4	3	27	26	21	
Satisfaction	Percentage of adults satisfied with street cleaning ⁹	71%	71%	72%	1	73.67% (-1.67%)	3	3	3	24	22	22	

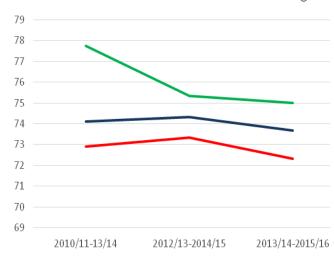
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⁹ Data represents three year average for each period (e.g. 2015/16 = average for 2013/14, 2014/15 and 2015/16)

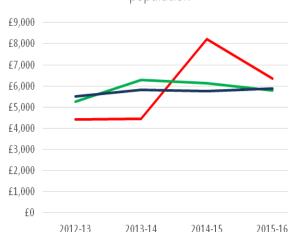


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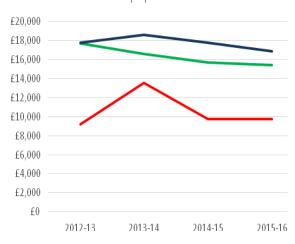
% of adults satisfied with street cleaning

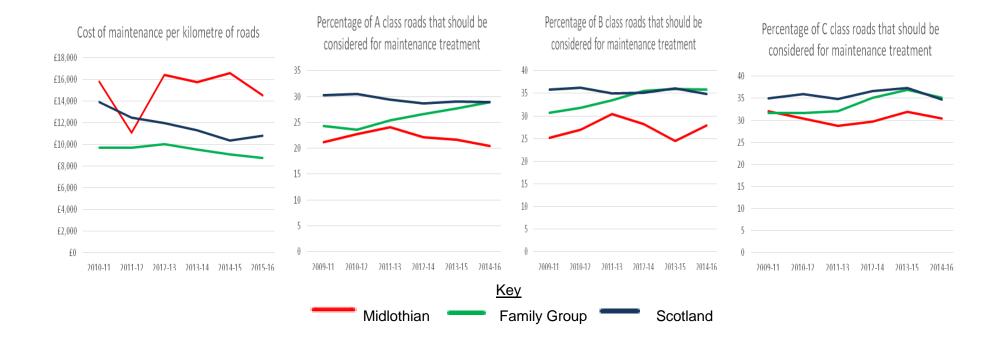


Cost of trading standards per 1,000 population



Cost of environmental health per 1,000 population





ENVIRONMENTAL SERVICES 15/16

National Overview

Whilst spending on environmental services reduced by 4% from 2010/11 to 2014/15, it has grown in the past 12 months by 3%. This is partly due to a 9% growth in waste disposal expenditure and a 5% growth in roads expenditure since 2014/15. During this time, both road conditions and recycling rates have improved. There have been significant reductions in spend in street cleansing (-25% since the base year) although the rate of reduction has slowed in the past 12 months (-2%). Street cleanliness scores have reduced slightly in the past couple of years although they are still above 90%. Public satisfaction rates for refuse collection and street cleaning have fallen since 2014/15, by 2% and 1% respectively.

Council performance

One of the main environmental services provided by councils is **waste collection**. The cost of this per premise is a simple way of assessing this service. Using a Net Cost measure recognises that waste management has the potential to generate significant income for the council, and that our performance in this area is equally as important in managing our costs.

- **Net cost of waste collection per premise (annual)** The increase in our costs is due to the implementation of household food waste collection. Our Rank declined in 2015/16 to 5 from 1 in 2014/15, we are better than the Scottish Average which was £63.40
- Net cost of waste disposal per premise (annual) Our Recycling costs have increased as a consequence of significant movements in the recyclate market. Our Rank declined in 2015/16 to 12 from 8 in 2014/15, we are better than the Scottish Average which was £94.72

There has been an increase in the **total household waste that is recycled** this year. This is due to the recent introduction of a food waste collection service. The intention is to maintain over 50% recycling by the end of 2016 (the first two quarters of 2015 indicated recycling levels of over 51%). The intention is to review collection frequencies in conjunction with Zero Waste Scotland and the household waste charter to reach the optimum service within Midlothian whilst maintaining cost effective delivery. Work will be carried out to review dry recyclate processing and resale.

Net cost of street cleaning per 1,000 population and Street Cleanliness Score – These indicators measure how clean our streets are looking and how much it costs; an assessment of street cleanliness is carried out by 'Keep Scotland Beautiful' each year. There was a slight reduction in our costs this year and we remain better than the Scottish average. For the cleanliness of our streets we have improved year on year and for this year we are the top performing council for the cleanliness of our streets at 99%. Street Cleansing was reviewed independently by APSE and found to deliver a cost effective service. The service will continue to be monitored and changes introduced as appropriate.

Over the last five years the **road** condition was maintained at a steady state condition. This was due to additional funding made available through the capital budget whereby £1m per annum was approved by the Council from 2014/15 until 2017/18. As part of the 2015/16 budget setting process a further saving of £250k per annum was approved from Roads revenue effective from 2016/17. The road indicators are a function of the investment in the infrastructure rather than a measure of performance. Any reduction in available funding is likely to see deterioration in the condition of the network.

- Cost of maintenance per kilometre of roads This measure is under review to provide more robust time series data. Until a revised measure becomes available the current measure has been amended to include capital and revenue to provide a more meaningful measure of expenditure on roads. Our Rank remained the same in 2015/16 as it was in 2014/15 at 23. The aim of this indicator is to reduce our costs which we have achieved in 2015/16, however we are higher the Scottish Average which was £10,791
- Percentage of A class roads that should be considered for maintenance treatment Our Rank improved in 2015/16 to 7 from 9 in 2014/15. The aim of this indicator is to decrease our percentage which we have achieved this year, we are better than the Scottish Average which was 29%.
- Percentage of B class roads that should be considered for maintenance treatment Our Rank declined in 2015/16 to 13 from 8 in 2014/15. The aim of this indicator is to decrease our percentage, for this year our percentage figure increased however we are better than the Scottish Average which was 35%.
- Percentage of C class roads that should be considered for maintenance treatment Our Rank declined in 2015/16 to 12 from 11 in 2014/15. The aim of this indicator is to decrease our percentage which we have achieved this year, we are better than the Scottish Average which was 35%.
- Percentage of unclassified roads that should be considered for maintenance treatment Our Rank declined in 2015/16 to 12 from 10 in 2014/15. The aim of this indicator is to decrease our percentage, for this year there was a slight increase in our percentage figure, however we are better than the Scottish Average which was 40%.

Cost of Trading standards per 1,000 population - This indicator definition will be reviewed to reflect a uniform approach for all Councils who are obliged to pay grant funding to Citizens Advice Bureaux. Our Rank improved in 2015/16 to 17 from 27 in 2014/15, the aim of the cost indicator is to reduce costs

which we have achieved this year, however at £6,362 we are higher the Scottish Average which was £5,873.

Cost of environmental health per 1,000 population - Environmental Health costs remained fairly stable for 2015/16 with an increase of only £18 per 1,000 population. Our Rank remained the same in 2015/16 as 2014/15 at 3, we are better than the Scottish Average which was £16,849.

Satisfaction data is taken from the Scottish Household Survey which is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures are within 5.5%.

- **Percentage of adults satisfied with refuse collection** 3 year average Our Rank improved in 2015/16 to 21 from 26 in 2014/15, our satisfaction level increased this year by 3%, we are the same as the Scottish Average which was 83%.
- Percentage of adults satisfied with street cleaning 3 year average Our Rank stayed the same in 2015/16 as it was in 2014/15 at 22, our satisfaction levels increased by 1% this year, however we are below the Scottish Average which was 74%.

What the Council is doing to improve service

Waste: The food waste plant at Millerhill is due to accept commissioning waste during May 2016. Following an internal Health and Safety audit of the plant by Alauna Renewable Energy (ARE) additional safety features are being introduced which will benefit the plant running in the long term.

Following the roll out of food waste collections Midlothian residents have again exceeded anticipated participation rates. It was envisaged that approximately 2,000 tonnes of food waste would be recycled each year. However if current performance is maintained this will be exceeded by over 20%.

The residual waste plant having gained both planning and license approval from Scottish Environment Protection Agency (SEPA) is entering the final stages prior to financial close.

The annual recycling rate for 2015 has been confirmed at 47.9%. Given the higher than anticipated food waste recycling rate it is envisaged that for 2016 Midlothian may achieve an annual recycling rate of almost 53%.

Our street cleanliness score increased this year to 99%. A factor in this increase is the changes made to the street cleansing operations whereby all compact sweepers now follow the re-cycling vehicles en-route consequently reducing the amount of litter.

Midlothian is leading on The Local Government Benchmarking Family Group for Street Cleaning. This group provides a practical structure for the eight councils participating to work together to drill down into each other's data, understand the reasons for variations in performance, and share best practice between councils and services to drive performance improvement.

Road Network: A significant programme of footway projects has completed in 2015/16 with approximately 1.3% of the network improved. Work will focus on the older housing areas during 2016/17.

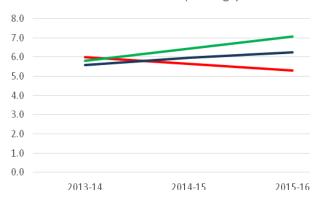
Similarly good progress has been made in terms of maintaining the road network. However, the very wet December followed by constant freezing and thawing has left a significant number of roads affected which may see a rise in the current backlog.

The programme of replacing inefficient lighting (due in part to securing third party funding) has continued with new LED lights introduced. Midlothian is on course to have almost 18% of the lighting stock with LED lights.

The initial phase of confirming the existing traffic regulation orders and restrictions on road have been completed. This is necessary before decriminalised parking in Midlothian can be progressed. The second phase to determine a robust business case is now progressing following a joint tender exercise with East Lothian Council. Work is on track to allow Council to consider this proposal and to see its introduction by April 2017.

				Housing S	Services	;						
Indicator Type	Indicator name	2013/14 Value	2014/15 Value	2015/16 Value	Short Trend	15/16 Scot Average. (MC difference)	2013/14 Quartile	2014/15 Quartile	2015/16 Quartile	2013/14 rank	2014/15 rank	2015/16 rank
Performance	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	4.3%	6.57%	6.85%	•	6.25% (+0.55%)	1	3	2	6	18	16
Performance	Percentage of rent due in the year that was lost due to voids	1.6%	0.6%	0.8%	•	1.1% (-0.3%)	3	1	2	18	4	12
Performance	Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria	94.4%	93.1%	93.1%	-	92.5% (+0.6%)	1	2	2	1	10	14
Performance	Average time taken to complete non-emergency repairs	7	7.37	9.01	•	9.4 days (-0.3)	1	1	2	6	7	12
Performance	Percentage of council houses that are energy efficient	99.1%	100.0%	99.8%	•	96% (+3.8%)	1	1	1	8	1	6

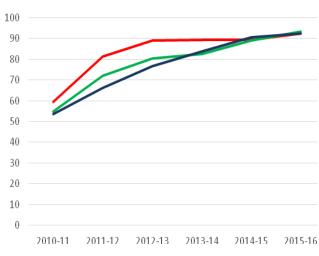
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year



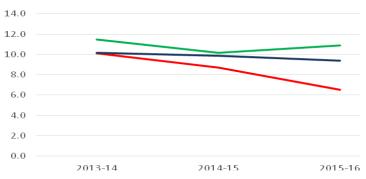
Percentage of rent due in the year that was lost due to voids



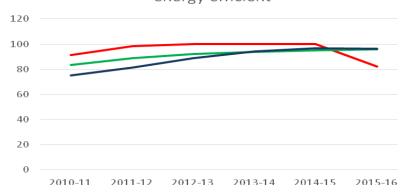
Percentage of dwellings meeting SHQS

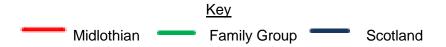


Average time (weeks) taken to complete non-emergency repairs



Percentage of council dwellings that are energy efficient





HOUSING 15/16

National Overview

Councils continue to manage their stock well, with a reduction in rent lost to voids since 2010/11, and consistent and significant improvements in terms of housing standards and energy efficiency standards. However, at the same time, the growth in tenant's arrears for 5.6% to 6.2% reveals evidence of the increasing financial challenges both housing residents and councils alike.

Council performance

Rent arrears remained relatively stable across the year. Universal Credit introduced form 27 April 2015 has impacted on rental income. Our Rank improved in 2015/16 to 16 from 18 in 2014/15, the aim of this indicator is to minimise our rent arrears and for this year there was a slight increase. We are higher the Scottish Average which was 6.25%.

There was a minor increase in **rent lost to voids**; an extra resource has been deployed to reduce turnover time. Our Rank declined in 2015/16 to 12 from 4 in 2014/15. The aim of this indicator is to reduce the percentage of rent due that we lose, for this year we had slight increase of 0.2%, although our figure of 0.8% we are better than the Scottish Average which was 1.05%.

There is currently 93.1% of council housing stock **meeting the SHQS** criteria. Building Services are actively attempting to obtain access to the remaining 7% of properties that remain exemptions. There are no failures in any of the housing stock where access has been gained therefore in line with reporting to the Scottish Government, we meet 100%. Our Rank declined in 2015/16 to 14 from 10 in 2014/15, we are better than the Scottish Average which was 92.5%

Average time taken to complete non-emergency repairs - A review of the Building Maintenance costing system is required to align the actual dates when repairs have been completed to the dates recorded in the system. Our Rank declined in 2015/16 to 12 from 7 in 2014/15, we are better than the Scottish Average which was 9.38 days.

99.8% of Midlothian Council houses are **energy efficient**. There were 36 exemptions where access was denied by tenants. Our Rank declined in 2015/16 to 6 from 1 in 2014/15, we are better than the Scottish Average which was 96%

What the Council is doing to improve service

Universal Credit introduced from 27 April 2015 for single claimants

- Increase in direct contact with tenants through early intervention and compliance with legislation regarding advice and assistance prior to proceeding with court action. Discretionary Housing Payments continue to help mitigate under occupancy charges.
- In-Year collection of rents and Council Tax performance improved to date with collection amount and collection percentage measures increased.

Revenues collections for rental income, Non-Domestic Rates and Council Tax continue to be challenging to secure income to the Council within a background of Welfare Reform and financial difficulties for residents and business in Midlothian.

Improvement Actions.

- DWP has been working with local authorities to look at areas where joint working would assist both council and DWP in a fraud and error reduction incentive scheme (FERIS) and real time earning information (RTEI) received from HMRC targets for interventions and recoveries.
- A new model of local taxation is scheduled to be introduced to replace the existing Council Tax scheme. Guidance is expected from Scottish Government towards implementation of any replacement scheme in 2017.
- Income maximisation support to Welfare Reform affected households.
- Building Services are actively attempting to obtain access to the outstanding properties that remain exceptions to ensure that the percentage of the Councils housing stock meets the Scottish Housing Quality Standard criteria.
- Midlothian Council is above the Scottish Average to complete non-emergency repairs and is striving year on year to bring the response times even lower.
- Rent Strategy Review for 2016/17 was carried out including stakeholder consultation on rent charge options and new build housing proposals. The consultation was completed and reported to Midlothian Council which approved a 5% rent increase for a 3 year period.
- Customer profiling and customer insight project contributing to channel shift to increase payment options and opportunities continues.

As part of the Social Housing Charter it is mandatory for every council to produce a <u>Tenants' Report</u> focusing on customer satisfaction and financial details. The report encourages feedback on the council's performance, the report for each year can be found below:

We publish our <u>Tenants Today</u> Annual newsletter for tenants and housing applicants of the Council. We work together with tenants to improve council services by the sharing of information, ideas and power. All council tenants in Midlothian are invited to Midlothian's annual Tenants Day

Every two to three years all tenants are canvassed on their opinion of council housing services. The results of the survey are available on our website.





Local Government Benchmarking Framework 2015/16 Summary

Scottish ranking	Percentage of indicators falling within each quartile							
	2015/16	2014/15						
Top quartile (ranked 1-8)	15% 10/67	21% 11/52						
2nd quartile (ranked 9-16)	37.3% 25/67	33% 17/52						
3rd quartile (ranked 17-24)	31.3% 21/67	23% 12/52						
bottom quartile (ranked 25th and below)	16.4% 11/67	23% 12/52						

Improving Trend		Improving Rank		Are we better than the Scottish Average?				
Yes	34	Yes	30	Yes	35			
No	29	No	30	No	30			
No Change	3	No change	6	Same as Scottish Average	2			
No trend data at present	1	No Rank improving data at present	1					

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