Communities and Economy
Performance Report Quarter Two 2019/20

Midlothian

Progress in delivery of strategic outcomes

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

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

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

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

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

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

Building Standards

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

Environmental Health

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

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

Planning

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

Challenges and Risks

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

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

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

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

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

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

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

Communities and Economy

Midlothian

Successes and Challenges

Corporate Performance Indicators (latest)
🔴 6 ✅ 7 📇 0 📊 6

Service Plan Actions (latest)
⚠ 6 ✅ 19 📇 0

Service Plan PIs (latest)
🔴 5 ✅ 22 📇 0 📊 12

Service Risks (latest)
⚠ 7

Corporate PIs Off Target as at 31st October 2019

PIs 🔴 6

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

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

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

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

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints escalated and complete within 20 working days

Service Plan Actions Off Target as at 31st October 2019

Actions ⚠ 6

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

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

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

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

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

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

Service Plan PIs Off Target as at 31st October 2019

PIs 🔴 5

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

Number of Easter Bush Development Board meetings held per annum

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

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

Consultation with SEPA and Scottish Government and completion of review

High Risks as at 31st October 2019

Risks ⚠ 0

7 Risks at Medium and 0 Risks are high

Key PIs
🔴 Off Target
✅ On Target
📊 Data Only Indicator
📇 Data is not yet available

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

Key PIs
🔴 Off Target
✅ On Target
📊 Data Only Indicator
📇 Data is not yet available

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