

Notice of meeting and agenda



Special Performance, Review and Scrutiny Committee

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

Date: Wednesday, 07 September 2016

Time: 14:00

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Further Information:

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

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

1 Welcome, Introductions and Apologies

2 Order of Business

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

3 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 Public Reports

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|------------|--|----------------|
| 4.1 | Commercial Operations Performance Report Q1 2016/17 | 3 - 16 |
| 4.2 | Finance and Integrated Service Support Performance Report Q1 2016/17 | 17 - 28 |
| 4.3 | Property and Facilities Management Performance Report Q1 2016/17 | 29 - 46 |

5 Private Reports

No private business to be discussed

Commercial Operations

Quarter One 2016-17 Performance Report

01. Progress in delivery of strategic outcomes

1. Risk Management/Health and Safety: The pace of development of Health and Safety arrangements has been sustained in-line with the planned program with the following arrangements developed during this quarter: Management of Contractors, Management of Noise, New & Expectant Mothers, Young Persons, Working at Height, Workplace Health & Safety, Confined Spaces, Pressure Systems, Risk Assessment.

East Lothian and Midlothian Council continue to jointly progress Management Arrangement development, training delivery and health and safety team development.

2: Waste Management: FCC have continued dialogue with their funders which it is envisaged will allow FCC, Midlothian Council and City of Edinburgh Council to conclude an agreement towards the end of July 2016, which will allow the residual waste plant to be constructed at Millerhill.

The food waste collection service continues to perform above predicted collection levels with increased tonnages collected and now being delivered to the new facility at Millerhill.

Waste Aware team assisted schools with food waste recycling (Kings Park Primary, Newbattle High School, Stobhill Primary, Lasswade Primary and Bonnyrigg Primary) and completed work on the 'recycling' pages of the new Council website.

3. Road Services: Midlothian Council has acted as lead authority which, in conjunction with East Lothian, Borders and Fife has secured a new Weather Service contract for a further 3 (+2) years with the Met Office.

Having completed an audit of existing parking restrictions including signs and markings, progress continues with the business case for decriminalised parking enforcement to be introduced in Midlothian. An update report will be presented to Council in August 2017.

Following agreement to the formation of a shadow committee, a formal start has begun to the East Lothian, Borders and Fife shared services project. Initial work streams have been identified which will allow early progress on savings and work opportunities to be made.

4. Travel & Fleet Services: Four new electric vehicle charging points have been installed at the rear of Fairfield House. £73,000 grant has been agreed by Scottish Government for further Electric Vehicle Charge points and upgrades to existing chargers at Sheriffhall, Midlothian Hospital, Dalkeith and Newtongrange. Orders have been placed for two new electric cars with a further order for an electric van due to be placed.

A comprehensive report has been provided by a short term graduate placement. This focuses on fleet utilisation, hire vehicle usage, grey fleet and other staff travel. Work is currently underway to analyse the data and come forward with proposals to reduce both costs and carbon emissions for the Council.

The Midlothian Explorer began operating from Newtongrange Mining Museum following an intensive pre advertising campaign. Despite this the number of passengers has remained disappointingly low. Further advertising and measures to increase patronage are being undertaken.

5. Landscape and Countryside: The Land and Countryside section has accommodated a high number of work placements and work experience placements for youngsters supporting the Council Policy to ensure Positive Destinations for young people leaving school. This has included 3 placements from Services in Training and Employment (STEM), 1 from Lifelong Learning and Employment (LLE) and 5 from schools. One placement has been given a full time fixed term contract from April.

In addition, the Ranger service has worked with the Cash Back for Communities Vogrie group undertaking the John Muir award working with up to ten participants on a 10 week block.

The Park improvements at 'Old Gala Park' Gorebridge (Barleyknowe) are substantially complete and include the installation of a Geo grid, path works, tree planting and other associated landscape works.

A number of projects are underway to provide out-door play space areas at a number of schools and Nurseries throughout Midlothian including Danderhall play group, Cornbank Primary School and Mayfield combined school.

02. Emerging Challenges

General for all services: Work is ongoing within the services to bring forward proposals for consideration as part of the Council's future budget deliberations. This will include a range of options from service transformation through to a cessation of services.

1. Risk Management/Health and Safety: The main challenge during this quarter has been to continue to deliver the day-to-day support to Services while completing the Management Arrangement Development and undertaking the major roll-out of a new health and safety management information system to more than 140 people during this quarter alone.

2. Waste Management: Processing of the blue bin (recycling) material as market conditions have worsened with the prices for the processing of commingled dry recycle increasing substantially. Continuing discussions with Viridor to review and explore options moving forward.

Contractor for residual waste (New Earth Solutions) has gone into administration. Arranged temporary contract/measures to ensure residual waste continues to be disposed. Consider short term contract until Millerhill waste treatment facility is built.

Deliver waste solution and meet the Scottish Governments recycling targets. Alana FCC Medio Ambiente S.A. (FCC) as the preferred bidder for the Zero Waste: Edinburgh and Midlothian Residual Waste Treatment facility are due to complete contract sign off at the end of July 2016.

Refurbish Penicuik Community Recycling. Revised layout agreed, application submitted to Planning. Additional works requested from Planning, Environmental Health and Scottish Environmental Protection Agency. Costs have escalated with the additional works requested. Subject to final planning approval a report will be presented at a future Council meeting for consideration.

3. Road Services: With a reduction in the revenue road maintenance budget of £250,000 the challenge is to maintain the road network at current condition levels. To do this the service will utilise the asset management system to maximise the use of the available capital funding allocation.

Police Scotland has agreed to retain the Traffic Warden Service for a further year until 31 March 2017. For 2016/17 Council will have to fully fund this post. Work is progressing on the business case to allow Decriminalised Parking Enforcement to be considered by Council in due course. An update report is being taken to August Council.

Ensure that infrastructure improvements associated with Borders Railway are completed. To this end, negotiations with the Shawfair developers and others is being facilitated to allow for the completion of rail and transportation infrastructure.

Elginhaugh bridge parapet was struck causing significant damage to the structure. As a consequence the road has been closed to all traffic. Works are ongoing to repair the structure, improve the road drainage and allow Scottish Water the opportunity to repair the adjacent pipe bridge.

4. Travel & Fleet Services: Discussions are ongoing to set up access to membership of City Car Club (now Enterprise City Car Club) for Midlothian Council employees. This will form part of the strategy to encourage more sustainable travel modes.

Work is progressing to develop options for Council consideration in respect of travel carried out on behalf of the Council.

5. Landscape and Countryside: Substantial work has gone into preparing four existing sites at Vogrie, Kings Park Dalkeith, Springfield Mill and Roslin Glen Country Park and one new location Memorial Park Loanhead for the green flag awards. As part of this work a management plan for Memorial Park Loanhead has been produced in addition to updating the management and action plans for the existing sites.

As part of the future budget considerations trials are ongoing to introduce more efficient ways of working. The service is currently evaluating different work areas with front line staff. Currently looking at Grass cutting methods and trialing Rotary Ride on Machinery.

Progress works to reinstate the area following the land slip at Ironmills steps following funding approval at the recent Council meeting.

Continue to promote Midlothian and its path network by working in partnership with volunteers to create seven walking/Cycling leaflets for Midlothian. Core path network now 100% signed. Leaflets being prepared as part of smarter choices Border rail initiative. Seventeen leaflets have been completed and seven further leaflets are being developed.

Improving access for all abilities to Midlothian Town Parks Play areas. This includes the recent introduction of roundabouts suitable for wheel chair users in two Town parks at Loanhead and Dalkeith. Plans are progressing to install an additional roundabout in King George the fifth Park Bonnyrigg

Suggested changes to priorities in Service Plan

Change in wording
CO.S.03.06a

Short name: Proportion of planned Health & Safety Audits completed successfully.

Change wording
CO.S.03.04c

Income target achieved by providing services to partner organisations and through the provision of income generating training from internal and external sources.

Change Target: £40,000

Suggested remove

CO.S.06.03a

Proportion of fly tipping incidents removed within 15 working days as not measurable.

CO.S.02.04

Improve opportunities within Midlothian, continue to work with Regional/National Partnerships in delivering key transport projects.

No programs planned for financial year.

Suggested wording change

CO.S.06.03

Monitor the number of incidents of fly tipping on council land (remove target - *and remove within 5 working days*)

Commercial Operations PI summary









01.1 Outcomes and Customer Feedback

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	3,761	587	1,320		Q1 16/17: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	1.94	1.82	2.1		Q1 16/17: On Target		5	Number of complaints complete at Stage 1	1,137
									Number of working days for Stage 1 complaints to be Completed	2,387
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	9.6	4	0		Q1 16/17: On Target No second stage complaints complete in quarter		20	Number of complaints complete at Stage 2	0
									Number of working days for Stage 2 complaints to be Completed	0
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	95.6%	96.44 %	93.14 %		Q1 16/17: Off Target 1059 of 1127 complaints complete within timescale.		95%	Number of complaints complete at Stage 1	1,137
									Number of complaints at stage 1 responded to within 5 working days	1,059
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days		100%	0%		Q1 16/17: On Target No second stage complaints complete in quarter		95%	Number of complaints complete at Stage 2	0
									Number of complaints at stage 2 responded to within 20 working days	0



01.2 Making the Best Use of our Resources

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 15.304 m	£ 15.849 m	N/A		Q1 16/17: Performance against budget will be reported to the Council in September				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	12.42	2.95	2.45		Q1 16/17: On Target.		13.30	Number of days lost (cumulative)	946.41
									Average number of FTE in service (year to date)	385.77

01.3 Corporate Health










Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service actions on target / completed, of the total number	100%	100%	100%		Q1 16/17: On Target			Number of service & corporate priority actions	23
									Number of service & corporate priority actions on tgt/completed	23
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	84%	98%	75%		Q1 16/17: Off Target Problem area being actively addressed.		90%	Number received (cumulative)	1,048
									Number paid within 30 days (cumulative)	787
06. Improve PI performance	% of PIs that are on target/ have reached their target.	92.31 %	87.5%	71.43 %		Q1 16/17: Off Target Refer to PI report for off target measures. One measure data only.		90%	Number on tgt/ tgt achieved	10
									Number of PI's	14
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	0%	100%		Q1 16/17: On Target			Number of high risks reviewed in the last quarter	1
									Number of high risks	1








01.4 Improving for the Future








Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	100%	100%	0%		Q1 16/17: Off Target Outstanding Audit actions will be addressed in Q2		90%	Number of on target actions	0
									Number of outstanding actions	1

Commercial Operations Action report

03. Service Priorities















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.01.01	01. Fewer People are victims of crime, abuse or harm	Identify accident cluster sites and implement engineering measures to reduce risk of future accidents	31-Mar-2017		25%	Q1 16/17: On Target Site data currently being analysed to determine accident clusters.
CO.S.01.02		Undertake a program of works to improve lighting levels in communities	31-Mar-2017		25%	Q1 16/17: On Target Capital work due to start August 2017.
CO.S.02.01	02. Accessibility by sustainable travel and transport is improved	Continue development of asset management plan (including data collection and system update) through SCOTS	31-Mar-2017		25%	Q1 16/17: On Target Update of current Roads Asset Management Plan currently underway.
CO.S.02.02		Compliance with Disabled parking legislation	31-Mar-2017		25%	Q1 16/17: On Target All applications being processed within 6 months.
CO.S.02.03		Support Transport Scotland/Network Rail to progress detailed design and construction of Borders Rail	31-Mar-2017		100%	Q1 16/17: Complete
CO.S.02.04		Improve opportunities within Midlothian, continue to work with Regional/National Partnerships in delivering key transport projects.	31-Mar-2017		100%	Q1 16/17: Complete No new projects being progressed in 2016/17.
CO.S.02.05		Undertake a programme of work to improve road standards and footways	31-Mar-2017		25%	Q1 16/17: On Target 19 road maintenance projects being progressed in 2016/17.
CO.S.02.06		Develop infrastructure incidental to Borders Rail	31-Mar-2017		100%	Q1 16/17: Complete
CO.S.02.07		Work collaboratively to update school travel plans	31-Mar-2017		25%	Q1 16/17: On Target All currently up to date. 20 primary schools and 2 High schools will need updated before 31 March 2017.









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.03.01	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Explore opportunities for shared fleet services with East Lothian Council and NHS Lothian	31-Mar-2017		25%	Q1 16/17: On Target Providing NHS with an electric van as part of the funding provided to the Community Planning Partnership. Have agreed to site an electric vehicle charge point at Midlothian Community Hospital as part of the infrastructure funding from Scottish Government. No further arrangements with East Lothian Council at present.
CO.S.03.02		Explore shared opportunities, services and knowledge with the partners in the ELBF group	31-Mar-2017		25%	Q1 16/17: On Target Future work streams have been identified with a lead council for each. Programme awaiting approval of the Shadow Joint Committee (SJC).
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		25%	Q1 16/17: On Target Work is progressing under three strands namely delivering excellence, transformation and budget savings to allow the services to come forward in October with proposals, initially for Strategic Leadership Group (SLG) consideration.
CO.S.03.04		Develop additional workstreams to achieve income for the council	31-Mar-2017		25%	Q1 16/17: On Target Health and Safety The team have started to extend the range of training offered to First Aid, lifting, handling and Personal Safety training. This training has previously been bought in by the Council. This demonstrates insourcing, will reduce overall costs and will contribute to income generation. A member of the H&S team has also been providing H&S support to East Lothian Council during Q1 which has generated income for the team. Courses being offered are being accredited to enhance the attraction to external organisations. Land and Countryside Additional Soft Landscape work stream is being progressed.
CO.S.03.05		Complete the portfolio of Health and safety management arrangements.	31-Dec-2016		75%	Q1 16/17: On Target Final 3 Management Arrangements being prepared.
CO.S.03.06		Implementation of Health & Safety Management Information System (EHSMI) across all services in the council.	31-Dec-2016		40%	Q1 16/17: On Target System rolled out in Resources and progressing in Adults, Health & Social Care
CO.S.03.08		Fully implement quality plans for Midlothian Parks	31-Mar-2017		25%	Q1 16/17: On Target Plans have been undertaken and implemented for Vogrie, Kings Park, Memorial Park, Springfield Mill, Roslin Glen and Goreglen. Additional plan for the Dalkeith to Penicuik walkway to be produced in Q4 Park Quality assessment due to be undertaken at 44Parks in Q2 & 3











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.03.09	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Implement changes to waste collection systems as confirmed by council	31-Mar-2017		50%	Q1 16/17: On Target No changes to waste collections submitted or agreed by council. Review of current collection methods agreed with Zero Waste Scotland following the Council's decision to sign up to the new charter for household recycling in Scotland. Primary findings expected around December 2016.
CO.S.03.10		Report to council on the introduction of de-criminalised parking within Midlothian	31-Mar-2017		25%	Q1 16/17: On Target Consultant completed Traffic Regulation Order audit, now working on Parking Strategy and initial consultation process.
CO.S.04.01	08. S.SG - Address climate change	Produce adequate flood risk management plans as a result of climate change.	31-Mar-2017		25%	Q1 16/17: On Target Flood Risk Management plans published in June 2017. No major schemes identified in Midlothian.
CO.S.04.02		Ensure Council fleet orders for plant and vehicles is placed in line with Council Policy and Divisional timetables	31-Mar-2017		40%	Q1 16/17: On Target All vehicle orders have been placed – further orders for plant to be arranged and possible spend to save. Orders placed using Scotland Excel Frameworks
CO.S.06.01	06. S.SG - Reduce, Re-use and recycle our waste	Commence construction of residual waste facility at Millerhill as part of Zero Waste Park	31-Mar-2017		50%	Q1 16/17: On Target Joint project moving to financial close end of July early August 2016. Expected completion date following construction late 2018.
CO.S.06.02		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		25%	Q1 16/17: On Target Recycling talk at Mount Esk Nursery and Cowan Court residents. Held information stand at Pitcairn Centre, Bonnyrigg New pull-up banner 'recycle your nuts and shells' created to promote food waste recycling. This banner joins the rotation of banners on display at Council venues. Around 100 paper versions of the new kerbside collection calendars have been printed and posted to residents without internet access. Training attended and run by Zero Waste Scotland on the Electronic Duty of Care system which aims to introduce electronic duty of care certificates. These will be issued to internal customers from 2017.
CO.S.06.03		Monitor the number of incidents of fly tipping on council land and remove within 5 working days	31-Mar-2017		25%	Q1 16/17: On Target 114 fly tipping incidents reported, all tipped waste removed.

Commercial Operations PI Report

03. Service Priorities

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
BS.CO.S.01.0 2b	01. Fewer People are victims of crime, abuse or harm	Percentage of all street light repairs completed within 7 days	96.2%	98.5%	100%			Q1 16/17: On Target 123 out of 123 faults were repaired within 7 days.	90%	Scottish Average 3.07 days
CO.S.01.02a		Number of lighting columns replaced	690	71	76			Q1 16/17: Off Target Lighting Replacement Programme is due to start in August 2016.	400	
CO.S.01.02c		% of the footpath network resurfaced	1.3%	0.09%	0.5%			Q1 16/17: On Target 3.52km of footway resurfaced.	0.5%	Internal programme of works - benchmark against target
BS.CO.S.02.0 5b	02. Accessibility by sustainable travel and transport is improved	% of total road network resurfaced	1.15%	0.25%	0.3%			Q1 16/17: On Target 1.77km 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%			Q1 16/17: On Target 19 applications received and processed within 6 months.	100%	
CO.S.02.06a		Number of passengers using "Visit Midlothian Explorer"	New for 16/17		235			Q1 16/17: Off Target This covered period from April 18th to end of June. Revenue income to offset subsidy £318.79	5,000	
CO.S.02.07a		Percentage of School Travel plans updated	Nw for 16/17		0%			Q1 16/17: On Target All currently up to date. 20 primary schools and 2 High schools will need updated before 31 March 2017.	94%	

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CO.S.03.04a	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Soft Landscape	New for 16/17	£18,000.00			Q1 16/17: Off Target The soft Landscape squad has been undertaking work for Harts the Builder at phase one Edgefield, Penicuik.	£100,000.00		
CO.S.03.04b		Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Hard Landscape	New for 16/17	£30,000.00			Q1 16/17: Off Target The Hard Landscape squad has primarily been undertaking work at Mayfield PS installing play equipment.	£200,000.00		
CO.S.03.04c		Income achieved by providing additional training courses to external organisations	New for 16/17	£12,400.00			Q1 16/17: On Target £12400 income generated through provision of services. Wording of measure to be changed in Q2 to: Income target achieved by providing services to partner organisations and through the provision of income generating training from internal and external sources.	£40,000.00		
CO.S.03.06a		Proportion of successful Health & Safety Management Information System (EHSMI) audits undertaken	New for 16/17	25%			Q1 16/17: On Target Audit module of new Health & Safety Management Information System to be rolled out in Q3-Q4, following implementation of Health & Safety Management Information System across all services. Roll out of system on target; development of audit pro-formas on target. Change in wording for Q2. Proportion of planned Health & Safety Audits completed successfully.	100%		

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CO.S.03.08a	03. Develop and implement a 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			Q1 16/17: On Target Plans have been undertaken and implemented for Vogrie, Kings Park, Memorial Park, Springfield Mill, Roslin Glen and Goreglen. Additional plan for the Dalkeith to Penicuik walkway to be produced in Q4	5	
BS.CO.S.06.02b	06. S.SG - Reduce, Re-use and recycle our waste	% of waste going to landfill	34.0%	22.3%	N/A			Q1 16/17: On Target (for 15/16) Awaiting information from our contractors, returns into waste data flow will be available at Q2 16/17. Reported performance for 2015/16 34% against a target of 55%. Target reduced to 35% for 16/17.	35.0%	
CO.S.06.02a		Total tonnes of BMW sent to landfill	7,379	865	N/A			Q1 16/17: Data Only Awaiting information from our contractors, returns into waste data flow will be available at Q2 16/17. BMW sent to landfill 2015/16 7379 tonnes compared to 13567 tonnes in 2014/15.		
CO.S.06.03a		Proportion of fly tipping incidents removed within 15 working days	N/A	N/A	N/A			Q1 16/17: Suggest removal of measure for Q2. Not able to collate this measure. 114 fly tipping incidents reported all tipped waste removed.	100	
BS.CO.S.08.02a	08. S.SG - Address climate change	Percentage of Council fleet which is 'Green'	2.1%	2.1%	2.1%			Q1 16/17: On Target Currently have four fully electric vehicles and one Hybrid. Awaiting delivery of five electric vehicles, four for use by Midlothian Council and one by NHS. Additionally a further £19,300 is being made available for further electric vehicles.	5%	

Local Government Benchmarking Framework - Commercial Operations

The LGBF data for 2015/16 will be published by the Improvement Service in January 2017

Service performance information for 2015/16 is detailed where available



Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-C&L4	Cost of parks and open spaces per 1000 population (LGBF)	£41,459.21	£41,896.32	£34,271.13	£31,074.38	£29,103.35	Data will be published in January 2017	14/15 Rank 14 (Second Quartile). 13/14 Rank 16 (Second Quartile)
P-C&L5b	Percentage of adults satisfied with parks and open spaces (LGBF)	78.3%		81%	91%	80%		14/15 Rank 27 (Bottom Quartile). 13/14 Rank 6 (TOP Quartile)

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-ENV1b	Net cost of waste collection per premise (annual) (LGBF)			£76.47	£60.56	£29.85	Data will be published in January 2017	14/15 Rank 1 (TOP Quartile). 13/14 Rank 15 (Second Quartile)
P-ENV2a	Net cost of waste disposal per premise (annual) (LGBF)			£72.52	£56.61	£73.62		14/15 Rank 6 (TOP Quartile). 13/14 Rank 2 (TOP Quartile)
P-ENV3a	Net cost of street cleaning per 1,000 population (LGBF)	£9,428.15	£9,772.98	£9,829.06	£10,165.29	£11,622.78		14/15 Rank 9 (Second Quartile). 13/14 Rank 6 (TOP Quartile)
P-ENV3c	Street Cleanliness Score (LGBF)	94%	93.6%	94.9%	94.9%	96.14%	97.3%	14/15 Rank 8 (TOP Quartile). 13/14 Rank 24 (Third Quartile)
P-ENV4a	Cost of maintenance per kilometre of roads (LGBF)	£9,013.68	£6,488.16	£14,854.35	£11,281.74	£12,494.07	Data will be published in January 2017	14/15 Rank 29 (Bottom Quartile). 13/14 Rank 25 (Bottom Quartile)
P-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%	14/15 Rank 9 (Second Quartile). 13/14 Rank 9 (Second Quartile)
P-ENV4c	Percentage of B class roads that should be considered for maintenance treatment (LGBF)	25.2%	27%	30.4%	28.2%	24.4%	28%	14/15 Rank 8 (TOP Quartile). 13/14 Rank 13 (Second Quartile)
P-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%	14/15 Rank 11 (Second Quartile). 13/14 Rank 10 (Second Quartile)

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment (LGBF)	35%	32.8%	36.1%	34.5%	34.4%	35.3%	14/15 Rank 10 (Second Quartile) 13/14 Rank 11 (Second Quartile)
P-ENV6	Percentage of total household waste that is recycled (LGBF)	44.1%	45.9%	45.1%	42.3%	46.9%	47.9%	14/15 Rank 13 (Second Quartile) 13/14 Rank 18 (Third Quartile)
P-ENV7a	Percentage of Adults satisfied with refuse collection (LGBF)	79%		83%	76%	80%	Data will be published in January 2017	14/15 Rank 26 (Bottom Quartile) 13/14 Rank 27 (Bottom Quartile)
P-ENV7b	Percentage of adults satisfied with street cleaning (LGBF)	69.7%		78%	71%	71%		14/15 Rank 22 (Third Quartile) 13/14 Rank 24 (Third Quartile)

Finance and Integrated Service Support Quarter One 16/17 Performance Report



01 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.

1: Financial Stewardship and Sustainability

- a) Completion of the 2015/16 unaudited Financial Statements;
- b) Completion of the 2015/16 Financial Monitoring reports with an underspend reported for the year of £0.270m;
- c) Provided financial assurance on and supported the process of delegation of resource to Midlothian Integrated Joint Board for Health and Social Care;
- d) Delivery of pension auto enrolment milestone with no additional resources.

2: Transformational Change

- a) Securing a collective agreement to implement the review of pay and grading (Investing in our Workforce);
- b) Support to services including:
 - . Delivering the customer service strategy 2015 - 18;
 - . Delivery of end to end review of Children's Services;
 - . Implementation of online contractual changes process within Employment and Reward;
 - . Support to Communities and Economy on a review of Economic Development function.
- c) The completion of the first phase of systems training to relevant staff to meet the requirements of GIRFEC and Named Persons legislation;
- d) Recognition by the Keeper of Public Records in relation to best practice and achievements within Midlothian Council;
- e) Equality Outcomes and Equality Mainstreaming Reports 2016 - 2018 for East Lothian and Midlothian Health and Social Care Partnerships;
- f) The Midlothian Council Equality Employee Monitoring Report 2015/16.

3: Digital Strategy

- a) Digital Strategy Group has been refocused to reflect the revised Digital Strategy and National Transformation Programme;
- b) New service desk, 'Service Now' has been successfully implemented across the Council bringing together two historical legacy systems / applications. Further phases are now planned to expanded Service improvements and capabilities across the Council;
- c) Asset Management and Investment Plan developments include:
 - . SWAN Contract has now been signed so now move into implementation phase of SWAN;
 - . The Wi-Fi controllers have been upgraded in key locations to help with Wi-Fi provision, capacity and additional access points in key sites across the Council, further improvements planned;

- . 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;
- . Web filtering application used to manage and filter users web access has been upgraded;
- . Upgrade to software management environment (SCCM) - allowing software to be deployed remotely to Council devices. (Servers, desktops and laptops);
- . PSN Compliance - achieved (April 2016);
- . Revised Information Management Action Plan to take account and manage the risk associated with new European legislation in relation to data protection: this will still be required regardless of Brexit position.

4: People Strategy and Investing in our Workforce

- a) Securing a collective agreement for the review of pay and grading, including changes in HR Policy Framework;
- b) Employee engagement survey has been successfully conducted for the fifth year consecutively and will highlight the issues organisationally that we need to focus on in the coming year.

5: Procurement

- a) Secured Living Wage accreditation;
- b) Procured employee benefits through Edenred.

02. Emerging Challenges

1: Financial Stewardship and Sustainability

- a) Develop budget projections, the impact of the Council Transformation Programme and the financial implications of investment decisions / priorities for 2017/18 to 2021/22;
- b) Complete statutory Audited Financial Statements by 30 September 2016;
- c) Prepare financial monitoring projections for 2016/17 and continue to work with service managers to maintain effective control over expenditure;
- d) Continued support for the Council Transformation Programme and for Delivering Excellence. Help shape and lead all strands of the programme, continue to revise savings profiles and regularly update on the application of the fund;
- e) Strengthen financial stewardship in a climate of reducing budgets and increasing service provision;
- f) Supporting services to develop budget options for 2017/18.

2: Transformational Change

- a) Implement changes to pay and grading by 01 October 2016 and securing the improvement in flexibility and productivity;
- b) Continue to support Services through Delivering Excellence;
- c) Continue to drive through the current Business Transformation Programme;
- d) The review and introduction of business processes and the provision of systems training to all relevant staff to meet the requirements of GIRFEC and Named Person legislation;
- e) Supporting work for CHI seeding and audit and fair warning process within MOSAIC; The impact of amendments to the requirements for Welfare Fund Payments on the ability to provide cash payments for Corporate Appointee clients.

3: Digital Strategy

- a) The threat of cyber/security attacks, e.g. ransomware / hackers continues to be an ongoing challenge to mitigate risk and service disruption;
- b) Ensuring sustainable investment in digital assets at a time of financial constraint;
- c) Ensuring investment in digital solutions delivering service improvement and cost reduction.

4: People Strategy and Investing in our Workforce

- a) Sustaining current service delivery with a decreasing budget;
- b) Seamlessly moving from one Occupational Health provider to another;
- c) Supporting the leadership agenda to bring about the desired organisational change
- d) Implement the sustained culture change necessary as part of the low pay agenda;
- e) Delivering the benefits of Investing in our Workforce;
- f) Identifying alternative service delivery approaches;
- g) Transformation of recruitment, work pattern seminars, special leave and absence processes;
- h) Further re-structuring of Employment and Reward to identify savings;

5: Procurement

- a) Deliver and demonstrate savings through procurement;
- b) Deliver the Purchase to Pay Project;
- c) Deliver a robust contract and supplier management tool;
- d) Deliver actions from Procurement Strategy 2015 - 18

Suggested changes to priorities in Service Plan

No changes

Finance and Integrated Service Support PI summary 16/17









01.1 Outcomes and Customer Feedback

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	17	7	3		Q1 16/17: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	13.55	1.6	7.5		Q1 16/17: Off Target One complaint @ 14 days.		5	Number of complaints complete at Stage 1	2
									Number of working days for Stage 1 complaints to be Completed	15
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	13.5	13.5	3		Q1 16/17: On Target		20	Number of complaints complete at Stage 2	1
									Number of working days for Stage 2 complaints to be Completed	3
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	72.73 %	100%	50%		Q1 16/17: Off Target Due to complaint stated earlier		95%	Number of complaints complete at Stage 1	2
									Number of complaints at stage 1 responded to within 5 working days	1
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	100%	100%	100%		Q1 16/17: On Target		95%	Number of complaints complete at Stage 2	1
									Number of complaints at stage 2 responded to within 20 working days	1



01.2 Making the Best Use of our Resources

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 12.305 m	£ 12.760 m	N/A		Q1 16/17: Performance against budget will be reported to the Council in September				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.53	1.69	1.13		Q1 16/17: On Target			Number of days lost (cumulative)	297.61
									Average number of FTE in service (year to date)	264.36

01.3 Corporate Health

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priority actions on target / completed, of the total number	80.95 %	100%	75%		Q1 16/17: Off Target Work continues within the service areas to address the off target actions. Six actions not reported on.		90%	Number of divisional & corporate priority actions	24
									Number of divisional & corporate priority actions on tgt/completed	18
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	90%	92%	95%		Q1 16/17: On Target			Number received (cumulative)	802
									Number paid within 30 days (cumulative)	759
06. Improve PI performance	% of PIs that are on target/ have reached their target.	100%	0%	50%		Q1 16/17: Off Target Reference individual Indicators in report for detail Two measures not reported.		90%	Number on tgt/ tgt achieved	2
									Number of PI's	4
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	0%		Q1 16/17: On Target No high risks		100%	Number of high risks reviewed in the last quarter	0
									Number of high risks	0

01.4 Improving for the Future







Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	75.86 %	30.77 %	19.05 %		Q1 16/17: Off Target 2015 - 7 audit actions off target. 2016 - 8 audit actions off target		90%	Number of on target actions	4
									Number of outstanding actions	21









Finance and Integrated Service Support Action report 16/17













03. Service Priority













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		25%	Q1 16/17: On Target Financial Assurance work continues and will be an ongoing process throughout the year. Work is underway with Health finance colleagues to establish the arrangements for supporting the new management structure for the partnership, including a timetable for joint monitoring reports.
FISS.S.02.01	02. New jobs and businesses are located in Midlothian	Embed community benefit clauses in all regulated procurements, targeting training opportunities, apprenticeships and work experience opportunities	31-Mar-2017		50%	Q1 16/17: On Target Community Benefit clauses included in all appropriate regulated procurements, work underway with Lifelong Learning team to help realise community benefits.
FISS.S.02.02		Continue to work with Local service providers to help them secure public sector contracts.	31-Mar-2017		100%	Q1 16/17: Complete 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		25%	Q1 16/17: On Target The in-house team is in place and has been able to deliver completed planning agreements with developers.
FISS.S.03.01	03. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Work with Services to develop service specific workforce plans which increase apprenticeship opportunities and prioritise any eternal recruitment to those leaving learning.	31-Mar-2017		100%	Q1 16/17: Complete.
FISS.S.04.01	04. Ensure equality of opportunity as an employer	Deliver and embed second People Strategy and the actions targeted for 2016/17 to ensure that our workforce is positive, motivated, high achieving, well led and well managed and there is an understanding about the employee proposition	31-Mar-2017		30%	Q1 16/17: On Target Actions progressing in line with agreed People Strategy. Code of Conduct, Policy development, and lifelong learning all part of low pay negotiations.








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		80%	Q1 16/17: On Target. Regular review of Equality activities including council reporting is undertaken by the Equality and Diversity Officer. A refresh of the Councils Equality Working Group is planned for 2016
FISS.S.04.03		Complete the Review of Local Government Workers Pay and Grading and if approved implement the changes	31-Dec-2016		33%	Q1 16/17: On Target Proposals approved and collective agreement secured. Implementation underway.
FISS.S.05.01	05. Ensure sustainable strategy for the delivery of council services	Maintain momentum of the ISS Project to transform Service support, improve customer service, effectiveness and efficiency of service provision	31-Mar-2017		25%	Q1 16/17: On Target Actions progressing
FISS.S.05.02		Ensuring robust governance and monitoring and challenge of current Transformation Programme - ISS, Children Services, Customer Service, Education and Services to Communities	31-Mar-2017		85%	Q1 16/17: On Target A robust approach and timetable is already in place but will be enhanced by the inclusion of oversight of all key change initiatives.
FISS.S.05.03		Delivering Excellence - ensuring progress and tangible outcomes by monitoring progress of Services progressing through Delivering Excellence framework	31-Mar-2017		25%	Q1 16/17: On Target Delivering Excellence programme to be monitored via Business Transformation Steering Group
FISS.S.05.04		Achieve the actions set out in the Total Document Management project plan	31-Mar-2017		25%	Q1 16/17 : On Target General - Education Access to CS10 The test environment has been configured and successfully accessed from an Education user account. Further testing has highlighted that further investigation is required to allow education user access to workflow forms within CS10. Following this, configuration to Live will be required to enable the Employment and Reward contractual changes workflows for Education users. Purchase To Pay Workstream Further progression to a live pilot is dependent on the Integra upgrade which is planned for September 2016. Business Services Workstream Training for mobile phone administrators has been completed. Guidance and communication on the new process is being drafted Policies and Procedures Workstream - Health & Safety and Emergency Planning Digital Services are nearing completion on the development of a generic portal module that will support future roll out of the portal to other service areas. Health & Safety/Emergency Planning are reviewing content for the portal and Digital Services aim to have a Live portal completed by the end of July with the Education link created by the start on the new school term.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
	05. Ensure sustainable strategy for the delivery of council services					Executive Officer Support Executive Officer Support (Admin): File plan agreed and developed. User training completed. Live since mid June Casework: Disciplinary casework process mapping completed. Framework of workflow design has been completed and presented to Human Resources and Organisational Development. Feedback and further development ongoing. Committee reports: In conjunction with Democratic Services options for committee reports drafting and submission have been discussed. Next step to develop demo to present options to CMT for consideration.
FISS.S.05.05	05. Ensure sustainable strategy for the delivery of council services	Continue to Implement Committee Management system and functionality	31-Mar-2017		25%	Q1 16/17: On Target Phase 2: Report Authors A workshop was held in conjunction with the Total Document Management team to explore the options for the end to end process from drafting a committee report to the publication of the report. A demo is being developed to present options to CMT for consideration.
FISS.S.05.06		Strengthen our Maximising Attendance policies 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		25%	Q1 16/17: On Target Changes to the Human Resources and Organisational Development Policies are being progressed as part of the review of low pay. The employees Code of Conduct is in the process of being improves and updated - request made to extend due date to October 2016.
FISS.S.05.07		Maintain PSN compliance	31-Mar-2017		25%	Q1 16/17: On Target Digital Services continues to review and monitor all Council applications to ensure PSN compliance is maintained.
FISS.S.05.08		Achieve the targets set out in our procurement Contract Delivery Plan 2016/17 to deliver cashable savings	31-Mar-2017		100%	Q1 16/17: Complete Contracts being delivered on schedule as per the contract delivery plan
FISS.S.05.09		Completion of the unaudited Statutory Accounts for 2015/16 to ensure that we maintain strong financial management and stewardship	30-Jun-2016		100%	Q1 16/17: Complete.
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		10%	Q1 16/17: Off Target External Auditors are now engaged with pre-audit work completed.
FISS.S.05.11		Deliver quarterly financial reports and commentary to Council	31-Mar-2017		10%	Q1 16/17: Off Target Financial Monitoring reports for Quarter 1 will be presented to Council in September.
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		25%	Q1 16/17: On Target Financial Strategy to June Council agreeing timetable.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		25%	Q1 16/17: On Target The in-house court team is in place and is supporting Children and Families to improve quality of documentation required for court. Court systems are being prepared and it is intended to lodge cases in court by Q4.
FISS.S.05.14		Implement revised Standing Orders to support internal Council governance arrangements	31-Mar-2017		25%	Q1 16/17: On Target Revised Standing Orders have been drafted but not yet approved by Council.
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		0%	Q1 15/16: Off Target 180 Purchasing Cards now live. Purchase Ordering implementations complete for Lifelong Learning & Employability and Democratic & Document Services.
FISS.S.05.16		Introduction of SEEMIS: Wellbeing Application including training and ongoing support for GIRFEC	31-Dec-2016		75%	Q1 16/17: On Target System Admin training completed in May. Training on use of Wellbeing Application delivered to 100 Education staff in June. Named Person Support staff to be trained in July/Aug.
FISS.S.05.17		Supporting the applications requirements for the Inter Agency Information Exchange with Health (Phase 1 - Adults)	30-Jun-2016		50%	Q1 16/17: Off Target Mosaic upgrade completed 12/7. Further infrastructure work planned 24/7. NHS Lothian configuration scheduled August. IIE testing scheduled for September.
FISS.S.05.18		Develop and achieve actions set out in the Business Services Improvement plan	31-Mar-2017		25%	Q1 16/17: On Target Classification of workstreams within the improvement plan has been agreed with a number of workstreams identified. Work is continuing on developing the scope of these workstreams.
FISS.S.05.19		Review the Employment and Reward Management structure to improve flexibility and resilience.	30-Jun-2016		15%	Q1 16/17: Off Target Piloted an alternative reporting structure, now withdrawn. Aligned Team leaders broadly under HR BP remits.
FISS.S.05.20		Refresh the Employment and Reward Service Transformation Plan to deliver quantifiable savings.	30-Jun-2016		25%	Q1 16/17: Off Target Talentlink Health Check on 19/07/2016 used to refresh thinking on recruitment. 3rd Party Payments, absence and outcomes from Investing In Our Workforce may offer further opportunities.
FISS.S.05.21		Implementation of Digital Services Asset Management and Investment plans Corporate/Schools	31-Mar-2017		25%	Q1 16/17: On Target 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		25%	Q1 16/17: On Target Digital Strategy is progress and Midlothian Council has now signed up to the 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 PI Report 16/17

03. Service Priority										
PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
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	New for 16/17		30%			Q1 16/17: On Target Vision- Great place to grow development Workforce- plans now developed Management development – courageous conversations Org change – low pay collective agreement	100%	
FISS.S.04.02a		Progress against Council's Mainstream report and ongoing campaigns	New for 16/17		25%			Q1 16/17: On Target The Report is progressing as planned for publication on 30th April 2017	100%	
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%			Q1 16/17: On Target A robust approach and timetable is already in place but will be enhanced by the inclusion of oversight of all key change initiatives.	100%	
FISS.S.05.08a		Percentage of actions in the Contract Delivery Plan that are completed or on target	100%	75%	100%			Q1 16/17: On Target.	100%	
P-CORP6aiii	06. Benchmarks	Sickness Absence Days per Teacher (CUMULATIVE) (LGBF)	4.17	1.02	1.34			Q1 16/17 Data only at this time. 2015/16 Data will be published in January 2017		14/15 Rank 6 (Top Quartile) 13/14 Rank 5 (Top Quartile)
P-CORP6biii		Sickness Absence Days per Employee (non-teacher) (CUMULATIVE) (LGBF)	9.9	2.36	2.47			Q1 16/17 Data only at this time. 2015/16 Data will be published in January 2017		14/15 Rank 11 (Second Quartile) 13/14 Rank 14 (Second Quartile)

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CORP6	06. Benchmarks	Sickness Absence Days per Employee (All employees)	8.29	2	2.17			Q1 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 organisation.	8	14/15 Rank 8 (TOP Quartile)
P-CORP3c		The gender pay gap between average hourly rate of pay for male and female council employees	£0.68	New				Q1 16/17: This is a new indicator introduced to the Local Government Benchmarking Framework and will be reported annually		New for 15/16
P-CORP8		Percentage of invoices sampled and paid within 30 days (LGBF)	89.7%	95.0%	88.8%			Q1 16/17: Off Target. The% total value of invoices paid within 30 days is 97.39%. Service areas to continue to work to ensure invoices paid within 30 days and a review of overall performance is to be undertaken.	95.0%	14/15 Rank 15 (Second Quartile) 13/14 Rank 11 (Second Quartile)

Local Government Benchmarking Framework - Finance and Integrated Service Support

The LGBF data for 2015/16 will be published by the Improvement Service in January 2017
Service performance information for 2015/16 is detailed where available



Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-CORP1	Central Support services as a % of Total Gross expenditure (LGBF)	4.24%	4.15%	3.56%	4.39%	5.26%	Data will be published in January 2017	14/15 Rank 20 (Third Quartile) 13/14 Rank 11 (Second Quartile)
P-CORP2	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		14/15 Rank 25 (Bottom Quartile). 13/14 Rank 25 (Bottom Quartile)
P-CORP3b	The Percentage of council employees in top 5% of earners that are women (LGBF)	44.6%	41.6%	45.6%	48.8%	47.7%		14/15 Rank 25 (Third Quartile). 13/14 Rank 24 (Third Quartile)
P-CORP3c	The gender pay gap between average hourly rate of pay for male and female council employees	Not measured until 2015/16					£0.68	New for 15/16
P-CORP6aiii	Sickness Absence Days per Teacher (CUMULATIVE) (LGBF)	Not measured until 2013/14			5.25	5.5	4.17	14/15 Rank 6 (Top Quartile) 13/14 Rank 5 (Top Quartile)
P-CORP6biii	Sickness Absence Days per Employee (non-teacher) (CUMULATIVE) (LGBF)	Not measured until 2013/14			10.05	10.11	9.9	14/15 Rank 11 (Second Quartile) 13/14 Rank 14 (Second Quartile)
P-CORP8	Percentage of invoices sampled and paid within 30 days (LGBF)	81.2%	83.1%	93.3%	93.4%	93.0%	89.7%	14/15 Rank 15 (Second Quartile) 13/14 Rank 11 (Second Quartile)

Property & Facilities Management Quarter One 2016/17 Performance Report



01. Progress in delivery of strategic outcomes

1: Property Assets

- a) Sale of Cockpen Centre to a third party at higher than estimated disposal value.
- b) Adoption of the new Central Energy Efficiency Fund and enhancement of the fund through proposals from Salix bank is now complete, resulting in funds allocated against identified carbon reduction measures.
- c) Following the Council decision to proceed with Depot relocation, consultation and design procurement has commenced. Dalkeith Town Centre Regeneration outline business case options are being progressed with external consultants.

2: Facilities Services

- a) Catering performance remains well above the national average in both Primary and High School meals in the annual school meal census.
- b) Partnership working between Catering staff and pupils in Penicuik HS Home Economic Department produced a function for 120 in the school.
- c) Positive feedback from the HMle (Her Majesty's Inspectorate of Education) Health and Well-being Inspector after the inspection at Mauricewood Primary School.
- d) Positive feedback from Edinburgh College following a six month work placement at Dalkeith Campus.
- e) Two members of staff successfully completed their SVQ Level 2 in professional cookery at Edinburgh College.
- f) Successful start up of new cleaning and caretaking contract with Melville Housing at the Corn Exchange, Dalkeith.
- g) Facilities Services staff provided support for the MidAid charity project, two elections and the successful planning and stewarding of the royal visit to the Corn Exchange during Q1.

3: Sport and Leisure

- a) Lasswade Community Sport Hub Awards – following the launch of the Lasswade Community Sport Hub in 2015 involving over 15 sport clubs from the local area, a Hub Awards evening to celebrate sport within the community was organised at Lasswade High School with a large audience of over 100.
- b) Active Schools Summer programme organised for both Dalkeith High School Campus and The Lasswade Centre during the summer break.
- c) Walking Rugby was launched in Midlothian during June. Designed for over-50s to keep active where running is not permitted and there is no contact allowed either. Former Scotland and British and Irish Lions prop Peter Wright backed the kick-off of Walking Touch Rugby.
- d) Upbeat Dance and Active Schools put on a spectacular Dance Showcase involving 9 Primary Schools from across Midlothian, at Dalkeith Campus. KIC Dance and Active Schools also hosted 6 Primary Schools in a showcase at the Lasswade Centre.
- e) Midlothian Primary Schools participated in the Tesco Bank Football Challenge Festival at Dalkeith Thistles Junior Ground. One hundred local primary school children from across Midlothian are the latest to have taken part in 6 weeks of coaching sessions as part of the Scottish FA's flagship participation programme.
- f) Lasswade High School students took part in Active School's ClubGolf Delivery training and are now rolling out ClubGolf taster sessions to P5 pupils at St Marys, Burnbrae, Bonnyrigg and Paradykes Primary School. Developing the children's putting, chipping and full swing skills.

4: Building Services

- a) Midlothian Council has now maintained a level of 100% of housing stock meeting the SHQS. This has been achieved through various works programmes although some properties, through refusal of entry, are classified as exemptions.
- b) Property Maintenance has developed a 5 year business programme based on stock condition surveys to maintain the SHQS up to 2020, within the budget of £60 million up to 2035.
- c) £5,635,000 funding secured to deliver energy efficiency projects since 2011.
- d) £468,368 new funding secured from Scottish Government and Energy Company with an obligation to deliver the external wall insulation scheme throughout Midlothian.
- e) Bright Sparks facility completed and handed over to the client.
- f) School building programme has increased to five sites delivering primary schools at Gore Glen, Bilston, Roslin and Paradykes, plus the new high school at Newbattle.

02. Emerging Challenges

1: Property Assets

- a) Funding required for investment in improvements required to workshop units. Improvement plan has been prepared utilising funding from the Property Investment Account whilst alternative sources of funding are also being sought.
- b) Ensuring Central Energy Efficiency Fund monies aimed at carbon reduction targets are allocated within the next quarter. Close working with Building Services established; key works planned for summer months.
- c) Wider adoption of K2 data storage system across the Service. Training sessions arranged for Development and Investment Teams. Service Managers have agreed to develop a common file structure to enable all relevant data to be stored and accessed by various Council services.

2: Facilities Services Management

- a) To develop menus in line with the feedback from the recent HMIE Inspection which are acceptable to the pupils.
- b) To continue to look at innovative ways to encourage High School pupils to use our service despite competition from the High St.
- c) To review the service to look at ways to maximise income/reduce waste.
- d) To open the 2 new primary schools at Gore Glen and Bilston including staff training in the new premises and ensure full service is provided from the outset.
- e) To provide resources and flexibility in support of the summer maintenance programme in schools, in conjunction with Building Services.

3: Sport and Leisure

- a) Working with an outdated till system software until the procurement of the system is complete and installed.
- b) Working on strategies to eliminate overtime for staff in Sport and Leisure following the Low Pay regrading, whilst dealing with sickness absence and staff holidays/training.
- c) Fitness Trail in Bonnyrigg - Pre-tenders have been returned and are being assessed before final procurement/installation.
- d) Addressing the budget gap from the loss of income due to free swimming for school children during holiday periods.

4: Building Services

- a) Completing EWIM 2 on programme and budget whilst keeping all affected departments up to date on proposed moving dates and any unforeseen delays.
- b) Monitor workloads and pressure on staff ensuring the correct resources are available to assist in the following projects against a rising market of costs and labour shortage: 4x Primary schools, 1 Secondary School, Complex Care Home, Phase 2 Housing sites, Woodburn Hub, EWIM 2 inclusive of Buccleuch House / Depot, Pentland and Midfield House refurbishments.
- c) Working with Property Assets and Housing colleagues to identify future housing sites for the new build programme.

Suggested changes to priorities in Service Plan

Additional Information

Replace

PFM.S.09.01a - The percentage of properties achieving turn - around time of less than 20 working days (inclusive of homeless properties)

with

PFM.S.09.01a Average turn-around of properties (inclusive of homeless properties) Target 20 working days

Replace

PFM.S.05.02 - Undertake programme of work to upgrade Council Houses to the Scottish Housing Quality Standard by 2015

with

PFM.S.05.02 - Continue to undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard (2015).

New Action to be added

PFM.S.04.04 Energy Saving Measures for Operational Buildings

Change Target

PFM.S.02.01d Number of trainees within Sport and Leisure completing courses. Annual Target increased from 1 to 4.

Change to Wording

PFM.S.07.04b Performance Indicator scores in registered Leisure Centres **Change to** Performance Indicator scores in (selected) registered Leisure Centres

Property & Facilities Management PI summary 16/17









01.1 Outcomes and Customer Feedback

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	813	199	319		Q1 16/17: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1		1.6	1.97		Q1 16/17: On Target		5	Number of complaints complete at Stage 1	
									Number of working days for Stage 1 complaints to be Completed	575
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	7.63	4	13.67		Q1 16/17: On Target		20	Number of complaints complete at Stage 2	3
									Number of working days for Stage 2 complaints to be Completed	41
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days		94.68 %	92.81 %		Q1 16/17: Off Target 271 of 292 complaints responded to within 5 working days.		95%	Number of complaints complete at Stage 1	
									Number of complaints at stage 1 responded to within 5 working days	271
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	100%	100%	66.67 %		Q1 16/17: Off Target 1 of 3 complaints at this stage off target.		95%	Number of complaints complete at Stage 2	3
									Number of complaints at stage 2 responded to within 20 working days	2



01.2 Making the Best Use of our Resources

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 13.166 m	£ 12.912 m	N/A		Q1 16/17: Performance against budget will be reported to the Council in September				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	9.58	2.11	2.99		Q1 16/17: Off Target			Number of days lost (cumulative)	1,607.7
									Average number of FTE in service (year to date)	537.26

01.3 Corporate Health





Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	100%	100%	100%		Q1 16/17: On Target		90%	Number of service & corporate priority actions	28
									Number of service & corporate priority actions on tgt/completed	28
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	83%	88%	80%		Q1 16/17: Off Target		85%	Number received (cumulative)	2,893
									Number paid within 30 days (cumulative)	2,317
06. Improve PI performance	% of PIs that are on target/ have reached their target.	87.5%	84.38 %	83.87 %		Q1 16/17: Off Target Improvement actions are being put in place to bring PIs back on target.		90%	Number on tgt/ tgt achieved	26
									Number of PI's	31
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	100%	100%		Q1 16/17: No high risks identified		100%	Number of high risks reviewed in the last quarter	0
									Number of high risks	0








01.4 Improving for the Future




Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	0%	0%	33.33 %		Q1 16/17: Off Target 4 actions still outstanding from 2015 audit programme. 2 actions off target from 2017 programme.		90%	Number of on target actions	3
									Number of outstanding actions	9


Property and Facilities Management action report 16/17





03. Service Priorities








Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.01.01	01. Children and young people are supported to be healthy, happy and reach their potential	Continue to provide high quality nutritional school meals	31-Mar-2017		25%	Q1 16/17: On Target Uptake figures remain high and well above national averages for both Primary & High Schools. HMle report for Mauricewood Primary highlighted in May 2016" School lunches are good quality and look appealing on the service counter. There is a good uptake of fruit, and uptake of salad items is encouraged by P7 helpers which is having a positive impact."
PFM.S.01.02		Promote and deliver Active Schools programmes to school children	31-Mar-2017		25%	Q1 16/17: On Target Ongoing promotion of Active Schools programmes and events through Active Midlothian website, @active_mid Twitter, printed materials and presence at school events. A total of 2121 distinct pupils engaged in Active Schools extra curricular programmes and 2018 pupils attending a variety of Active Schools sports events.
PFM.S.01.03		Undertake programme of work to improve/upgrade Primary School Estate - Bilston, Gorebridge, Roslin, Paradykes Primary School	31-Mar-2017		25%	Q1 16/17: On Target Bilston and Gorebridge
PFM.S.01.04		Undertake programme of work to deliver improvement/upgrade High School Estate - Newbattle High School	31-Mar-2017		25%	Q1 16/17: On Target Newbattle, <ul style="list-style-type: none"> • Works remain on programme • Foundation works have started with the formation of the reinforcement cages etc. • Completion of the building element scheduled for March 2018 • Regular cycle of project board meetings now in place.



Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.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		25%	Q1 16/17: On Target 15 trainees completed courses in Q1.
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		25%	Q1 16/17: On Target All contracts contain a clause to include local labour
PFM.S.04.01	04. Environmental limits are better respected, especially in relation to waste, transport, climate change and biodiversity	Review and implementation of recommendation from the Carbon Reduction Commitment (CRC) plan	31-Mar-2017		25%	Q1 16/17: On Target The preparation of the Carbon Reduction Document (CRC) return for 2015/16 almost completed and will be ready for submission by 29/07/2016.
PFM.S.04.02		Identification and instigation of projects as recommended as part of the Carbon Management Plan	31-Mar-2017		25%	Q1 16/17: On Target Progress with identifying and implementing projects are well under way. We have identified 45 sites where the heating controls need upgrading. In addition we are in the process of designing a lighting upgrade at Fairfield House to LED. A telephone conference with the funders, Salix Finance Ltd, has been arranged for 19/07/2016
PFM.S.04.03		Energy saving measures for Housing	31-Mar-2017		25%	Q1 16/17: On Target Ongoing programme of energy savings initiative being implemented to maximise grant awards.
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		25%	Q1 15/16: On Target 137 houses built to date on Phase two sites. A further 96 units currently under construction are: . 41 units at Edgefield Road. 10 Units have been handed over to housing . 18 units at Polton Street . 37 units at Stobhill Site (51b) at Stobhill Road due to commence in July 2016. Newbyres site demolition Complete . Establishing final sites to complete the phase 2 project still requiring agreement with housing
PFM.S.05.02		Undertake programme of work to upgrade Council Houses to the Scottish Housing Quality Standard by 2015	31-Mar-2017		25%	Q1 16/17: On Target Heating, bathroom, windows and doors surveys and roughcasting contract ongoing. Surveys for reactive repairs questionnaire has 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

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.05.03	05. More social housing has been provided taking account of local demand	Complete survey and report into EESSH compliance of Midlothian social housing. Strategy to be formulated to meet target by 2020.	31-Mar-2017		25%	Q1 16/17: On Target 93% of Midlothian Council Housing stock currently meet the Energy Efficient Standard for Social Housing (EESSH). Consultant has been asked to produce a current report to establish all works required to meet the 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		25%	Q1 16/17: On Target To the end of June 2016 36 minor adaptations have been completed and 8 Major adaptations of ramps and wet floor bathrooms have been completed.
PFM.S.07.01	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Promote and deliver MAC (Midlothian Active Choices) programmes	31-Mar-2017		25%	Q1 16/17: On Target Received 159 referrals for this quarter. Promoted through groups/forums/events to promote and represent MAC; Cardiac Rehab Group TCAT meetings including launch event. Healthy Living Group, Health & Wellbeing Practitioner Forum, Spring Team Women's Group and Surestart Groups. Initial 1-2-1 consultations - 56, 12 weeks reviews - 32, Supervised gym sessions – 33, 1-2-1 gym sessions - 170, MAC classes - 32, Seated exercise/postural stability class – 5 . Partner in developing Weight Management and Diabetes Prevention Pathway.











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.07.02	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		25%	<p>Q1 16/17 On Target: Ageing Well has delivered 62 classes per week over 22 different activities attracting approximately 700 participants each week.</p> <p>This figure includes 4 new groups in Mayfield, Gorebridge and Newtongrange including a spin cycling class specifically tailored for this age group as well as badminton and table tennis. Ageing Well held their first new age kurling tournament in May to bring together all the groups who play the sport weekly. 34 took part in this fun event and a new group was formed in Newtongrange to cater for the increased interest in the sport which is suitable for all abilities including the frailer elderly.</p> <p>Ageing Well's singing group have entertained community groups and day care settings and held their annual fundraising concert raising £1750 for two local charities.</p> <p>Ageing Well also offered a morning of functional fitness tests in Dalkeith with 21 completing the tests and launched walking rugby as a trial activity for the project.</p> <p>There are currently 42 volunteers signed up with Ageing Well and 37 of them have been active in this quarter running walking groups, new age kurling, singing and table tennis. The Midlothian walking football team won the Glasgow Green tournament and the Gracemount one and came runners up in the Borders tournament and the Scottish walking football festival, beaten by Motherwell in the final.</p> <p>Spirit 2012, Legacy 2014 funding Ageing Well received funding to carry out a project within care homes, sheltered housing and frail elderly in the community. Care staff from seven care homes in Midlothian have now received training on the importance and benefits of physical activity and strength and balance exercises for the elderly. A walking challenge has been offered in all care homes as well as an opportunity to borrow games in preparation for the Senior Games. Part of the project is to work with Transform, a youth volunteering project, who attend 4 sheltered housing complexes offering activities to residents and encouraging them to continue to be active more regularly as well as offer support and social skills to the young volunteers. Two postural stability classes are also being offered as part of this project to encourage the frail elderly to stay active, specifically tailoring exercises around strength and balance to reduce the risk of falls and increase functional ability to be able to lead as independent a life in the community for as long as possible.</p>











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.07.03	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Promote and maintain uptake and use of leisure facilities	31-Mar-2017		25%	<p>Q1 16/17: On Target</p> <p>Tonezone Marketing Plan in place as part of the Sport and Leisure Business plan for 2016/ 2017.</p> <p>May promotion (join between the 1st and the 15th of May for £5.00) gained 201 new members.</p> <p>Corporate Parenting cards currently sitting at 37.</p> <p>Fit in 8 as at the 30th of June was 303 plus 25 Midlothian Council staff.</p> <p>Active Golden Years membership seen a positive growth on the back of the new fees and charges.</p> <p>Summer of Sport brochure (22 pages) distributed to all school children within the county.</p> <p>Free swimming for all school children during the summer holidays.</p> <p>New promotional video -Staff from Sports Development, Active Schools and the leisure centres where involved in the production of a new promotional video highlighting Midlothian Sport & Leisure services. The video highlights other services run through sport & leisure such as, Ageing Well, Midlothian Active Choices, Active Schools, Community Recreation, Football & Rugby Development.</p>
PFM.S.07.04		Delivery of high quality Healthy Living Service	31-Mar-2017		25%	<p>Q1 16/17: On Target</p> <p>Update on Memberships we have 5056 members 1,154 Platinum, 670 Gold, 2036 Silver,394 Bronze,575 Active Golden Years and 227 Teenzone memberships.</p> <p>Tonezone Marketing Plan was launched in April with different campaigns concentrating on retention.</p> <p>Get Going with Active Schools Awards Scheme – certificates and flyers distributed to participants this quarter.</p> <p>Summer of Sport booklets distributed to all primary and S1-2 pupils included Get Going advert.</p> <p>Midlothian Active choices received 159 referrals for the quarter</p> <p>Partner in developing Midlothian Weight Management and Diabetes Prevention pathway and single referral process now in place.</p> <p>Counterweight adult weight management programmes are all in place.</p>
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		25%	<p>Q1 16/17: On Target</p> <p>All Housing contract documents contain a clause to demand secure by design certification.</p>
PFM.S.09.01	09. Deliver efficient Services	Delivery of high quality Property Maintenance Services	31-Mar-2017		25%	<p>Q1 16/17: On Target</p> <p>Monitored through satisfaction surveys and Feedback forms.</p>















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.09.02	09. Deliver efficient Services	Delivery of high quality Facilities Management Services	31-Mar-2017		25%	Q1 16/17: On Target Facilities Service continues to deliver high quality services. The service level agreement was reviewed and updated in May 2016. Ongoing negotiations with Education to implement the changes to reflect the efficiencies savings within the janitorial and cleaning services and work towards roll out at the start of the new school year. Staff training remains a priority to fulfil all building cleaning and janitorial functions and a new training plan has been introduced in Q4 15/16.
PFM.S.09.03		Implement/set programme of office closures within Council estate	31-Mar-2017		25%	Q1 16/17: On Target EWiM 2 Office rationalisation EWiM Phase 2; Office rationalisation Currently 75% complete with the relocation of c250 staff The remaining works are on hold for a decision to be made following the decision to progress the Dalkeith Town Centre to a full business case EWiM Phase 3; Depot rationalisation Instructed to progress at Council Meeting 18 May 2016 Target completion June 2019 EWiM 4; Dalkeith Town Centre Regeneration Instructed on 18 May 2016 to develop full business case with range of options and associated risks; this also includes progressing design to a conceptual stage
PFM.S.09.04		Ensure existing facilities in PPP schools are maintained appropriately and the standards of the contracts are delivered	31-Mar-2017		25%	Q1 16/17: On Target
PFM.S.09.05		Prepare and implement a rolling review of rents of the Council's non-operational land and buildings	31-Mar-2017		50%	Q1 16/17: On Target Good progress made on agreeing revised rentals and implementing the introduction of the modernised leases
PFM.S.10.01	10. Inequalities in learning outcomes have reduced	Meet the educational needs of increased numbers of pupils in Midlothian. Complete construction of Gorebridge and Bilston primary schools.	31-Mar-2017		95%	Q1 16/17: On Target Set to be complete August 2016.
PFM.S.10.02		Develop proposals to Scottish Futures Trust to enable meeting new 1020hrs target for nursery places	31-Mar-2017		25%	Q1 16/17: On Target Proposal submitted to Scottish Futures Trust.
PFM.S.11.01	11. Midlothian is an attractive place to live, work and invest in	Management and development of the Council's extensive land interests at Shawfair	31-Mar-2017		25%	Q1 16/17: On Target Good progress on Council Report (Dec 15) actions 1-6.















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		25%	Q1 16/17: On Target Good progress on Council Report (Dec 15) actions 1-6.
PFM.S.11.03		Confirm primary school sites to be safeguarded with education	31-Mar-2017		25%	Q1 16/17: On Target Hopefield Primary School procurement progressing.















03. Service Priorities











PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
PFM.S.01.01a	01. Children and young people are supported to be healthy, happy and reach their potential	% uptake of Primary School meals - aim to maintain at 11/12 level (LPI)	81.4%	72.8%	79.6%			Q1 16/17: On target Uptake remained good despite lots of trips and events in the summer term.	70%	57.82% - Average per family group (APSE 14/15)
PFM.S.01.01b		% uptake of High School meals	51.9%	45.6%	45.1%			Q1 16/17: On target New retail openings around High Schools continue to affect sales. Target for Q1 seasonally adjusted.	50%	43.89% - Average per family group 2014/15(AP SE)
PFM.S.01.02a		Number of distinct activities - Active Schools programmes to school children	50	55	24			Q1 16/17: On Target Active Schools delivered 25 different activities to P1-S6 pupils, with the introduction of new snowsport programmes including skiing and snowboarding. Year end target is 38.	38	
PFM.S.01.04a		Amounts raised through capital bids towards refurbishing of non housing estates	N/A	N/A	£1,800,000			Q1 16/17: Complete.	£1,800,000.00	
PFM.S.02.01a	02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of trainees within service completing courses	32	17	15			Q1 16/17: On Target	14	

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
PFM.S.02.01b	02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of trainees within Property Maintenance completing courses	15	10	7			Q1 16/17: On Target 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	
PFM.S.02.01c		Number of trainees within Facilities Services completing courses	7	3	4			Q1 16/17: On target 3 staff attending Edinburgh College for SVQ Level 2 Food Production & 1 trainee from Edinburgh College at Dalkeith Campus.	3	
PFM.S.02.01d		Number of trainees within Sport and Leisure completing courses	10	4	4			Q1 16/17: On Target During quarter 1 four people have been employed on a casual basis as Lifeguards two at Loanhead Leisure Centre and two at Lasswade centre. They previously attended their NPLQ (National Pool Lifeguard Qualification) training course within Midlothian Leisure Centres to become Lifeguards. Total for quarter 1, is 4 people	4	
BS.PFM.S.03.01a	03. New jobs and businesses are located in Midlothian	Percentage of contracts engaging in local businesses	100%	100%	100%			Q1 16/17: Complete All Contracts have local business clauses inserted.	100%	
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	15,760	12,572			Q1 16/17: On Target. Annual equivalent.	13,436	Benchmark ed internally against target from 06/07 of 6213 tonnes over a 5 year period. To date we have achieved a carbon reduction of 7450 tonnes

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
PFM.S.05.01a	05. More social housing has been provided taking account of local demand	Number of new build council houses	91	91	0			Q1 16/17: On Target No houses have yet been completed, which was the plan for this stage. Q2 will show handover of Edgefield Road Site	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%			Q1 16/17: On Target 100% of Midlothian Council houses are free from serious disrepair. (15 exemptions which reflect rate of 99.78%).	100.0%	
PFM.S.05.02b		The % of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%			Q1 16/17 : 100% of Midlothian Council houses have modern facilities. (479 exemptions which reflect rate of 93.24%)	100.0%	
PFM.S.05.02c		The % of the Councils housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	100.0%	100.0%	100.0%			Q1 16/17: On Target	100.0%	
PFM.S.05.02d		Progress of roughcast programme	0 complete	0 complete	31 complete			Q1 16/17: Off Target Contract has been late, work has commenced on the planned 220 properties for 16/17.	220 complete	
PFM.S.05.02e		Progress of bathroom replacement programme	377	112	101			Q1 16/17: Data Only Winding down of program. Majority of those remaining rejecting replacement.		
PFM.S.05.02f		Number of upgrades to central heating systems	313	36	80			Q1 16/17: On Target	280	n/a internal programme of works - benchmark against target

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
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%			Q1 16/17: On Target	100%	
PFM.S.07.01a	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Number of activities offered by MAC (Midlothian Active Choices)	New for 16/17		11			Q1 16/17: On Target There are 11 activities Daily 1-2-1 consultations Weekly Reviews 7xMAC Classes 1-2-1 Gym Sessions	16	
PFM.S.07.01b		Number of attendees during quarter to MAC(Midlothian Active Choices) activities	New for 16/17		861			Q1 16/17: Data Only Number of attendees during this quarter was 861		
PFM.S.07.03a		Number of attendances per 1,000 population to all pools	2,870	620	560			Q1 16/17: Off Target Wet side usage figures for quarter one show 48,617. Drop due to referendum and essential maintenance closures at Lasswade 31st May to 1st June and Newbattle Pool 25th May and 29th June.	3,040	
PFM.S.07.03b		Number of attendances per 1,000 population for indoor sports and leisure facilities	7,550	1,820	1,890			Q1 16/17: On Target Dry usage figures show 162,801. This is an increase on last years Q1 figure by 8,339 Referendum closures for Lasswade several days, also 3 Leisure centres and 5 Pavilions Loanhead Dance studio closed on 25th May for essential maintenance to Air Handling Unit.	8,290	
PFM.S.07.04b		Performance Indicator scores in registered Leisure Centres	92.44%	83.38%	92.22%			Q1 16/17: On Target Survey completed at Snowsports centre 92.22%	90%	
BS.PFM.S.07.02a		Number of activities offered by Ageing Well programmes to 50+ age groups	24	24	24			Q1 16/17: On Target MAC (Midlothian Active Choices) and Ageing Well delivered over 24 distinct activities on a weekly basis over this quarter.	16	

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
BS.PFM.S.07.04a	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Tone zone retention rate	56.66%	60%	54%			Q1 16/17: On Target Retention figures for quarter 1 shows 54%	55%	No accepted industry standard.
PFM.S.09.01a		The percentage of properties achieving turnaround time of less than 20 working days (inclusive of homeless properties)	63.46%	76.06%	N/A			Q1 16/17: Measure to be replaced with - Average turn-around time in quarter (inclusive of homeless properties) Target 20 working days.	83%	
PFM.S.09.02a		Cost per square metre cleaned	£8.90	£10.03	£8.90			Q1 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 2015	£10.03	£12.29 - Average per family group 2014/15 (APSE)
PFM.S.09.02b		Total square metres cleaned per hour	1.25	1.25	1.25			Q1 16/17: On Target Our aim is to be higher than the APSE national average of 1.09 sqm cleaned per FTE, currently at 1.25 sqm as published by the Association for Public Service Excellence (APSE) in December 2015	1.2	1.09 - Average per family group 2014/15 (APSE)
PFM.S.09.02c		Monthly number of meals prepared/monthly labour hours across production and dining centres.	10.3	9.14	8.9			Q1 16/17: Off target Reduced productivity in both Primary and High Schools due to study leave, 2 polling days and primary school trips/events.	10	8.46- Average per family group 2013/14 (APSE)
PFM.S.09.02d	09. Deliver efficient Services	Achieve greater than the Scottish average in the annual school meals census (Primary Schools)	72.8%	72.8%	76.1%			Q1 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%.	66%	Scottish Government Annual Survey of School Meals 2015 64.8%
PFM.S.09.02e		Achieve greater than the Scottish average in the annual school meal census (High Schools)	70.1%	70.1%	59.8%			Q1 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%	53.7%	Scottish Government Annual Survey of School Meals 2015 44.2%

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
PFM.S.09.04a	09. Deliver efficient Services	Percentage of PPP maintenance issues that are addressed within timescale (failure results in penalty to PPP contractor)	95%	95%	95%			Q1 16/17: On Target	90%	
PFM.S.09.05a		Proportion of commercial properties rent reviews complete	New for 16/17		50%			Q1 16/17: On Target Good progress has been made in agreeing revised rentals at Market Value and introducing new style leases.	65%	
C&L1c	12. Benchmarks	Total attendance at all pools	247,099	52,472	48,617			Q1 16/17: Off Target Wet side usage figures for quarter one show 48,617. Closures due to referendum - Lasswade closed for several days Closures due to essential maintenance, replacement of the Air Handling Unit on roof at Lasswade 31st May to 3rd June Closure due to essential maintenance at Newbattle in plant room 25th of May and 29th of June.	257,000	
P-HSN3		Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	93.1%	100.0%	79.5%			Q1 16/17: Off Target This value has dropped from 100% as a result of new builds being added to the total properties. We are in the process of gathering the information about these properties and fully expect this value to change back to 100%	100.0%	14/15 Rank 10 (Second Quartile). 13/14 Rank 25 (Bottom Quartile)
P-HSN5		Percentage of council houses that are energy efficient (LGBF)	100.0%	100.0%	100.0%			Q1 16/17: On Target 100% of Midlothian Council houses are energy efficient. 36 exemptions	100.0%	14/15 Rank 1 (TOP Quartile). 13/14 Rank 8 (TOP Quartile)

Local Government Benchmarking Framework - Property and Facilities Management

The LGBF data for 2015/16 will be published by the Improvement Service in January 2017
Service performance information for 2015/16 is detailed where available



Corporate Asset

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-C-AST1	Proportion of operational buildings that are suitable for their current use (LGBF)	85.8%	88.2%	88.3%	88.89%	88.69%	Data will be published in January 2017	14/15 Rank 9 (Second Quartile). 13/14 Rank 8 (Top Quartile)
P-C-AST2	Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)	76.42%		72.1%	81.5%	76%		14/15 Rank 26 (Bottom Quartile). 13/14 Rank 25 (Bottom Quartile)

Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-C&L1	Cost per attendance at Sports facilities (LGBF)	£5.50	£5.47	£7.00	£7.01	£7.61	Data will be published in January 2017	14/15 Rank 27 (Bottom Quartile) 13/14 Rank 27 (Bottom Quartile)
P-C&L5d	Percentage of adults satisfied with leisure facilities (LGBF)	79.7%	84.7%	77%	77%	72%		14/15 Rank 24 (Third Quartile) 13/14 Rank 18 (Third Quartile)

Housing Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-HSN3	Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	62.5%	80.2%	86.4%	94.4%	93.1%	93.1%	14/15 Rank 10 (Second Quartile). 13/14 Rank 25 (Bottom Quartile)
P-HSN4b	Average time taken to complete non-emergency repairs (LGBF)				7	7.37	Data will be published in January 2017	14/15 Rank 7 (TOP Quartile) 13/14 Rank 6 (TOP Quartile)
P-HSN5	Percentage of council houses that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.1%	100.0%		14/15 Rank 1 (TOP Quartile). 13/14 Rank 8 (TOP Quartile)