

Notice of meeting and agenda



Midlothian Council

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

Date: Tuesday, 08 May 2018

Time: 11:00 - 13:00

John Blair
Director of Resources

Contact:

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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	Minutes of Previous Meeting	
	Minute of Meeting of Midlothian Council of 27 March 2018 submitted for approval.	
	Minutes of Meetings for noting, information and consideration of any recommendations contained therein - Minute Volume attached.	
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5	Questions to the Council Leader	
	None	
6	Motions	
	None	
7	Public Reports	
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8 Private Reports

9.1	New Primary Schools in Dalkeith and Easthouses - Report by Director, Education, Communities and Economy (to follow)
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Minute Volume



Presented to the Meeting
of **Midlothian Council**
on **Tuesday, 8 May 2018**

Cabinet

Cabinet 27 February 2018

Planning

Planning Committee 20 February 2018

General Purposes

General Purposes Committee 9 January 2018

Local Review Body

Local Review Body 27 February 2018

Performance Review and Scrutiny

Performance Review and Scrutiny Committee 13 March 2018

Audit

Audit Committee 13 March 2018

For Information – Approved Minutes of Outside Organisations to which Council appoints representatives

Midlothian Integration Joint Board

Midlothian Integration Joint Board 11 January 2018

Appointment of Provost

Report by John Blair, Director, Resources

1 Purpose of Report

The purpose of this report is to invite the Council to fill the vacancy in the role of Provost.

2 Background

2.1 The Council at its meeting on 13 February 2018, having considered a report regarding the requirement for the Council, in terms of section 4 (6) of the Local Government etc. (Scotland) Act 1994, to fill a casual vacancy in the role of Provost as soon as practicable, agreed:-

- (a) to appoint Councillor Margot Russell to act as Provost until the Council meeting on 27 March 2018;
- (b) to leave the role of Depute Provost vacant meantime;
- (c) to note that Councillor Russell would revert to her role as Depute Provost on demitting the role of Provost at the commencement of the said meeting on 27 March 2018; and
- (d) to hold a further election to appoint a Provost on Councillor Russell demitting that office at the said meeting on 27 March 2018.

2.2 On 27 March 2018, as a result of a unanimous Motion to allow for meaningful dialogue between the political parties, the Council agreed to continue the decision on the appointment to the position of Provost until 8 May 2018

2.2 In accordance with that decision and following Councillor Russell having demitted office as Provost, in order to fulfil the requirements of the Local Government etc. (Scotland) Act 1994, the Council is invited to fill the vacancy in the role of Provost.

3 Report Implications

3.1 Resource

There are no additional resource issues arising from this report.

3.2 Risk

The Council would be in contravention of the Local Government etc. (Scotland) Act 1994 should it fail to appoint a Provost at this meeting.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

- ☐ Community safety
- ☐ Adult health, care and housing
- ☐ Getting it right for every Midlothian child

- ☐ Improving opportunities in Midlothian
☐ Sustainable growth
☐ Business transformation and Best Value
☒ None of the above

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3.4 Key Priorities within the Single Midlothian Plan

This report does not impact on the key priorities within the Single Midlothian Plan.

3.5 Impact on Performance and Outcomes

The report does not directly impact on Midlothian Council's performance and outcomes.

3.6 Adopting a Preventative Approach

The report does not directly impact on actions and plans in place to adopt a preventative approach.

3.7 Involving Communities and Other Stakeholders

The report does not directly relate to involving communities.

3.8 Ensuring Equalities

This report does not recommend any change to policy or practice and therefore does not require an Equalities Impact Assessment.

3.9 Supporting Sustainable Development

There are no sustainability issues arising from this report.

3.10 IT Issues

There are no IT issues arising from this report.

4 Recommendations

The Council is invited to appoint a Provost.

Date 19 April 2018

Report Contact:

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Background Papers: Report to Midlothian Council on 13 February 2018
 Minute of Midlothian Council of 13 February 2018
 Report to Midlothian Council on 27 March 2018
 Minute of Midlothian Council of 27 March 2018

Committee and Related Appointments

Report by Director, Resources

1 Purpose of Report

The purpose of this report is to invite Council to fill the current Committee vacancies and related appointments to outside organisations which are outstanding following the decision of Council on 27 March to defer consideration of these appointments until today's meeting.

2 Committees

The Scheme of Administration provides that the:-

- Local Review Body comprise of 10 Elected Members, currently 4 Labour; 3 SNP; 3 Conservative Members. One position requires to be filled;
- Appeals Committee comprise of 9 Elected Members, currently 4 Labour; 3 SNP; 2 Conservative Members. One position requires to be filled.

3 Other Appointments

3.1 Council is requested to consider making one appointment to the following outside organisations/partnership bodies:-

- Edinburgh and Lothian Area Tourism Partnership
- Edinburgh, Leith and District Battalion of the Boys' Brigade
- Lothian Mineworkers Convalescent Home Trust
- Lowland Reserve Forces and Cadets Association
- Midlothian Access Forum Core Group
- Midlothian Voluntary Action
- Scout Association (Midlothian area)

3.2 Council is further requested to consider an appointment to the following outside organisations, which appointments have been traditionally held by the Provost:-

- Midlothian Council Veterans' Champion;
- Scottish Provosts' Association

4 Report Implications

4.1 Resource Implications

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There are no resource implications in relation to this report.

4.2 Risk Implications

Failure to appoint to these vacant positions will in the instance of the Committees contravene Standing Orders and the Scheme of Administration.

4.3 Policy Implications

Strategy

There are no strategy implications arising from this report.

Consultation

No consultations have been undertaken in connection with this report.

Equalities

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

Sustainability

There are no sustainability implications arising from this report.

5 Recommendation

Council is invited to:

- (a) confirm the appointments to the Committee vacancies as set out in paragraph 2 and;
- (b) consider and confirm the appointments to the vacancies on outside organisations/partnership bodies as set out in 3.1 and 3.2.

9 April 2018

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Post of Chief Executive

Report by John Blair, Director, Resources

1 Purpose of Report

The purpose of this report is to advise the Council of:

- a) The resignation of the Chief Executive; and
- b) To consider the necessary actions to fill the resultant vacancy to the post of Chief Executive, Midlothian Council

2 Background

2.1 Resignation of Chief Executive

Mr Kenneth Lawrie, Chief Executive has formally notified the Leader of the Council of his resignation following his appointment to the post of Chief Executive, Falkirk Council with effect from 1 August 2018.

2.2 Procedure to fill the post of Chief Executive

Set out below is the relevant extract from the Council's Standing Orders in relation to this matter.

2.2.1 Midlothian Council Standing Orders

Standing Order 17, updated by Midlothian Council on 29 August 2017, is as follows:

"17 APPOINTMENT OF OFFICERS

17.1 A reference to the post of Chief Official means any of the following posts:

*Chief Executive
Director, Education, Communities and Economy
Director, Resources
Joint Director, Health and Social Care*

The appointment of Chief Officials will be made by the Council, on a recommendation by the Cabinet, which will also recommend conditions to apply to the posts.

17.2 The appointment of Heads of Service shall be by Cabinet, which shall agree conditions to be attached to the posts.

17.3 The authorised establishments of the Directorate of the Council will be determined by the Cabinet.

17.4 Any reference to a specified officer of the Council in these Standing Orders shall include any member of staff under the direction of that officer."

2.2.2 **Midlothian Scheme of Administration – Relative to Standing Order 7** Item 8.3

The following extract relates to matters which are reserved for Council and were updated by Midlothian Council at its meeting on 29 August 2017:

“q. appointment and dismissal of the Chief Executive and appointment of a Chief Official”

- 2.2.3 Members should note that any alternative approach to the appointment of the Chief Executive will require a suspension of Standing Orders of the Council.

3.0 **Recruitment Process**

3.1 **HR Advice and Support**

To provide further advice to Members alongside the internal HR team it is proposed that the Council engage the services of an appropriate HR consultancy with specialist knowledge in recruiting executive personnel.

3.2 **Recruitment Arrangements**

It is proposed that the internal HR Team and HR Consultants agree the recruitment strategy and interview process in consultation with relevant members.

Furthermore, it is recommended that the recruitment strategy be based on recognised good practice for the recruitment of executive personnel to large scale complex organisations.

4.0 **Report Implications**

4.1 **Resources**

It is proposed that the cost of recruitment to the position of Chief Executive be met from the Council's existing staffing budgets which provides for advertising and other associated recruitment costs.

4.2 **Risk**

The Council requires to operate with a Head of Paid Service Chief Executive to allow it to fully discharge its statutory responsibilities. It is therefore necessary for the Council to fill the position of Chief Executive as soon as possible.

4.3 **Single Midlothian Plan and Business Transformation**

The Chief Executive has a pivotal role in driving the Council forward and ensuring the delivery of the Single Midlothian Plan and working with senior officers to implement the Council's Transformation and Change Programme. In the process of making this appointment the Council will take into consideration any identified budgetary savings and consider if removal of these benefits would be a positive decision at this time.

4.4 **Key Priorities with Single Midlothian Plan**

The Chief Executive, supported by senior officers, is charged with ensuring that the outcomes and priorities as set out in the Single Midlothian Plan are implemented.

4.5 Input on Performance and Outcomes

The Chief Executive is the most Senior Officer within the Council and is responsible for the effective management of the Council providing advice and guidance on strategic policy matters and working closely with Elected Members.

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4.6 Adopting a Preventative Approach

No consideration of this is required.

4.7 Involving Communities and Other Stakeholders

No consultation has taken place in respect of the appointment to the post of Chief Executive.

4.8 Ensuring Equalities

The arrangements to fill the position of Chief Executive will be undertaken in accordance with the Council's Equality and Diversity in Employment Framework.

The framework ensures that all employment matters are determined solely on the basis of capability, qualifications, experience, skills and performance. The recruitment process should take due account of equalities issues.

4.9 Supporting Sustainable Development

No consideration of this is required.

4.10 IT Issues

There are no IT implications rising from the proposals set out in this report.

5.0 Summary

The proposals set out in this report are designed to provide leadership and stability, and to ensure that the Council has a Chief Executive to ensure the future success, leadership and operational management of the Council functions and the provision of services.

6.0 Report Implications

It is recommended that the Council:

- (a) Note the resignation of the Chief Executive and the Council's Standing Orders in respect of the appointment of Chief Officials;
- (b) Determine the Council's wishes in relation to the appointment and to proceed with the recruitment of a new Chief Executive on that basis; and
- (c) Remit to the Chief Executive to progress the procedures for the filling of the post as soon as possible as set out in section 3.0.

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Background Papers:

Midlothian Council Standing Orders
 Midlothian Council Scheme of Administration

GOVERNANCE FRAMEWORK FOR MIDLOTHIAN COMMUNITY PLANNING PARTNERSHIP

Report by Kenneth Lawrie

1 Purpose of Report

This report invites the Council to approve the proposed new governance arrangements for the Community Planning Partnership Board following the passage of the Community Empowerment (Scotland) Act 2015. The recommendations in this report have been approved by the Board, subject to agreement of partners own governance structures.

2 Background

2.1 Under the Community Empowerment (Scotland) Act 2015, Community Planning Partnerships were established as statutory boards with the following duties

- Shared Leadership
- Governance and Accountability
- Resourcing improvement
- Effective performance management

2.2 The Council accepted the recommendations of the previous report to Council in August 2017 on draft Governance arrangements and specifically that three Elected Members (the Leader or Deputy Leader and a representative of each of the other political Groups) from Midlothian Council to sit on the Community Planning Board. It is now further proposed that Council nominate a councillor to join each of the thematic partnership groups where membership is not defined in an Act of Scottish Parliament; that is : the Getting it Right For Every Midlothian Child Board, the Improving Opportunities Midlothian partnership and the Sustainable Growth Midlothian partnership .

2.3 The Board as currently established operates to a governance document that pre-dates the passage of the 2015 Act and clearly needs to be redesigned to meet new requirements. Coupled with this it has also been agreed by the Board that the new legislation will provide an opportunity to re-shape the ways of working for the Partnership to strengthen and facilitate effective engagement.

2.4 Five core partners are named in the legislation as responsible for the co- facilitation of the Partnership. These are – Midlothian Council, Scottish Enterprise, NHS Lothian, Police Scotland and Scottish Fire and Rescue.

2.5 The Community Planning Partnership Board agreed that a short-life working group be established incorporating the five core partners to bring forward proposals to the Board in relation to governance.

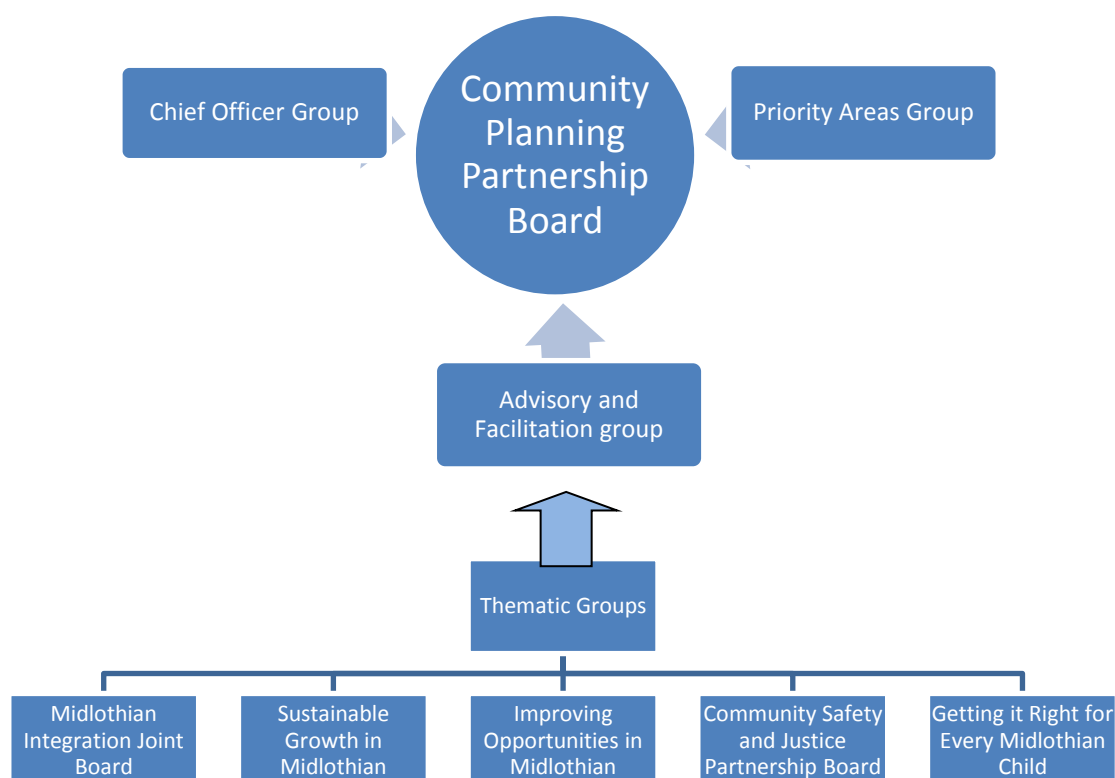
2.6 This group has now reported and its recommendations have been accepted by the CPP Board, subject to individual partners own governance arrangements confirming their agreement.

3 Midlothian Community Planning Partnership Board

3.1 The Board is responsible for:

- Providing strategic leadership; by developing and setting out a joint vision and agreed outcomes for the area in the form of the Single Midlothian Plan, with the overall aim of improving quality of life in Midlothian for all residents and reducing inequality gaps.
- Identifying and agreeing the resources necessary to achieve these shared outcomes.
- Holding each other to account for the delivery of outcomes through constructive challenge, effective performance reporting and self-evaluation
- Ensuring the partnership operates to agreed approaches of capacity building/ co- production; preventive interventions and localising / channel shifting access to services

Based on the discussions within the short-life working group, and having cognisance for the requirements under the 2015 Act, the proposal for the strategic governance of the work of the Board is set out below:



3.2 Group roles

The specific remit of each of the Groups is set out in appendix 1 - Detailed governance arrangements. The following provides a high level description of the Groups and their interaction with the Community Planning Partnership Board. The aim of the Groups that support the Board is to allow the Board to act as key decision maker and have a strategic overview of community planning in Midlothian.

Thematic Groups – it was agreed by the short-life working group that the existing five thematic groups, some of which are also statutory boards in their own right established under separate legislation, offered the best way of supporting community planning in relation to local and national priorities. These Groups will all have a link to the Community Planning Partnership Board at which they are directly represented by senior managers and elected members.

Chief Officer Group– it was suggested by the short-life working group that a separate forum would be useful to include the key decision makers within the five core partners to allow for discussion and decisions that will support the processes of the partnership and develop the co- facilitation requirement of the Community Empowerment Act.

Advisory and Facilitation Group – a group to support the mechanics of community planning, including performance reporting, cross theme connections, and links with neighbourhood planning in the communities of Midlothian and to provide expert advice to the Board in relation to legislation, policy etc.

Priority Areas Group – it was agreed by the short-life working group that a separate advisory and working group exist to support the key priority areas in Midlothian in relation to developing these communities in line with the Single Midlothian Plan.

3.3 Membership of the Board

There is a clear legal need, confirmed in both the 2003 and 2015 Acts, for local democratically elected representatives to participate in community planning. Unlike any other participants they have a unique mandate to represent the interests of local communities. As such the recommendation within this paper is that three Elected Members (the Leader or Deputy Leader and a representative of each of the other political Groups) from Midlothian Council to sit on the Community Planning Board.

In addition members are proposed as follows:

- Appropriate representation from each of the core public sector partners - Police, Fire, Scottish Enterprise, NHS and Midlothian Council
- A representative from Further Education
- A representative from Higher Education
- A representative from Skills Development Scotland
- A representative of the Integration Joint Board
- A representative of the Federation of Community Councils
- A representative of the Third Sector Interface Partnership
- A representative of Neighbourhood Planning groups
- A representative from each local membership umbrella body for the private sector business community; namely the Chamber of Commerce and Enterprise and the Federation of Small Business
- A representative from the Department for Work and Pensions
- A representative from the Armed Forces
- The Scottish Government Community Planning Link Director

It is suggested that and Scottish Natural Heritage, Scottish Environment Protection Agency and Scottish Water given their limited staffing capacity to engage with all 32 CPP's, and the need to make best use of their contributions, are invited to be partners in the sustainable growth thematic group.

- 3.4 It is proposed that the Council Leader or Deputy Leader will assume the Chair of the Board with the Vice Chair to be selected from the Membership of the Board.

- 3.5** If the Council are minded to accept the structural proposals within this paper, it is recommended that the full implementation of the new governance arrangements commences on 1 June 2018.

4 Report Implications

4.1 Resource

There are no resource implications arising from this report.

4.2 Risk

The Board has overall responsibility for effective risk management of the partnership risks, and has delegated the operational management to the community planning working group.

Partners are expected to maintain systems of internal control and assurance covering their business affairs which includes internal check, segregation of duties and proper authorisation of key documents.

4.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

- ☒ Community safety
- ☒ Adult health, care and housing
- ☒ Getting it right for every Midlothian child
- ☒ Improving opportunities in Midlothian
- ☒ Sustainable growth

4.4 Key Priorities within the Single Midlothian Plan

The revised arrangements for the CPP Board are intended to have a positive impact on healthy inequalities, learning inequalities and Economic inequalities within Midlothian.

4.5 Impact on Performance and Outcomes

The CPP Board has a duty to publish an annual performance report which measures progress against agreed outcome indicators. Of critical importance will be those indicators which measure closing the gap in the three key priority outcomes.

4.6 Adopting a Preventative Approach

In keeping with the Christie Report on the future of public services the CPP is driven by the recognition that the current model of service delivery is unsustainable. The Board has agreed to adopt prevention as a core approach.

4.7 Involving Communities and Other Stakeholders

The Community Empowerment Act 2015 requires public and stakeholder engagement in creation of the plan, and public reporting of performance. . The board has overall responsibility for ensuring that this is undertaken, and has delegated the operational management to the community planning working group.

4.8 Ensuring Equalities

An Integrated impact assessment has not been considered necessary for this report which deals with structural change and governance.

4.9 Supporting Sustainable Development

An Integrated impact assessment has not been considered necessary for this report which deals with structural change and governance.

4.10 IT Issues

There are no IT issues arising from this report.

5 Recommendations

The Council is invited to:-

- (a) agree the governance arrangements as set out in the attached paper;
- (b) agree representation at the Community Planning Partnership Board; namely, the Leader or Deputy Leader and a representative from each of the other political groups; and
- (c) nominate a councillor to attend each of the following thematic partnership groups – the Getting it Right For Every Midlothian Child Board, the Improving Opportunities Midlothian partnership and the Sustainable Growth Midlothian partnership.

24 April 2018

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Appendix 1 Governance document



**Governance Framework for the Midlothian Community
Planning Partnership**

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1 Introduction

Item 8.4

- 1.1 This document has been prepared and approved by the Midlothian Community Planning Partnership Board at its meeting on 19 April 2018. This document aims to ensure a consistent approach to the governance of the Midlothian Community Planning Partnership Board.
- 1.2 Community Planning is a process which helps public agencies to work together with the community to plan and deliver better services which make a real difference to people's lives.

The aims of Community Planning in Scotland are:

- making sure people and communities are genuinely engaged in the decisions made on public services which affect them; allied to
- a commitment from organisations to work together, not apart, in providing better public services.

There are two further key principles in addition to the two main aims outlined above:

- Community Planning as the key over-arching partnership framework helping to co-ordinate other initiatives and partnerships and where necessary acting to rationalise and simplify a cluttered landscape;
- the ability of Community Planning to improve the connection between national priorities and those at regional, local and neighbourhood levels.

- 1.3 As a result of the Community Empowerment (Scotland) Act 2015, Community Planning Partnerships now have a statutory role and additional duties have been placed on public sector partners to play a full and active role in Community Planning. The Act clarifies that Community Planning is the process by which public bodies must work together with community bodies to plan for, resource and provide services which improve local outcome in the local authority area.
- 1.4 Community Planning Partnerships draw together public sector assets, activities and resources, together with those of the voluntary and private sectors and local communities to deliver a shared 'plan' that uses an evidence based approach to drive improvement in meeting the differing needs of local populations. Community Planning Partnerships must have clear performance measures and make demonstrable improvements in people's lives, by reducing outcome gaps within populations and between areas, promoting preventative approaches that reduce demand for public services, and working with communities to increase their influence in decision making and managing their own needs.

- 1.6 Five core partners (the Local Authority, NHS Board, Enterprise body, Police Scotland and Scottish Fire and Rescue Service) are named in the ~~Community~~ **Community Empowerment (Scotland) Act 2015 (s.13)** as being responsible for the co-facilitation of the partnership and places a duty on these partners to take reasonable steps to ensure that the Community Planning Partnership carries out its functions under Part 2 of the Act efficiently and effectively. This duty provides a formal focus on a small group of key and influential partners in the Community Planning Partnership to drive effective community planning. These partners should be able to demonstrate how, individually and together, they fulfil this duty. Nevertheless the day to day practical responsibility to ensure community planning works effectively falls to all community planning partners and not just those listed in section 13.
- 1.7 The aims and objectives of the Midlothian Community Planning Partnership are outlined below. By approving this document, Partner Bodies agree to commit to the aims and objectives and to participate in the Midlothian Community Planning Partnership in the manner specified below.

2 Aims and Objectives of the Partnership

- 2.1 The main aim of the Midlothian Community Planning Partnership is to improve the quality of life for everyone in Midlothian and to safeguard the resources we have today for future generations. Fundamental to the work of the Partnership is ensuring that people are involved in the decisions on public services that affect them and there is a commitment from organisations to work together to provide better public services. Core to the Partnership is the Midlothian Community Planning Partnership Board. The Board's mission is to provide strategic direction, prioritisation, accountability and acts as the governing body for community planning in Midlothian. The Board's Role is to be the creative powerhouse, showing strategic and collaborative leadership and driving performance and good governance, to achieve our aim and shared vision for Midlothian with a focus on prevention, equality and sustainability.
- 2.2 As a result of the Community Empowerment (Scotland) Act 2015, one of the key roles for the Community Planning Partnership Board is to prepare a plan for improving local outcomes, in consultation with the communities of Midlothian. These outcomes must be consistent with the national outcomes determined by Scottish Ministers. The Community Planning Partnership Board must publish the plan, monitor progress and report annually on progress. The Community Planning Partnership's activities are based on Midlothian's Local Outcomes Improvement Plan – 'The Single Midlothian Plan'. This is Midlothian's 'plan for place' and is based on a set of clear outcomes that will be jointly delivered by partner bodies operating in Midlothian. The Single Midlothian Plan is an agreement between all community planning partners that demonstrates a shared commitment to improving outcomes for our communities. The Single Midlothian Plan uses an evidence based approach, underpinned by data, to drive improvement in meeting the differing needs of local populations and client groups. It includes performance commitments leading to demonstrable improvements in people's lives; focuses upon reducing outcome gaps within populations and between areas; and promotes early intervention, co-production and preventative approaches aimed at reducing outcome inequalities. It also identifies priorities for interventions that include plans for prevention, integration and improvement to promote better partnership working and more effective use of public assets and resources.
- 2.3 In addition, and as a key promise in relation to ways of working, individual members of the Midlothian Community Planning Partnership Board and its supporting structures are required to commit to the Seven Principles of Public Life as the accepted standards in public life.
- 2.4 The Community Empowerment (Scotland) Act 2015, requires all public sector organisations to engage with communities and support their participation in setting priorities and in the design and delivery of services. Community bodies must in turn, ensure that they operate in an open and inclusive way and are truly representative of their communities. Shared leadership is

needed to ensure collective ownership of effective community planning and to provide strategic direction for activities.

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- 2.5 In relation to accountability, all partners within the Community Planning Partnership are accountable to each other. Coupled with this, they are also subject to other formal lines of accountability. These include to their own organisation's board, Scottish Ministers, the Scottish Police Authority (in the case of Police Scotland), the Scottish Fire and Rescue Board, or to the communities that elected them (in the case of local authorities).
- 2.6 Those who hold public bodies to account, principally Elected Members and the Scottish Government should test partners on how they are working effectively in partnership and especially through Community Planning Partnerships to improve outcomes and reduce inequalities as part of how they do so. By the same token, organisations' boards, Scottish Ministers, Elected Members, the Scottish Police Authority and Scottish Fire and Rescue Service Board should hold partners to account on these issues within the context of their regional or national remit and responsibilities. The Community Planning Partnership Board should make clear how it is using collective resources to improve local outcomes and reduce inequalities on its priority themes, as part of how it reports to its local communities.

3 Partnership Structure

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- 3.1 The Community Empowerment (Scotland) Act 2015, places a responsibility on the partners with facilitation duties (as outlined in 1.6 above) to decide which local partnership working arrangements are most appropriate for their area. The Act further legislates that partners should ensure that these arrangements are streamlined as far as possible and aligned with local improvement priorities.
- 3.2 Supporting the Board a number of thematic groups have been put in place to support the delivery of the effective community planning. These groups support the five agreed key themes of community planning:
- Adult Health and Care – Midlothian Integration Joint Board
 - Community Safety – Community Safety and Justice Partnership Board
 - Getting it Right for Every Midlothian Child-(GIRFEMC)Board
 - Improving Opportunities for the People of Midlothian
 - Sustainable Growth in Midlothian
- 3.3 The following diagram illustrates the overarching governance arrangements for community planning in Midlothian.



- 3.4 The Community Planning Partnership Board is accountable to the communities in Midlothian for the progress the Partnership makes towards its community planning ambitions. Effective community participation requires the Community Planning Partnership Board to demonstrate clearly ways in which it has improved local peoples' lives. Section 14(4) of the Community Empowerment (Scotland) Act 2015 makes it clear that each community planning partner must provide such information about local

outcomes as the partnership request which includes contributions to the be
published annual report.

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- 3.5 Sections 8 and 12 of the Community Empowerment (Scotland) Act 2015 require the Community Planning Partnership Board to publish annual reports which describe the progress made towards ambitions in their Local Outcome Improvement Plan.

4 Role Profiles

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4.1 All members of the Community Planning Partnership Board and associated groups will be committed to working together and with others and will uphold and put into practice the following:

- Be committed to the 'Seven Principles of Public Life' published by the Committee on Standards in Public Life with the belief that these should apply to all in the public service.
- Be committed to the National Standards for Community Engagement.
- Promote the Partnership structure generally and within their nominating bodies, as a core element of Community Planning in Midlothian.
- Work in a way that demonstrates the values of openness, respect and parity between partners and which achieves progress through reaching consensus and positively promotes shared decision-making.
- Contribute to promoting, developing and/or maintaining strong links with wider partners and local community organisations and communities.
- Contribute to ensuring that partnership working is co-ordinated and inclusive, especially in relation to accepting shared responsibility for agreed actions.
- Promote the aims, principles and actions relating to relevant policy objectives.
- Work together and with others to support the Partnership to identify local or strategic priorities.
- Provide clarification as appropriate when contributing to final decision-making, whether views expressed are as an individual or on behalf of their nominating body.
- At all times act in the best interests of the Partnership, setting aside personal interests.
- Co-operate and participate in monitoring frameworks as agreed by the Community Planning Partnership Board.

5 Terms of Reference

Item 8.4

- 5.1 The Terms of Reference for the Midlothian Community Planning Partnership are outlined below and these along with the Terms of Reference of the Groups that support the work of the Community Planning Partnership Board are contained within section 6 of this document. This section provides the general principles that are required by all Groups within the governance structure.
- 5.2 Under the Community Empowerment (Scotland) Act 2015, Community Planning Partnerships are established as statutory boards with the following duties:

Shared Leadership:

- Partners demonstrate collective ownership, leadership and strategic direction of community planning.
- Partners use their shared leadership role to ensure the Community Planning Partnership sets an ambitious vision for local communities; the Community Planning Partnership involves all partners and resources that can contribute towards delivering on that vision; and those partners deliver on it.
- The Community Planning Partnership is clear about how they work with public service reform programmes (including health and social care integration and community justice reforms).

Governance and Accountability:

- The Community Planning Partnership understands what effective community planning requires, and the improvement needs for it and its partners.
- The Community Planning Partnership and its partners apply effective challenge and scrutiny in community planning, built on mutual trust, a shared and ambitious commitment to continuous improvement, and a culture that promotes and accepts challenge among partners.
- The Community Planning Partnership organises itself in an effective way, which provides platforms for strong strategic decision-making and action, and effective scrutiny and challenge.
- The Community Planning Partnership and partners can demonstrate, including to local communities through annual progress reports, how they are working effectively in partnership to improve outcomes as part of how they are held to account.

Resourcing improvement:

Item 8.4

- The Community Planning Partnership and its partners understand how their collective resources are supporting shared local priorities, and whether together these are sufficient and the right resources to enable the Community Planning Partnership to meet its improvement targets.
- Partners demonstrate strong shared leadership by working with other bodies to use collective resources in more effective and efficient ways to improve outcomes and reduce inequalities.
- Partners deploy sufficient resource to meet agreed ambitions for the Community Planning Partnership's local priorities.
- Partners align their collective resources in ways which support its local priorities effectively and efficiently.
- The Community Planning Partnership and its partners keep under review whether partners' deployment of resources remains appropriate for meeting its ambitions, and take corrective action where necessary.

Effective performance management:

- The Community Planning Partnership has a deep-rooted commitment to continuous improvement.
- The Community Planning Partnership has effective processes and skills to understand and scrutinise performance.
- The Community Planning Partnership acts wherever appropriate to improve performance in light of this understanding and scrutiny.

- 5.3 Another key aspect of effective governance is the management of risk. The Community Planning Partnership Board should discuss and agree what potential risks the community and the partnership is exposed to, including failure to improve outcomes and reduce inequalities and develop a risk management strategy to monitor and manage these risks appropriately, including mitigating actions for each identifiable risk to success.

6 Community Planning Partnership Board

Item 8.4

- 6.1 The role of the Community Planning Partnership Board in Midlothian is to act as that governing body of the wider Partnership.

Remit

- 6.2 The remit of the Community Planning Partnership Board is:
- To show creative and active leadership – taking action on both the opportunities which arise and the challenges which the people and communities in Midlothian face.
 - To lead a culture of collaboration and co-production which maximises the creativity, knowledge, skills and resources of all partner organisations and Midlothian communities.
 - To provide effective community involvement within the Partnership.
 - To set out the shared vision and strategy for Midlothian through the Single Midlothian Plan
 - To set out the expectations placed upon partner organisations towards delivering the Single Midlothian Plan and to support the development of effective business planning to align resources and services to work together effectively and efficiently to deliver the Plan.
 - To monitor the progress of the Single Midlothian Plan and to scrutinise the performance against the Plan objectives at a strategic level. The Board will receive routine performance reports and discuss significant issues with a view to developing a 'joined-up' approach to resolving problems.
 - To ensure that a performance management and improvement framework is in place to scrutinise the performance of the Thematic Groups and to monitor the performance of the Thematic Groups.
 - To ensure transparency and accountability through public reporting and information sharing across partners.
 - Develop partnership relationships within Midlothian, other local authorities, Scottish Government and national agencies
 - Ensure the Board proactively shapes the national agenda, seeking to secure the best outcomes for Midlothian.

Membership

- 6.3 The members of the Midlothian Community Planning Partnership Board shall consist of individuals appointed by recognised partner bodies and recognised local community networks. These bodies have a strategic role in setting the agenda for Midlothian. Member organisations should name a member and a substitute who can make decisions in their place.

6.4 Voting membership of the Community Planning Partnership Board shall consist of the following: Item 8.4

- Three Elected Members from Midlothian Council (the Leader or Deputy Leader and a representative from each of the other political groups)
- One appropriate representative from each of the core public sector partners (as defined by the 2015 Act) – Police Scotland, Scottish Fire and Rescue Service, Scottish Enterprise, NHS and Midlothian Council.
- A representative from the Midlothian Integration Joint Board.
- A representative from Further Education.
- A representative from Higher Education.
- A representative from Skills Development Scotland.
- A representative of the Federation of Community Councils.
- A representative of the Third Sector Interface Partnership.
- A representative of Neighbourhood Planning groups.
- A representative from each local membership umbrella body for the private sector business community; namely the Chamber of Commerce and Enterprise and the Federation of Small Business.
- A representative from the Department for Work and Pensions.
- A representative from the Armed Forces.
- The Scottish Government Community Planning Link Director.

Each of the Members will have one vote in all matters presented to the Board which require to be decided by vote. The only exception to this will be the Chair of the Board who will have the casting vote where required.

Scottish Natural Heritage, Scottish Environment Protection Agency and Scottish Water given their limited staffing capacity to engage with all 32 Community Planning Partnerships, and the need to make best use of their contributions, are invited to be partners in the sustainable growth thematic group.

With the exception of the Elected Members, the term of office for all other members of the Community Planning Partnership Board will be determined by the constituent partners. In the case of Elected Members, their membership of the Community Planning Partnership Board will be determined by the Council and will not exceed their term of office as a Councillor.

Chair and Vice Chair

- 6.5 The Council Leader or Deputy Leader will assume the Chair of the Board with the Vice Chair to be selected from the Membership of the Board.

Meetings

- 6.6 The Community Planning Partnership Board will meet six times per annum with a schedule of meeting dates to be agreed in advance by the Board. Special meetings can be arranged by the Chair if required.

- 6.7 Agendas will be circulated to Members of the Board no later than seven calendar days in advance of the meeting and be available for public view via an appropriate website no later than three calendar days in advance of the meeting.
- 6.8 Meetings of the Community Planning Partnership Board will be held in public. Individual agenda items may be heard in private if the content of the report involves reference to exempt information as determined by Schedule 7A of the Local Government (Scotland) Act 1973.
- 6.9 The quorum for meetings is 50% of the membership +1.
- 6.10 Decisions should be reached by consensus wherever possible. In the event the Board is unable to reach a consensus then a vote may be required. Voting shall be taken by show of hands. If there is an equal number of votes for and against any resolution, the Chair will have the casting vote. In any case once a decision has been reached it thereupon becomes the decision of the Board.
- 6.11 Every meeting of the Community Planning Partnership Board will be minuted and these minutes will be presented to the following meeting of the Board for approval.

7 Thematic Groups

Item 8.4

Adult Health and Social Care

- 7.1 The role of the Midlothian Integration Joint Board is set out in its own governance documents and supporting legislation and therefore will not be included in this document. The Midlothian Integration Joint Board will be required to provide update reports to the Community Planning Partnership Board in respect of the Midlothian Integration Joint Board's performance and impact for the specific outcomes contained within the Single Midlothian Plan that relate to its work.

Community Safety

- 7.2 The role of the Community Safety and Justice Partnership is set out in its own governance documents and supporting legislation and therefore will not be included in this document. The Community Safety and Justice Partnership will be required to provide update reports to the Community Planning Partnership Board in respect of the Community Safety and Justice Partnership's performance and impact for the specific outcomes contained within the Single Midlothian Plan that relate to its work.
- 7.3 The role of the remaining Thematic Groups is to provide strategic leadership and direction for specific services and to oversee the delivery of services across Midlothian that support the achievement of the outcomes of the Single Midlothian Plan.

Sustainable Growth in Midlothian

Item 8.4

Remit

- 7.4 The aim of the Sustainable Growth in Midlothian Thematic Group is to promote economic growth in Midlothian and the safeguarding and enhancement of its environment, in the interests of the quality of life and well-being of its people. In doing so, to seek out opportunities which are mutually beneficial to the economic and environmental agendas, to take into account housing needs and demands, and to contribute to the achievement of sustainable development.

The Sustainable Growth Midlothian thematic group is responsible for:-

- Developing and pursuing delivery of the outcomes, priorities and actions set out in the Single Midlothian Plan;
- Contributing to area profiling and strategic assessment for Single Midlothian Plan purposes;
- Oversight and scrutiny of subordinate partnerships and linked partnership arrangements;
- Prioritising emerging trends and threats, with a view to ensuring the effective and efficient targeting and focussing of resources.

Membership

- 7.5 The members of the Sustainable Growth in Midlothian Thematic Group are:

- Edinburgh College
- Federation of Small Businesses
- Forestry Commission Scotland
- McSence
- Midlothian Council
- Midlothian and East Lothian Chamber of Commerce
- Midlothian Federation of Community Councils
- Midlothian Tourism Forum
- Pentland Science Park
- Scottish Enterprise
- Scottish Natural Heritage
- Scottish Water
- Scottish Environmental Protection Agency
- SEStran
- University of Edinburgh

Chair and Vice Chair

- 7.6 The roles of Chair and Vice Chair will be appointed from within the membership of the group.

Item 8.4

Meetings

- 7.7 The Sustainable Growth in Midlothian Thematic Group will meet four times per annum with a schedule of meeting dates to be agreed in advance by the Community Planning Partnership Board. Special meetings can be arranged by the Chair if required.
- 7.8 Agendas will be circulated to members of the Group no later than seven calendar days in advance of the meeting and be available for public view via an appropriate website no later than three calendar days in advance of the meeting.
- 7.9 Meetings of the Group will be held in public. Individual agenda items may be heard in private if the content of the report involves reference to exempt information as determined by Schedule 7A of the Local Government (Scotland) Act 1973.
- 7.10 The quorum for meetings is 50% of the membership +1.
- 7.11 Decisions should be reached by consensus wherever possible. In the event the Group is unable to reach a consensus then a vote may be required. Voting shall be taken by show of hands. If there is an equal number of votes for and against any resolution, the Chair will have the casting vote. In any case once a decision has been reached it thereupon becomes the decision of the Group.
- 7.12 Every meeting of the Group will be minuted and these minutes will be presented to the following meeting of the Group for approval. Following this the minutes will be submitted to the Community Planning Partnership Board for noting.
- 7.13 The Group will provide a formal report to the Community Planning Partnership Board outlining the performance of the Group twice per annum.

Improving Opportunities in Midlothian

Item 8.4

Remit

7.14 The aim of the Improving Opportunities in Midlothian Thematic Group is to ensure that progress is made in respect of the following:

- Improve the level, access to and quality of lifelong learning
- Reduce poverty in the Midlothian population
- Increase attainment levels in Midlothian Schools
- Reduce Health Inequalities in the Midlothian population
- Increase Community Capacity

The Improving Opportunities in Midlothian thematic group is responsible for:-

- Producing an action plan which highlights the key themes and actions outlining the activity of the Group
- Contribute to the engagement strategy for community planning in Midlothian
- Monitor progress of actions in line with the Single Midlothian Plan
- Monitor the impact of projects in receipt of Fairer Scotland Funding
- Use business intelligence that is gathered to inform future planning

Membership

7.15 The members of the Improving Opportunities in Midlothian Thematic Group are:

- Midlothian Council
- NHS Lothian
- Volunteer Centre Midlothian
- Jobcentre Plus
- Midlothian Third Sector Partnership
- Midlothian Youth Platform
- Federation of Community Councils
- Queen Margaret University
- Skills Development Scotland
- Newbattle Abbey College
- Melville Housing
- Penicuik Citizens Advice Bureau

- Dalkeith Citizens Advice Bureau
- Edinburgh College
- Midlothian Financial Inclusion Network
- Midlothian Libraries

Item 8.4

Chair and Vice Chair

- 7.16 The roles of Chair and Vice Chair will be appointed from within the membership of the group.

Meetings

- 7.17 The Improving Opportunities in Midlothian Thematic Group will meet four times per annum with a schedule of meeting dates to be agreed in advance by the Community Planning Partnership Board. Special meetings can be arranged by the Chair if required.
- 7.18 Agendas will be circulated to members of the Group no later than seven calendar days in advance of the meeting and be available for public view via an appropriate website no later than three calendar days in advance of the meeting.
- 7.19 Meetings of the Group will be held in public. Individual agenda items may be heard in private if the content of the report involves reference to exempt information as determined by Schedule 7A of the Local Government (Scotland) Act 1973.
- 7.20 The quorum for meetings is 50% of the membership +1.
- 7.21 Decisions should be reached by consensus wherever possible. In the event the Group is unable to reach a consensus then a vote may be required. Voting shall be taken by show of hands. If there is an equal number of votes for and against any resolution, the Chair will have the casting vote. In any case once a decision has been reached it thereupon becomes the decision of the Group.
- 7.22 Every meeting of the Group will be minuted and these minutes will be presented to the following meeting of the Group for approval. Following this the minutes will be submitted to the Community Planning Partnership Board for noting.
- 7.23 The Group will provide a formal report to the Community Planning Partnership Board outlining the performance of the Group twice per annum.

Getting it Right for Every Midlothian Child

Item 8.4

Remit

- 7.25 The aim of the 'Getting it Right for Every Midlothian Child Board is to provide strategic leadership and direction for services to children and young people in Midlothian. The statutory duty to deliver a Children and Young People's Services Plan (CYPSP) rests on 2 partners, NHS Lothian and Midlothian Council, however, statutory guidance requires that this plan be devised in partnership with community planning partners and aligned with the local outcomes improvement planning process. The GIRFEMC Board is the mechanism that ensures this partnership planning duty is undertaken. The CYPSP forms the Getting it Right for Every Midlothian Child element of the Single Midlothian Plan (SMP).

The objectives of the Getting it Right for Every Midlothian Child Board are:

- To maintain effective links with local children and young people to ensure that their views are included in the work of the Partnership
- To ensure that the Partnership has a good understanding of the needs of children and young people in Midlothian in order to ensure that services are delivered to meet those needs
- To set the direction for children's services in Midlothian through the CYPSP and SMP and to ensure that services for children and young people in Midlothian are aligned with these plans
- To oversee the implementation of relevant inspection action plans
- To produce an annual progress report of the work of the Partnership ensuring that all CYPSP/SMP indicators are reported and that the needs of children and young people are reviewed at least annually

Membership

- 7.26 The members of the Getting it Right for Every Midlothian Child Thematic Board are:

- Midlothian Council
- NHS Lothian
- Midlothian Integration Joint Board
- Police Scotland
- Scottish Fire and Rescue Service
- Children's Reporter
- Two representatives from the Voluntary Sector Forum

Chair and Vice Chair

Item 8.4

- 7.27 The roles of Chair and Vice Chair will be appointed from within the membership of the group.

Meetings

- 7.28 The Getting it Right for Every Midlothian Child Board will meet six times per annum with a schedule of meeting dates to be agreed in advance by the Community Planning Partnership Board. Special meetings can be arranged by the Chair if required.
- 7.29 Agendas will be circulated to members of the Board no later than seven calendar days in advance of the meeting and be available for public view via an appropriate website no later than three calendar days in advance of the meeting.
- 7.30 Meetings of the Board will be held in public. Individual agenda items may be heard in private if the content of the report involves reference to exempt information as determined by Schedule 7A of the Local Government (Scotland) Act 1973.
- 7.31 The quorum for meetings is 50% of the membership +1.
- 7.32 Decisions should be reached by consensus wherever possible. In the event the Board is unable to reach a consensus then a vote may be required. Voting shall be taken by show of hands. If there is an equal number of votes for and against any resolution, the Chair will have the casting vote. In any case once a decision has been reached it thereupon becomes the decision of the Board.
- 7.33 Every meeting of the Board will be minuted and these minutes will be presented to the following meeting of the Board for approval. Following this the minutes will be submitted to the Community Planning Partnership Board for noting.
- 7.34 The Board will provide a formal report to the Community Planning Partnership Board outlining the performance of the Board twice per annum.

8 Supporting Groups

Item 8.4

- 8.1 The following section outlines the remits of other Groups that provide support to the Community Planning Partnership Board and support the work of community planning across Midlothian.

Chief Officer Group

Remit

- 8.2 The aim of the Chief Officer Group is to provide a forum for the Chief Officers within the five core partners to make facilitation decisions that will support the work of the Community Planning Partnership Board and more generally community planning across Midlothian, meeting the expectations of the Community Empowerment Act that the Partnership is co- facilitated by all five partners

Membership

- 8.3 The members of the Chief Officer Group are:
- Midlothian Council
 - NHS Lothian
 - Police Scotland
 - Scottish Fire and Rescue Service
 - Scottish Enterprise
 - The community planning manager

Chair and Vice Chair

- 8.4 The roles of Chair and Vice Chair will be appointed from within the membership of the group.

Meetings

- 8.5 The Chief Officer Group will meet 3 times per annum with a schedule of meeting dates to be agreed in advance by the Community Planning Partnership Board. Special meetings can be arranged by the Chair if required.
- 8.6 Agendas will be circulated to members of the Group no later than seven calendar days in advance of the meeting and be available for public view via an appropriate website no later than three calendar days in advance of the meeting.
- 8.7 Meetings of the Group will be held in public. Individual agenda items may be heard in private if the content of the report involves reference to exempt information as determined by Schedule 7A of the Local Government (Scotland) Act 1973.
- 8.8 The quorum for meetings is 50% of the membership +1.

- 8.9 Decisions should be reached by consensus wherever possible. ~~Item 8.4~~ ~~Item 8.4~~ If the Group is unable to reach a consensus then a vote may be required. Voting shall be taken by show of hands. If there is an equal number of votes for and against any resolution, the Chair will have the casting vote. In any case once a decision has been reached it thereupon becomes the decision of the Group.
- 8.10 Every meeting of the Group will be minuted and these minutes will be presented to the following meeting of the Group for approval. Following this the minutes will be submitted to the Community Planning Partnership Board for noting.
- 8.11 The Group will provide a formal report to the Community Planning Partnership Board outlining the performance of the Group twice per annum.

Advisory and Facilitation Group

Item 8.4

Remit

- 8.12 The aim of the Advisory and Facilitation Group is to deliver the mechanics of community planning within Midlothian, providing expert advice to the Board in relation to legislation, risk, policy, performance, engagement and communication.

The Advisory and Facilitation Group will:

- Oversee community engagement and neighbourhood planning activities, approving the content of neighbourhood plans and confirming partners resources to support these
- Approve expenditure in the community planning facilitation budget
- Ensure effective information sharing and communication across the five thematic partnerships and with Midlothian communities
- Monitor risk and where relevant escalate risk issues to the Board where a decision is required
- Monitor opportunities and where relevant escalate to the Board where a decision is required
- Provide relevant highlight reports to the Board
- Monitor national legislation and policy changes and provides appropriate advice and recommendations to the Board for consideration.
- Prepare bi-annual reports in relation to the performance of the Single Midlothian Plan
- Promote and encourage adoption of relevant parts of the Single Midlothian Plan within their own agency decision making structure
- Support bidding for external funding by all partners where bids are consistent with the goals of the partnership

Membership

- 8.13 The members of the Advisory and Facilitation Group are the key facilitating officers of public bodies supporting the thematic partnerships from:

- Midlothian Council,
- NHS Lothian,
- Police Scotland,
- Scottish Fire and Rescue Service
- Scottish Enterprise,
- Skills Development Scotland ,
- The Armed Forces ,
- The UK Department for Work and Pensions ,
- Further Education ,
- Higher Education,
- Scottish Natural Heritage ,
- Sustran,
- Sustran,
- Scottish Government Community planning unit,
- Midlothian Third Sector Interface Partnership
- Midlothian Federation of Community Councils
- Midlothian Neighbourhood Planning forum

- Midlothian People's Equality Group
 - Midlothian Faith Communities Partnership
- Item 8.4

Chair and Vice Chair

- 8.14 The roles of Chair and Vice Chair will be appointed from within the membership of the group.

Meetings

- 8.15 The Advisory and Facilitation Group will meet six times per annum with a schedule of meeting dates to be agreed in advance by the Community Planning Partnership Board. Special meetings can be arranged by the Chair if required.
- 8.16 Agendas will be circulated to members of the Group no later than seven calendar days in advance of the meeting and be available for public view via an appropriate website no later than three calendar days in advance of the meeting.
- 8.17 Meetings of the Group will be held in public. Individual agenda items may be heard in private if the content of the report involves reference to exempt information as determined by Schedule 7A of the Local Government (Scotland) Act 1973.
- 8.18 The quorum for meetings is 50% of the membership +1.
- 8.19 Decisions should be reached by consensus wherever possible. In the event the Group is unable to reach a consensus then a vote may be required. Voting shall be taken by show of hands. If there is an equal number of votes for and against any resolution, the Chair will have the casting vote. In any case once a decision has been reached it thereupon becomes the decision of the Group.
- 8.20 Every meeting of the Group will be minuted and these minutes will be presented to the following meeting of the Group for approval. Following this the minutes will be submitted to the Community Planning Partnership Board for noting.
- 8.21 The Group will provide a formal report to the Community Planning Partnership Board outlining the performance of the Group and the overarching performance in relation to the Single Midlothian Plan twice per annum.

Priority Areas Group

Item 8.4

Remit

- 8.22 The aim of the Priority Areas Group is to support the key priority areas in Midlothian in relation to developing these communities in line with the Single Midlothian Plan.

The Priority Areas Group will:

- Oversee the development and implementation of local co- produced action plans to reduce the identified outcome gaps for residents in Dalkeith/Woodburn, Mayfield/ Easthouses and Gorebridge
- Provide strategic support to the three local area action plans and support continuous improvement by providing constructive challenge.
- Ensure the engagement of all relevant public / private and third sector stakeholders with community agencies in and from these localities

Membership

- 8.23 The members of the Priority Areas Group are:

- Police Scotland
- Midlothian Voluntary Action
- Social Enterprise Alliance Midlothian,
- Mayfield and Easthouses Development Trust
- Gorebridge Community Development Trust
- One Dalkeith
- NHS Lothian
- Midlothian Council
- Melville Housing
- Scottish Government

Chair and Vice Chair

- 8.24 The roles of Chair and Vice Chair will be appointed from within the membership of the group.

Meetings

- 8.25 The Priority Areas Group will meet six times per annum with a schedule of meeting dates to be agreed in advance by the Community Planning Partnership Board. Special meetings can be arranged by the Chair if required.
- 8.26 Agendas will be circulated to members of the Group no later than seven calendar days in advance of the meeting and be available for public view via an appropriate website no later than three calendar days in advance of the meeting.

- 8.27 Meetings of the Group will be held in public. Individual agenda items may be heard in private if the content of the report involves reference to exempt information as determined by Schedule 7A of the Local Government (Scotland) Act 1973. **Item 8.4**
- 8.28 The quorum for meetings is 50% of the membership +1.
- 8.29 Decisions should be reached by consensus wherever possible. In the event the Group is unable to reach a consensus then a vote may be required. Voting shall be taken by show of hands. If there is an equal number of votes for and against any resolution, the Chair will have the casting vote. In any case once a decision has been reached it thereupon becomes the decision of the Group.
- 8.30 Every meeting of the Group will be minuted and these minutes will be presented to the following meeting of the Group for approval. Following this the minutes will be submitted to the Community Planning Partnership Board for noting.
- 8.31 The Group will provide a formal report to the Community Planning Partnership Board outlining the performance of the Group twice per annum.

9. Principles for Community Engagement in relation to the work of the Partnership

Item 8.4

Midlothian Community Planning Partnership endorses and supports the National Standards for Community Engagement within Midlothian's communities



- ❖ 'We' refers to the leaders or organisers of the community engagement process.
- ❖ 'Partners' are any organisation or group who is involved in planning or delivering the community engagement process.
- ❖ 'Participants' are all of the people or groups who are actively involved at any level throughout the community engagement process.
- ❖ 'Community' is a group of people united by at least one common characteristic, including geography, identity or shared interests

10. Access to Information

Item 8.4

All information in relation to the meetings of the bodies within the Partnership Structure will be made available via Partners' own channels – e.g. websites.

Information should specifically be disseminated to all Partners outlined within the Governance structure electronically.

11. Midlothian Community Planning Partnership – Membership

Item 8.4

- 11.1 The following table outlines the current Partnership membership structure in relation to the governance framework outlined in this document.

Partners	Council	NHS	Police	Fire	Scottish Enterprise	Third Sector	Community Council	Skills Dev. Scotland	Armed forces	Chamber of Commerce	Federation of Small Business	Scottish Natural Heritage	SESTrans	N/hood planning	Faith Comms	Children's Panel reporter	FE/HE	Prison service	RSL's	Forestry Commis.
Group																				
CPP Board	X	X	X	X	X	X	X	X	X	X	X			X			x			
Advisory and Facilitation group	X	X	X	X	X	X	X	X						X	X		x			
Chief Officers group	X	X	X	X	X															
Integration Joint Board for Adult Health and Social Care	x	x				x														
Community Safety and justice Partnership	x	x	x	x		x		x	x									X		
Getting it Right for Every Midlothian Child Board	x	x	x			x		x								x	x			
Sustainable Growth Midlothian Partnership	x				x	x	x	x		x	x	x	x				x		x	x
Improving Opportunities for the People of Midlothian Partnership	x	x	x			x	x	x						x			X		x	
Priority areas Working group	x	x	x			x		x									x		X	

Single Midlothian Plan 2018-19

Report by Kenneth Lawrie, Chief Executive

1 Purpose of Report

The Community Planning Partnership (CPP) Board approved the attached annual plan, outcomes and indicators at its meeting of 19 April 2018. This report to Council seeks formal endorsement of the attached plan, outcomes and indicators, and their adoption as the strategic plan for Midlothian Council under which the service plans for Council services will operate. A report in respect of the service plans is a separate item on this agenda.

2 Background

The Community Planning Partnership established under the Local Government Act 2003, and now strengthened legislatively by the Community Empowerment Act 2015, is required to submit a Local Outcomes Improvement Plan each year to the Scottish Government. This plan must set out what shared local outcomes the partners are pursuing within the outcomes framework established by the National Delivery Group for Community Planning led by Scottish Ministers and including COSLA, SOLACE, Accounts Commission and Improvement Service representation.

2.1 The Midlothian Community Planning Partnership Board, in which the Council is a leading partner, is now a statutory board, under the terms of the Community Empowerment Act 2015. New governance documents have been drafted and are also on the Council agenda for consideration. The revised governance proposals extend elected member direct involvement in the partnership structures. It is proposed that all 3 parties are represented at the CPP Board. The governance proposal confirms the links between statutory boards for adult health and social care (IJB) and community safety and justice and the CPP Board , and notes elected member representation arrangements in these are set out in separate legislation , and proposes the nomination of elected members to join the three other thematic partnership groups: Getting It Right for Every Midlothian Child , with its statutory duty to deliver and integrated children and young people' plan ; Improving Opportunities for the People of Midlothian with a remit for addressing inequality , increasing employability , and delivering the statutory duty to have a plan for learning and community development; and Sustainable Growth which brings together physical development planning with economic development , housing and environment action.

2.2 Key requirements of the Act in respect of community planning are set out in appendix 1. The Council agreed in 2012/13 to adopt the Single Midlothian Plan as its strategic plan, and to require services to have regard to the outcomes set out in this when creating their annual service plans.

2.3 Community Planning Partnerships (CPPs) are required under the new Act to mobilise public sector assets, activities and resources, together with those of the voluntary and private sectors and local communities, to deliver a shared plan to improve outcomes in Midlothian. This document is now referred to in the Act as the Local Outcomes Improvement Plan .The Midlothian version of this, “The Single Midlothian Plan”, uses an evidence based approach, underpinned by data, to drive improvement in meeting the differing needs of local populations and client groups. It includes performance commitments leading to demonstrable improvements in people’s lives; focuses upon reducing outcome gaps within populations and between areas; and promotes early intervention, co- production and preventative approaches aimed at reducing outcome inequalities. It also identifies priorities for interventions that include plans for prevention, integration and improvement to promote better partnership working and more effective use of public assets and resources.

2.4 The shared planning cycle of the partners is as follows:

- **Annual revision of the Midlothian Profile: Jan–March**
(a comprehensive data set of information about the area, updated annually by the community planning research and information group)
- **Revision of the Strategic Assessment: April–June**
(a business planning and risk assessment process undertaken by the thematic partnerships)
- **Public engagement processes: July – Oct**
(citizens panel, and stakeholder engagement led by the community engagement sub group of the partnership)
- **Drafting of budgets and one year priorities: Oct – Dec**
(Each partner agency is able to use the priorities to contribute to their budget setting processes.)
- **Achieving formal approval of plans and budgets: Jan – April**

2.5 Local Priorities

As a final part of this planning cycle, the CPP as a whole (up to 130 delegates from public and private sector partner agencies, council, community councils and third sector representatives) meets annually in November to debate progress and identify forward priorities.

The CPP is focussed on the following three priorities for the period 2016-19.:

- Reducing the gap in learning outcomes
- Reducing the gap in health outcomes
- Reducing the gap in economic circumstances

It is clear that these new priorities build on work previously undertaken within Midlothian. They recognise the importance of learning and attainment from early years through to positive destinations, the criticality of addressing health inequalities as set out in the Midlothian Integrated Joint Board’s Integration Plan, and the significant negative impact of inequalities in economic circumstances and opportunity. Whilst developed locally they reflect the national priorities of addressing health inequality; closing the gap in learning and inclusive economic growth and the CPP has committed to working together to address these priorities.

2.6 The three “approaches” - Preventive intervention; Changing access; Capacity building and co-production

At the beginning of 2012-13 Midlothian Council initiated a project to consider how it should reshape its values and its operating systems. This project, known as the “Future Models of Service Delivery”, was the subject of public engagement alongside the CPP’s engagement processes, seeking views on partnership priorities. The recommendations from this were approved by the Council in January 2013. Agreement was reached by all partners to adopt, as far as possible in their context, the same three principles as appropriate ways for local public services to develop. These three ways are:

Preventive intervention

The term prevention refers to the ways in which public services, including the voluntary sector (and citizens), can act now to prevent increased need for public services in future by helping people to retain their independence in the face of age, ill health, disability or other challenges; or to achieve self-supporting life circumstances requiring much reduced future public support by overcoming difficulties associated with poverty, unemployment, addiction or exposure to crime and related issues.

Building communities’ capacity to manage their own affairs and co-production of public services with service users and communities

Working with communities of place, interest or need to plan, develop and maintain public services; potentially transferring some public assets to community ownership or management; co-designing with service users and their families.

Shifting where and how the public can access services

For example: making access local through shared public buildings; changing working hours; moving to online, digital or telephone access; delivering a variety services through community owned buildings.

2.7 Area targeting

At the 2013 annual planning event the CPP agreed that in future it will add a further dimension to how it sets priorities. For many years there has been a significant statistical gap between the outcomes for residents living in parts of the County and the average outcomes for Midlothian and Scotland as a whole.

These areas have been identified nationally by Scottish Government by use of 7 sets of statistical data about living circumstances known as the Scottish Indicators of Multiple Deprivation (SIMD). The national approach is to recognise that areas which fall into the top 20% of SIMD and require a particular focus to reduce the gap between the outcomes for people in these communities and the Scottish averages. In Midlothian there are three communities within which there are concentrations of statistics which place parts of these areas in the top 20% of SIMD.

These communities are:

Dalkeith Central/Woodburn, Mayfield/Easthouses, and Gorebridge. New small areas have also emerged in the 2016 SIMD in Bonnyrigg and Loanhead.

The CPP has therefore decided to set a clear shared target of closing the gap between the outcomes experienced in these parts of Midlothian and the average outcomes experienced by residents across the County. It is also recognised that there are areas of relative disadvantage in other communities across Midlothian and so closing the outcomes gap for residents affected across all areas of the county is of primary importance.

This decision means that partners will work together to give priority to actions in these three geographies, developing ideas in partnership with local people and the community agencies they lead.

Indicators of performance will in future consider the outcomes gaps between local geographies and between Midlothian and Scotland averages

3 Report Implications

3.1 Resource

The Single Midlothian Plan for 2018-19 comprises outcome indicators agreed with Community Planning partners. The designated members of the CPP Board are now required by law under the Community Empowerment Act 2015 Section 9 (3) to provide joint resourcing of actions to improve agreed outcomes, and to jointly resource the CPP processes to enable community participation in decision making. In particular 5 core partners (Council, NHS, Fire, Police and Scottish Enterprise) must co-facilitate the arrangements for community planning.

The Council has already agreed to align its planning, both operational and financial, with the priorities in the Single Midlothian Plan; and service plans have been constructed to support the priorities set in the plan, within the resource constraints affecting the Council.

The Council has also piloted mechanisms for sharing of resource decisions with its communities by developing and piloting the process of participatory budgeting as previously reported to Council in November 2015, and in June 2017.

3.2 Risk

By ensuring that appropriate, measurable outcome indicators are in the Plan, the Partnership is in a better position to ensure it is working effectively towards improving quality of life in Midlothian.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

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

3.4 Key Priorities within the Single Midlothian Plan

The CPP has chosen to focus on three priorities:

- Reducing the gap in learning outcomes
- Reducing the gap in health outcomes
- Reducing the gap in economic circumstances

This does not describe all the outcomes across the 5 strands of CPP activity, which are set out in the attached plan, but reflects the consensus on top priorities for improvement arrived at by partners through the annual planning cycle.

Whilst being clear about the focus on the council's contribution to these three key outcomes, Council service plans will also demonstrate links to the wider set of shared outcomes and statutory requirements.

3.5 Impact on Performance and Outcomes

The Plan outlines how the Community Planning partnership will deliver our priorities for Midlothian and therefore contribute to the achievement of the 15 national outcomes outlined by Scottish Government

Performance management reports are produced every six months, and enable the contributions of partners to be seen. The Board and the Council have agreed to focus on the three key priorities set out earlier in this report, and a dashboard of performance indicators has been developed to give the Board an overview of performance on these three areas specifically.

3.6 Localising Access / sharing decision making

The CPP has established an area targeting model to take forward co-decision making with local community agencies and partners as required by the Community Empowerment Act 2015. The remit of the priority areas partnership group is :

“To ensure the engagement of all relevant stakeholders and to oversee the development and implementation of local co-produced action plans to reduce the identified outcome gaps for residents in Dalkeith/Woodburn, Mayfield/Easthouses and Gorebridge”.

Recognising that access to high quality, rapidly responding, locally accessible services that prevent escalation of issues for residents is core to success in closing the outcomes gap.

3.7 Involving Communities and Other Stakeholders

Consultation/ engagement on proposed priorities took place during the period June to September through community planning strategic groups their sub groups on specific topic areas, citizens' panel, on line and in stakeholder meetings, and at the annual community planning day in November 2017

3.8 Ensuring Equalities

Equalities issues are key and a separate section of the plan identifies the proposed specific improvement actions by partners for 2018-19. Each theme has also considered the implications of their work through an impact assessment

3.9 Supporting Sustainable Development

The necessary processes are in place to examine progress in agreeing the plan to ensure any requirements for a Strategic Environment Assessment are met.

3.10 IT Issues

There are no specific IT issues

4 Summary

This report presents the updated Single Midlothian Plan, some minor changes in the document will still be made prior to publication to improve layout. As in the past 2 years, a short summary version will also be published for wider use in public engagement.

5 Recommendations

Item 8.5

It is recommended that Council

- i notes the legal requirements of the Community Empowerment Act as set out in appendix 1;
- ii Approves and endorses the Single Midlothian Plan 2018-19 (appendix 2) as the strategic document for Council service planning.

Report Contact:

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alsdair.mathers@midlothian.gov.uk

Background Papers:

Community Empowerment Act extract
Single Midlothian Plan summary

Appendix 1 - Community Empowerment Scotland Act 2015 Extracts Item 8.5 setting out planning requirements

“2. Planning

Each local authority and the persons listed in schedule 1 must carry out planning for the area of the local authority for the purpose mentioned in subsection (2) (community planning).

(2) The purpose is improvement in the achievement of outcomes resulting from, or contributed to by, the provision of services delivered by or on behalf of the local authority or the persons listed in schedule 1.

(2A) in carrying out community planning, the local authority and the persons listed in schedule 1 must—

- (a) Participate with each other, and
- (b) Participate with any community body (as mentioned in paragraph (c) of subsection (5)) in such a way as to enable that body to participate in community planning to the extent mentioned in that paragraph...

(3) Outcomes of the type mentioned in subsection (2) (local outcomes) must be consistent with the national outcomes determined under section 1(1) or revised under section 25 2(4) (a).

(4) In carrying out the functions conferred on them by this Part in relation to the area of a local authority—

- (a) The local authority for the area and the persons listed in schedule 1 are collectively referred to in this Part as a —community planning partnership and
- (b) The authority and each such person is referred to in this Part as a —community planning partner.

(5). Local outcomes improvement plan

Each community planning partnership must—

- (a) Consider which community bodies are likely to be able to contribute to community planning having regard in particular to which of those bodies represent the interests of persons who experience inequalities of outcome which result from socio-economic disadvantage,
- (b) Make all reasonable efforts to secure the participation of those community bodies in community planning, and
- (c) to the extent (if any) that those community bodies wish to participate in community planning, take such steps as are reasonable to enable the community bodies to participate in community planning to that extent”

(8) In this section, —community bodies in relation to a community planning partnership, means bodies, whether or not formally constituted, established for purposes which consist of or include that of promoting or improving the interests of any communities (however described) resident or otherwise present in the area of the local authority for which the community planning partnership is carrying out community planning.

4A Socio-economic inequalities

In carrying out functions conferred by this Part, a community planning partnership must act with a view to reducing inequalities of outcome which result from socio-economic disadvantage unless the partnership considers that it would be inappropriate to do so.

5 Local outcomes improvement plan

- (1) Each community planning partnership must prepare and publish a local outcomes improvement plan.
- (2) A local outcomes improvement plan is a plan setting out—
 - (a) Local outcomes to which priority is to be given by the community planning partnership with a view to improving the achievement of the outcomes,
 - (b) A description of the proposed improvement in the achievement of the outcomes,
 - (c) The period within which the proposed improvement is to be achieved, and
 - (d) A description of the needs and circumstances of persons residing in the area of the local authority to which the plan relates.
- (3) In preparing a local outcomes improvement plan, a community planning partnership must consult—
 - (a) Such community bodies as it considers appropriate, and
 - (b) Such other persons as it considers appropriate.
- (4) Before publishing a local outcomes improvement plan, the community planning partnership must take account of —
 - (a) Any representations received by it...
 - (b) The needs and circumstances of persons residing in the area of the local authority to which the plan relates.

7A Localities:

- (1) Each community planning partnership must, for the purposes of this Part, divide the area of the local authority into smaller areas.
- (2) The smaller areas mentioned in subsection (1) (—localities) must be of such type or description as may be specified by the Scottish Ministers by regulations.
- (3) Having carried out the duty under subsection (1), the community planning partnership must identify each locality in which persons residing there experience significantly poorer outcomes which result from socio-economic disadvantage than—
 - (a) Those experienced by persons residing in other localities within the area of the local authority, or
 - (b) Those experienced generally by persons residing in Scotland.
- (4) In carrying out the duty under subsection (3), a community planning partnership must take account of the needs and circumstances of persons residing in the area of the local authority.
- (5) Regulations under subsection (2) may specify areas of a type or description subject to any conditions specified in the regulations.
- (6) The Scottish Ministers may by regulations specify that localities within the area of a local authority must each be of the same type or description as may be specified in regulations under subsection (2).
- (7) In this section, references to the area of a local authority mean, in relation to a community planning partnership, the area of the local authority for which the partnership is carrying out community planning.

7b. Locality plan

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- (1) Each community planning partnership must prepare and publish a locality plan for each locality identified by it by virtue of section 7A (3).
- (2) A community planning partnership may prepare and publish a locality plan for any other locality within the area of the local authority for which it is carrying out community planning.
- (3) A locality plan is a plan setting out for the purposes of the locality to which the plan relates
 - (a) local outcomes to which priority is to be given by the community planning partnership with a view to improving the achievement of the outcomes in the locality,
 - (b) A description of the proposed improvement in the achievement of the outcomes, and
 - (c) The period within which the proposed improvement is to be achieved.
- (4) In preparing a locality plan, a community planning partnership must consult—
 - (a) Such community bodies as it considers appropriate, and
 - (b) Such other persons as it considers appropriate

8. Governance

- (1) For the area of each local authority, each person mentioned in subsection (2) must—
- (2) must—
 - (a) Facilitate community planning,
 - (b) Take reasonable steps to ensure that the community planning partnership carries out its functions under this Part efficiently and effectively.

The persons are—

- (a) The local authority,
- (b) The Health Board constituted under section 2(1)(a) of the National Health Service 5 (Scotland) Act 1978 whose area includes, or is the same as, the area of the local authority...
- (d) The chief constable of the Police Service of Scotland,
- (e) The Scottish Fire and Rescue Service,
- (f) Scottish Enterprise.

9 Community planning partners: duties

- (1) Despite the duties imposed on community planning partners by this Part, a community planning partnership may agree—
 - (a) That a particular community planning partner need not comply with a duty in relation to a particular local outcome, or
 - (b) That a particular community planning partner need comply with a duty in relation to a particular local outcome only to such extent as may be so agreed.
- (2) Each community planning partner must co-operate with the other community planning partners in carrying out community planning.

- (3) Each community planning partner must, in relation to a community planning partnership, contribute such funds, staff and other resources as the community planning partnership considers appropriate
- Item 8.5
- (a) With a view to improving, or contributing to an improvement in, the achievement of each local outcome referred to in section 5(2) (a), and
- (b) For the purpose of securing the participation of the community bodies mentioned in section 4(5) (a) in community planning.
- (4) Each community planning partner must provide such information to the community 35 planning partnership about the local outcomes referred to in section 5(2) (a) as the community planning partnership may request.
- (5) Each community planning partner must, in carrying out its functions, take account of the local outcomes improvement plan published under section 5 or, as the case may be, section 6(5)".

Midlothian

A Great Place to Grow

Community Planning Partnership



**Single Midlothian Plan
2018-19**

COMMUNICATING CLEARLY

We are happy to translate on request and provide information and publications in other formats, including Braille, tape or large print.

如有需要我們樂意提供翻譯本，和其他版本的資訊與刊物，包括盲人點字、錄音帶或大字體。

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ਅਸੀਂ ਮੰਗ ਕਰਨ ਤੇ ਖੁਸ਼ੀ ਨਾਲ ਅਨੁਵਾਦ ਅਤੇ ਜਾਣਕਾਰੀ ਤੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਪ੍ਰਕਾਸ਼ਨ ਪ੍ਰਦਾਨ ਕਰਾਂਗੇ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਬਰੇਲ, ਟੇਪ ਜਾਂ ਵੱਡੀ ਛਪਾਈ ਸ਼ਾਮਲ ਹਨ।

Körler için kabartma yazılar, kaset ve büyük nüshalar da dahil olmak üzere, istenilen bilgileri sağlamak ve tercüme etmekten memnuniyet duyuyoruz.

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Contact 0131 270 7500 or email: enquiries@midlothian.gov.uk

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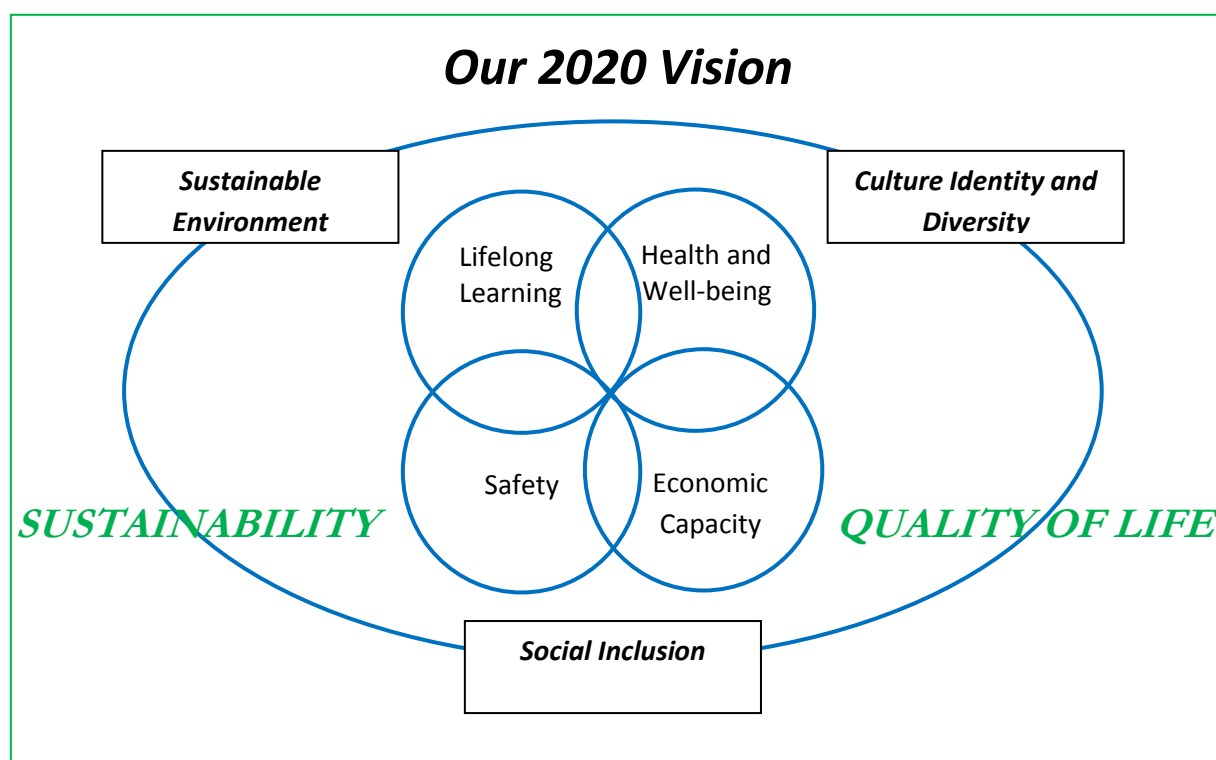
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SINGLE MIDLOTHIAN PLAN 2018-19

The local outcomes improvement plan for Midlothian

VISION

In 2003 the Community Planning Partners after extensive public debate and engagement, set out a vision for the long term future of Midlothian up to 2020 based on 2 key principles of 'People' and 'Place'. This was spelt out as the following shared tasks:



The Community Planning Partnership (CPP) Board encapsulated these concepts in its revised vision statement in 2015/16:

“Midlothian – A Great Place to Grow”

PURPOSE

Community Planning Partnerships (CPPs) draw together public sector assets, activities and resources, together with those of the voluntary and private sectors and local communities to deliver a shared 'plan' that is an evidence based approach to drive improvement in meeting the differing needs of local populations. CPPs have to have clear performance measures and make demonstrable improvements in people's lives, by reducing outcome gaps within populations and between areas, promoting preventative approaches that reduce demand for public services, and working with communities to increase their influence in decision making and managing their own needs.

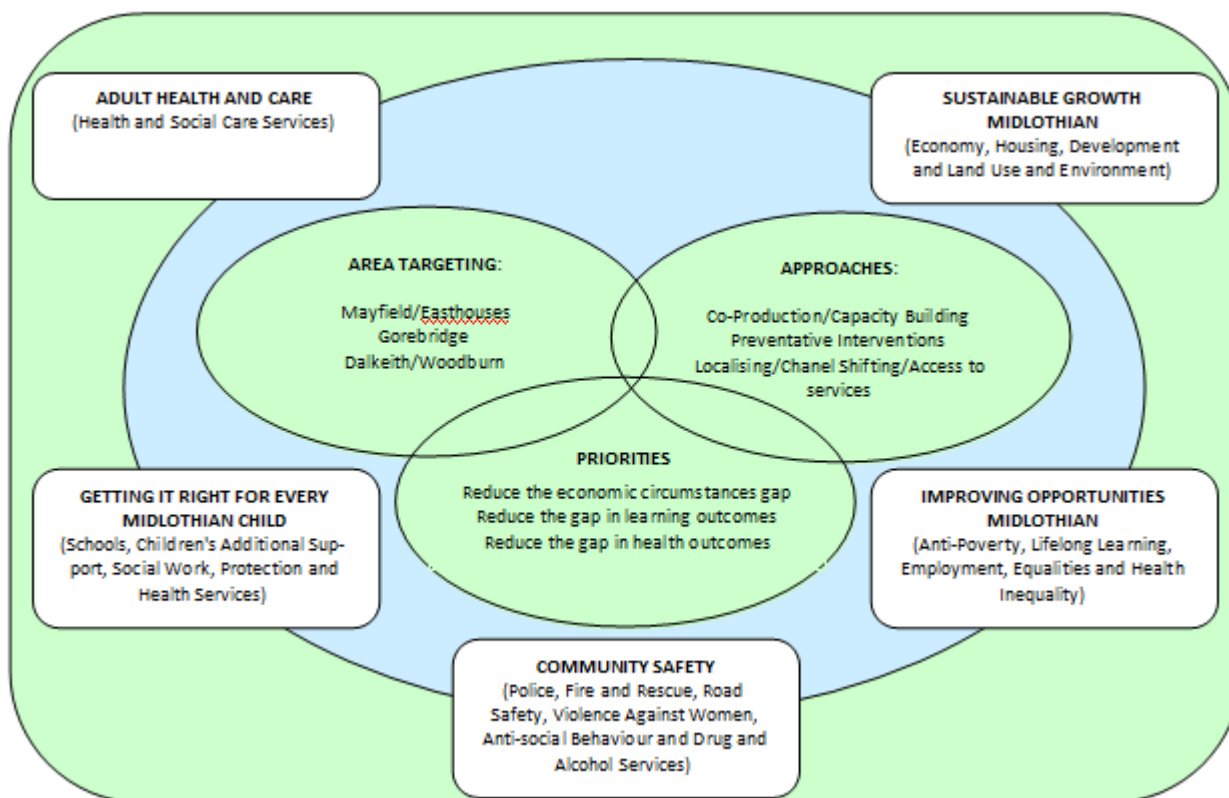
PROCESS

The Midlothian CPP undertakes an annual data collection exercise, gathering together key available published data about the Midlothian area. The [Midlothian Profile](#) is produced by the Community Planning Research and Information Group, and is used by the CPP as the starting point for an annual "Strategic Assessment" of Midlothian.

A [Strategic Assessment](#) is a review of statistics, followed by a review of the political, social, economic, technological, environmental and legal (PESTEL) changes either currently or in the next immediate period affecting the area, followed by an assessment of the level of impact (business risk) that these are likely to have on the communities of Midlothian. The shared planning cycle of the partners is as follows:

Annual revision of the Midlothian Profile:	March - April
Revision of the Strategic Assessment:	April – June
Public engagement processes:	July – September
Drafting of budgets and one year priorities:	October – December
Achieving formal approval of plans and budgets:	January – March

MAP OF THE CPP AND ITS MAIN PRIORITIES



STRUCTURE

Item 8.5

The full structure of the CPP, including remits

- membership of each thematic group
- governance documents
- sub groups
- and sub group action plans

are all available on the Midlothian Council website at:

- [Community Planning web pages](#)

The current partnership structure can be accessed by following the link below

- [Community Planning Structure](#)
- [Community Planning Board membership list](#)
- [Community Planning Working Group membership list](#)

AREA TARGETING

The CPP is aware that for many years there has been a significant statistical gap between the life outcomes for residents living in some parts of the County and the average outcomes for Midlothian and for Scotland as a whole. These areas have been identified nationally by Scottish Government by use of 7 sets of statistical data about living circumstances known as the Scottish Indicators of Multiple Deprivation (SIMD).

Examples of the gaps include poorer levels of employment; lower wage rates; lower average life expectancy and greater concentrations of people who are elderly or disabled; poorer access to physical amenities such as shops, health care, public spaces and play facilities; lower than average qualifications; higher levels of crime.

In Midlothian there are three communities within which there are concentrations of statistics which place parts of these areas in the top 20% of SIMD. These communities are Dalkeith Central/Woodburn; Mayfield/Easthouses and Gorebridge. The CPP has therefore set a clear shared target of closing the gap between the life outcomes experienced in these parts of Midlothian, and the average life outcomes experienced by residents across the County.

Each of these areas must now by law (Community Empowerment Act) also have a “ Locality Outcome Improvement Plan” in which local residents have been actively engaged in creating the content with public bodies ; responding to local needs and aspirations. The CPP ‘s existing Neighbourhood planning arrangements fulfil this requirement with new plans in place for Dalkeith/ Woodburn and Gorebridge , and the Mayfield /Easthouses plan under revision with local residents but the existing plan still being delivered . The 2016 SIMD has also identified a single datazone in Loanhead and one in Bonnyrigg which fall into the top 20%. In addition SIMD data indicates that there are individual features of other areas that fall into the top 20%, notably crime indicators and qualification level indicators.

LEGAL CHANGES

In 2015 - a new act was passed into law, significantly affecting the operations of the CPP.

The Community Empowerment (Scotland) Act (2015)

- CPPs have been made statutory (required by law) and new duties have been placed on public sector partners to play a full and active role in Community Planning. The Act makes clear that Community Planning is the process by which public bodies must work together and with community bodies to plan for, resource and provide services which improve local outcomes in the local authority area;
- The Act confirms that the role of a CPP is to prepare a plan for improving local outcomes, in consultation with community bodies and others. These outcomes are to be consistent with the national outcomes determined by the Scottish Ministers under Part 1 of the Act
- The CPP must publish the plan, monitor progress being made and report annually on progress.
- The Bill extends the list of key partners to include a wider range of public authorities, including Scottish Natural Heritage, FE Colleges, Skills Development Scotland, and the new integrated health and care boards. Individual partners now have a legal duty to work collaboratively and to take into account the plan when setting their individual priorities, and to commit resources to delivery of the plan and report to the CPP on their contribution.

- The Scottish Government expects that all public sector organisations engage with communities and support their participation in setting priorities and in the design and delivery of services. Community bodies must in turn ensure that ensure they are open, inclusive and truly represent their communities. **Item 8.5**
- Where an appropriate community body, or a group of bodies, believes it could help to improve the outcome of a service, it is now entitled to make a request to a public body that delivers that service, asking to take part in a process to improve that outcome. The public body must agree to the request for dialogue unless there are reasonable grounds for refusal. If it refuses the request, it must explain the reasons.
- If a community body proposes to deliver a service itself, the public body will need to decide whether the community body has an appropriate corporate structure and the capacity to take on that role;
- The Act makes amendments to the community right to buy, making it easier for communities to define their community in a greater variety of ways. It gives the initiative to communities to identify unused public property they are interested in and place a duty on public authorities to agree to the request unless they can show reasonable grounds for refusal. Community bodies will be able to approach public authorities for detailed information about a property they are interested in before making a formal request.

EQUALITIES

The Community Planning Partnership is fully committed to ensuring the legislative requirements placed on all public service delivery agencies in the Equality Act are met. The partners have in place processes for equality impact assessment (IA) to monitor the potential impact of any changes in service planned individually or jointly. The impact assessment of this plan is published on the community planning pages of the Council website.

THE PLAN

The CPP undertook a review and engagement process in 2015 /16 resulting in changed priorities for the next three financial years 2016/17 to 2019/20. Taking into consideration evidence about the comparative quality of life of people living in Midlothian, where it is clear that less well-off residents experience poorer health, have fewer or no choices in how they use low incomes, and where there is a proven relationship between these factors and their learning; as a result the top three priorities for the three year period are:

- **Reducing the gap in learning outcomes**
- **Reducing the gap in health outcomes**
- **Reducing the gap in economic circumstances**

In response to the three priorities, the five themes of Community Planning aim to achieve the following medium term outcomes (an “outcome” is a statement of how conditions will be, at the end of a process, and is a way for describing the culmination of a number of actions that can be measured) over the 3 year period. **These outcomes are that, by the end of the 2019/20 budget year:**

Adult Health and Care

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities/long term conditions or are frail are able wherever possible, to live independently and in their own home.
- Health and Social Care have contributed to reducing health inequalities.
- Unpaid carers are supported to look after their own health and wellbeing

Community Safety

- Fewer people are victims of crime, abuse or harm
- People feel safe in their neighbourhood and homes
- Our communities take a positive role in shaping their future

Getting it Right for Every Midlothian Child

- Children in their early years and their families are being supported to be healthy, to learn and to be resilient
- All Midlothian children and young people are being offered access to timely and appropriate support through the named person service -
- All care experienced children and young people are being provided with quality services

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

Item 8.5

Improving Opportunities for the People of Midlothian

- Poverty levels in Midlothian are lower than the Scottish average
- Midlothian residents are successful learners and young people go on to positive destinations when they leave learning
- There is a reduction in inequality in health outcomes
- Citizens are engaged with service development and delivery

Sustainable Growth

- New jobs and businesses are located in Midlothian
- Midlothian's economic growth rate consistently outperforms the Scottish average
- Midlothian is an attractive place to live work and invest in
- The gap between average earnings of those living and working in Midlothian and the Scottish average has decreased
- Environmental limits are better respected, in relation to waste, transport, climate change and biodiversity
- More social housing has been provided taking account of local demand
- Homelessness has reduced and people threatened with homelessness can access advice and support services

Action plans for 2018-19

The priorities and actions for 2018-19 set out under the 5 themes of community planning are designed to improve life outcomes for the people of Midlothian. These one year priority actions are intended to take steps towards achieving the three year outcomes and long term vision of the partnership.

GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD

Priorities for 2018/19

1. Improve attainment, particularly in literacy and numeracy
2. Improve employability skills and sustained, positive school leaver destinations for all young people
3. Improve children and young people's health and wellbeing
4. Increase the numbers of care experienced young people accessing education, employment and training
5. Close the attainment gap between the most and least disadvantaged children

COMMUNITY SAFETY Priorities for 2018/19:

High Priorities:

- Substance misuse
- Gender based harm
- Crimes of dishonesty
- Violent Crime
- Antisocial behaviour

Priorities included in (and monitored as part of) the Community Safety & Justice Strategy:

- | | |
|---------------------------|--|
| Priorities: | <ul style="list-style-type: none"> • Home safety & unintentional harm • Death and injury on Midlothian's roads |
| Cross cutting priorities: | <ul style="list-style-type: none"> • Reducing Re-offending (Community Justice) |

- Community Involvement in setting and delivering outcomes
- Safeguarding communities:
- Serious and Organised Crime and Counter Terrorism

Item 8.5

SUSTAINABLE GROWTH

Priorities for 2018/19

1. Support regeneration of Town Centres
2. Work with key start-ups or groups of new businesses that are able to grow without causing displacement and that will increase economic activity in Midlothian
3. Increase use of Renewable Energy
4. Deliver further affordable housing
5. Increase sustainable travel (includes Borders Railway and Active Travel – walking, cycling and green networks)

IMPROVING OPPORTUNITIES FOR PEOPLE IN MIDLOTHIAN

Priorities for 2018/19

1. Support people out of poverty and welfare dependency
2. Develop a coordinated approach to reduce levels of child poverty
3. Improve the destinations of young people (after leaving school, training, college or university)
4. Reduce health inequalities
5. Increase qualifications gained by adults of working age
6. Improve access to welfare advice through increased local and targeted provision
7. Increase access to digital services

ADULT HEALTH AND SOCIAL CARE –

Priorities for 2018/19

Isolation – Develop approaches to prevent or address isolation and reduce the detrimental impact on physical and mental health

Physical Activity - Contribute to the development of a local strategy and support its implementation with older people, people with disabilities and those at greatest risk of inequalities

Workforce - Address the workforce challenges in recruitment and retention of health and social care staff

Financial Inclusion _ Work with MFIN to maximise income of people who are vulnerable or at particular risk of inequalities

Health Equalities - Develop a programme of work across agencies to reduce health inequalities in Midlothian

Information - Improve the provision of Information on Health, Social Care and Community Resources

The following sections set out the work of the five thematic partnerships, beginning with a summary of the strategic assessment and then the detailed action plan for 2018-19.

ADULT HEALTH AND CARE

Demographics

Population demographics show that an estimated 13,266 people aged 65 years and over reside within Midlothian. By 2028, it is estimated that there will be 20,200 people aged 65yrs+, with just over half of those individuals being over 75 years old. A particular challenge for the Partnership is the projected sharp rise in the numbers of people with dementia; national estimates are these will double between 2011-31. There are growing numbers of people with learning disabilities surviving with complex care needs and people with learning disabilities are also surviving longer in old age.

Deprivation

There are eight data zones in Midlothian within the 20% most deprived areas of Scotland; with 4 of these in the most deprived 15%. There is one data zone in Midlothian that falls into the most deprived 15% for health deprivation. The most health-deprived areas are Woodburn, Dalkeith and Mayfield. We know there other pockets of deprivation elsewhere in Midlothian. We also know that people with disabilities and/or long-term physical or mental health problems are more likely to experience inequalities.

The most health-deprived areas are in Woodburn, Dalkeith, Mayfield and part of Loanhead. We know that life expectancy is lower and the prevalence of long term conditions at a younger age is higher. 'Inequalities' account for a significant element of the increasing demands on our public services. Progress in tackling inequality has been slow and there is commitment to working more effectively in partnership particularly in areas of deprivation and with people most at risk of inequalities included those affected by homelessness, substance misuse and mental health problems

Long Term Conditions and Health Inequalities

Managing long-term conditions is one of the biggest challenges facing health care services worldwide, with 60% of all deaths attributable to them. Midlothian has a higher incidence than the national prevalence of cancer, diabetes, depression, hypertension and asthma. Older people are more susceptible to developing long-term conditions; most over 65s have two or more conditions and most over 75s have three or more conditions. People living in areas of multiple deprivation are at particular risk with, for example, a much greater likelihood of early death from heart failure. They are also likely to develop 2 or more conditions 10-15 years earlier than people living in affluent areas. Addressing health inequalities and supporting people with long term conditions are key priorities for the new Health and Social Care Partnership and the broader Community Planning Partnership.

Alcohol & Drugs

Scotland's drink problem is significantly worse than the rest of the UK. Alcohol consumption across the country has increased by 19 per cent since 1980 and as consumption has increased, so has alcohol related harm. Drug misuse is a priority for a number of agencies throughout the Midlothian area and has direct links to crime and social deprivation. It is estimated that a quarter of new individual patients reported to the Scottish Drug Misuse Database in Midlothian are living in households with dependent children. The estimated cost of alcohol abuse to Midlothian in terms of crime; social care; loss of productivity; health; accidents etc is in the region of £27 million per annum.

Primary Care

There are currently significant pressures facing General Practice both as a profession and at individual Practice level. In part, these are being driven by increasing demand on health services due to people living longer with multiple long-term conditions and increasingly complex needs as well as the proportion of older people growing more rapidly than the rest of the population. There are also serious challenges in the recruitment and retention of GPs, which is placing further demands on general practice at a time that workload is at an all time high. This is having the effect of both turning people away from entering a career as a GP and/or facilitating an early exit from the profession. There is a need to find new ways of working with patients and practices that focus on easier access to information, promoting the use of recovery networks and seeking advice of other professionals.

New Technology

The increasing numbers of older people and people with long term conditions living in their own homes has resulted in significant developments in the use of technology such as telecare and telehealth. It is anticipated that the pace of change in this area will increase. The use of on-line information (such as NHS Inform) and social media for health promotion and prevention is also likely to increase. There is a need to consider carefully the potential for a digital divide where people who are not confident of using new technology may be left out of service developments and information provision.

Integration

Following legislation health and social care have been integrated in Midlothian. This aims to improve the experience of service users through the provision of more joined up services and to support the move to provide more services locally and in people's own homes. This will include maximising the services which are provided in Midlothian Community Hospital and ensuring that people are not delayed inappropriately in acute hospital settings with the ultimate aim of ensuring people are discharged within 72 hours of being fit for discharge. Long term sustainability of health and care services will be dependent on supporting people to live healthier lifestyles, including addressing social isolation and enabling people to take more responsibility for managing their own health conditions. The context of integration is one of continually increasing demands for health and care services against a backdrop of very difficult and diminishing resources. This makes it imperative that we find alternative ways of addressing health and social care needs.

Our Vision

The vision of the Midlothian Health and Social Care Partnership is that people will lead longer and healthier lives by getting the right advice, care, and support, in the right place, at the right time.

Three Year Outcomes

We will provide services, support and advice to ensure that:

1. People are able to look after and improve their own health and wellbeing and live in good health for longer
2. People, including those with disabilities/long term conditions or are frail, are able wherever possible, to live independently and in their own homes
3. Unpaid carers are supported to look after their own health and wellbeing
4. Health and Social Care contribute to reducing health inequalities

This vision and three year outcomes will only be achieved through close interagency working with the wider Community Planning Partnership and through genuine partnership working and capacity building with local communities

Reference Code	Adult Health and Care 2017-18						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
AHC - People are able to look after and improve their own health and wellbeing and live in good health for longer(3 year outcome)							
AHC - Isolation – Develop approaches to prevent or address isolation and reduce the detrimental impact on physical and mental health							
	Continue to strengthen both formal and informal approaches to addressing isolation. This will involve working with voluntary organisations; local communities; and improving information about community resources	31/03/19	The number of older people using local services, facilities and activities through participation in 1:1 or group sessions	825	739		Planning Older People
			The number of older people using local services, facilities and activities through participation in community services	375	357		Planning Older People
AHC - Physical Activity - Contribute to the development of a local strategy and support its implementation with older people, people with disabilities and those at greatest risk of inequalities							
	Promote Weight Management Programmes to help address and prevent obesity and type 2 diabetes	31/03/19	Number of people who go through Weight Management Triage	350	300	15/16-109 16/17-172 2017 6 months - 159	Public Health (NHS)
	Work with Ageing Well to support older people	31/03/19	Average number of people attending activity groups each week hosted by Ageing Well	750	750		Ageing-Well Project
	Work with Midlothian Council Active Choices to support people with longer term health needs including Mental Health	31/03/19	Number of people attending activity groups hosted by Midlothian Active Choices.(MAC)	4500	4500		Exercise Referral
		31/03/19	Number of people attending one to one sessions with MAC	900	816		Exercise Referral

Reference Code	Adult Health and Care 2017-18						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
AHC – People including those with disabilities/long term conditions or who are frail are able wherever possible to live in their own home							
AHC – Workforce - Address the workforce challenges in recruitment and retention of health and social care staff							
	Work with relevant education and employment agencies to develop a sustainable health and social care workforce	31/03/19	Reduce the spend on bank and agency staff - NHS	Reduce on 2017/18 spend by £75,000	to be confirmed		Service Managers / Finance
		31/03/19	Reduce spend on agency and standby staff -Social Care	Reduce on 2017/18 spend by £75,000	to be confirmed		Service Managers / Finance
	Develop the recruitment and retention of young people in the 3 rd and independent sector to provide a career pathway in social care	31/03/19	Number of people recruited into Social Care	From baseline	To be established	New Measure	Lifelong Learning & Employability
AHC - Health and Social Care have contributed to reducing health inequalities							
AHC - Financial Inclusion _ Work with MFIN to maximise income of people who are vulnerable or at particular risk of inequalities							
	Deliver Welfare Rights service to people with Health Care needs	31/03/19	Number of people supported with Cancer.	300	16/17 - 283		Welfare Rights Team
		31/03/19	Number of people supported with Mental Health needs.	140	16/17 - 135		
		31/02/18	Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £500k per quarter.	£2m	16/17 - £1.5Million	16/17 - £1.5Million	Welfare Rights Team

Reference Code	Adult Health and Care 2017-18						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
AHC – Health Equalities - Develop a programme of work across agencies to reduce health inequalities in Midlothian							
	Work with the Royal Infirmary to develop a stronger pathway to local services and support for young adults attending the hospital regularly	31/03/18	Referrals from hospital to Homeless Service	10	16/17 2	14/15 – 0	Homeless
		31/03/18	Referrals to Community Health Inequalities Team (CHIT)	10	17/18 - 0	15/16 -2	CHIT Team
	Extend the Wellbeing Service to support people with long term health conditions and mental health issues to all 12 GP Practices in Midlothian	31/03/18	Number of people receiving the Wellbeing Service supporting people with long term health conditions and mental health issues.	2000	2015-16 324 2016-17 1291 2017-18 6 months 1792		Public Health (NHS)
	Work will progress to access additional housing (with support) for people who are receiving mental health rehabilitation support	31/03/19	Plans progress	Plan in place	No measure as yet.	New area of work.	Housing
AHC – Information - Improve the provision of Information on Health, Social Care and Community Resources							
	Work closely with local Libraries to provide a wide range on information	31/03/18	No PI for this action				Communications
	Have a dialogue with community members around local services and approaches that support health and wellbeing –	31/03/18	Number of people attending Hot Topic events	125	2017/18 - 117		Community members & organisations and H&SC Partnership

Reference Code	Adult Health and Care 2017-18						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
			Percentage of IJB Meetings with local community representation	100%	New measure		Community Reps
	Widely disseminate newsletters, directories and specific service information	31/03/18	Number of newsletters produced	4	4		Communications
			Number of Directories reviewed	Data Only			
			Number of service specific information brochures issued.	Data Only			



COMMUNITY SAFETY AND JUSTICE PARTNERSHIP

Community Safety is essential to the quality of life of people in Midlothian. The Community Safety and Justice Partnership embraces a range of issues including crime prevention; antisocial behaviour; drug and alcohol misuse; domestic abuse; road safety; fire safety and accident prevention. It is about ensuring everyone has the right to live in safe and secure communities, feeling safe and with reduced incidence of crime. The Partnership aims to support and manage offenders in the community in such a way as to reduce re-offending and arrange services so that offenders may access and use them. The Partnerships' key aim is **to ensure Midlothian is a safe place to live, grow up, work and visit**. To achieve this aim the Partnership works towards the following outcomes:

- Fewer people are victims of crime, abuse or harm
- People feel safe in their neighbourhoods and homes
- Our communities take a positive role in shaping their future

The Partnership focuses on prevention, early intervention and diversionary activity at the same time as providing a problem solving approach to community safety and antisocial behaviour issues. Key to this approach is the recognition that solutions to specific problems are sometimes area based rather than solely issue based.

The Community Safety and Justice Partnership is responsible for driving forward work towards the national priority to achieve safer and stronger communities and reduce reoffending. The partnership links closely and seeks to build on the work of the Scottish Community Safety Network and Building Safer Communities Programme.

Partnership Structure

The Community Safety and Justice Partnership (CSJP) structure has been developed to maximise the effect of partnership working. The partnership is led by the Community Safety & Justice Partnership Board (CSJPB) and regular Safer Midlothian Group (SMG) and Community Justice Working Group (CJWG) meetings, supported by a range of sub groups. The Community Safety & Justice Partnership Board holds a wide and inclusive strategic scope and operates with support of the sub groups such as the Mid and East Lothian Drugs and Alcohol Partnership and Mid and East Lothian Violence Against Women Delivery Group. These groups ensure that partners collectively focus on prevention across all services. The partnership Antisocial Behaviour and Violent Offender monitoring group (ASBVO) ensures a co-ordinated approach to the management of offenders causing concern through anti-social and/or violent behaviour. Further information on the Community Safety Partnership structure is included in the Community Safety & Justice Strategy.

The Community Safety & Justice Partnership residents group, MIDSAFE brings together local residents with an interest in tackling community safety and antisocial behaviour issues. The group plays an important role in the development and co-production of community safety projects. During 2018/19 the group will be focussing on engaging with the public to raise awareness of community safety issues.

Key Strategic documents

The Community Safety & Justice Partnership produces a Strategic Assessment, which is a forward-looking and predictive document informing the work of the Partnership. It is an analysis of issues impacting on community safety within Midlothian, with each issue prioritised through an evidence-based process of analysis, environmental and horizon scanning and risk assessment. This Scottish Government priority-setting matrix model was applied and has resulted in an evidence-led ranking of priorities that the Partnership has used to focus resources on for the year

ahead. We will continue to develop community justice analytical capacity, working with partners to deliver on and service the requirements of the national strategic outcomes improvement framework.

Item 8.5

The Midlothian Community Safety and Justice Strategy sets out how the partnership will utilise systematic and collaborative approaches to ensure Midlothian is a safe place to live. The strategy action plan ensures regular, organised, planned and integrated work to support individuals and families involved in offending to reduce this pattern through preventative approaches, early intervention and diversionary activity that focuses on community level problem solving.

The Community Justice Outcomes Improvement Plan has been developed in response to the Community Justice (Scotland) Act 2016 which came into effect on 1st April 2017. The Act has brought planning for reducing offending and reoffending back to a local level where decisions can be made by people that know their area best. After carrying out analysis of offending over a three year period, strategic assessments of the causes of offending and engagement and consultation with members of the public and community bodies the Midlothian Outcomes Improvement Plan was published on 1st April 2017. The consultation told us that the public felt that provision of support to address mental health issues, victims of abuse, drug abuse and tackling youth anti-social behaviour should be our main priorities. These have been reflected in the plan.

Priorities

The following areas have been highlighted as priorities for 2018-19. All priorities are included in the Community Safety and Justice Strategy however only those marked as high priorities and the Re-offending (Community Justice) priority are included in the Single Midlothian Plan. The Re-offending priority has been included in the Single Midlothian Plan due to the need to work across the Community Planning Partnership to deliver an improved model for Community Justice. Detailed information about each of the priorities is available within the Community Safety and Justice Strategy and Community Justice Outcomes Improvement Plan.

High Priorities:

- Substance misuse
- Gender based harm
- Crimes of dishonesty
- Violent crime
- Antisocial behaviour

Priorities:

- Home safety & unintentional harm
- Death and injury on Midlothian's roads

Cross cutting priorities:

- Reducing Re-offending (Community Justice)
- Community Involvement in setting and delivering outcomes

Safeguarding communities:

- Serious and Organised Crime and Counter Terrorism

Local Policing Plan

Police Scotland is a core partner in the delivery of Community Planning in Midlothian and under the terms of the Community Empowerment Act shares a new statutory duty to facilitate community planning with Scottish Fire and Rescue, Scottish Enterprise, NHS Lothian and Midlothian Council. Police Scotland has a legal duty to produce a local policing plan, and for the first time this plan is being included as part of the Single Midlothian Plan, on this occasion as an appendix to the Community Safety and Justice plan; working towards full integration of the local policing plan in future.

Local Fire Service plan

The Scottish Fire and Rescue Service is a core partner in the delivery of Community Planning in Midlothian and under the terms of the Community Empowerment Act shares a new statutory duty to facilitate community planning with, Scottish Enterprise, Police Scotland NHS Lothian and Midlothian Council. The Local Fire and Rescue planning cycle was

amended to match the 3 year cycle of the Single Midlothian plan, and the new Fire and Rescue plan will be developed alongside the next 3 year SMP cycle to allow for better connection and integration across the partnership.

Item 8.5

Ref Code	Community Safety and Justice 2018-19						Ownership
	Actions	Due Date	Performance Indicator	2018/19 Target	Baseline	Previous trend data	Lead Partner
Substance Misuse							
	Undertake a range of communication and engagement activity regarding responsible alcohol consumption.	31/3/19	Increase the number of licensed premises participating in the Best Bar None scheme	15	4 (15/16)	4 (15/16) 4 (14/15) 3 (13/14)	Police Scotland (PS)
			Reduce the number of alcohol related hospital admissions (patients per 1,000 population)	Reduce on the 16/17 rate	16/17: 377.2	16/17: 377.2 15/16: 377.2 14:15: 370.7 13/14: 376.8	MELDAP
			Recovery College: number of people engaging in education, training, volunteering and employment.	75	16/17: 70	15/16: 35	MELDAP
	Develop substance misuse services to reduce immediate harm, future harm and promoting recovery.	31/3/19	Increase the number of clients successfully completing the LEAP 12 week rehabilitation programme	60%	60%	15/16: 60%	MELDAP
			Increase the weekly attendance at Horizons Cafe:	70 per week	65 per week	15/16 Avg. 65 people per week	MELDAP
			Pink Ladies: the % of women completing the 10 week course	75%	84% 16/17	16/17: 84% (SLA 75%)	MELDAP
Gender based violence							
	Raise awareness of Violence Against Women and Girls with services and communities and strengthen support for survivors in the “Safe and Together” model.	31/3/19	% of repeat referrals to MARAC within one year	TBC	TBC	TBC	Violence Against Women Delivery Group (VAWDG)
			% of VAWG training attendees reporting that they have enough information to put their learning into practice.	TBC	TBC	TBC	VAWDG

Ref Code	Community Safety and Justice 2018-19						Ownership
	Actions	Due Date	Performance Indicator	2018/19 Target	Baseline	Previous trend data	Lead Partner
			% of Citizen Panel respondents that show an awareness of what actions characterise VAWG.	10% increase	Not previously measured	Not previously measured	VAWDG
			Number of secondary schools that deliver VAWG awareness.	3	0	0 in 16/17	VAWDG
			Proportion of MAPPA clients convicted of a level 1 or 2 offence	2%	2%	15/16: 0% 14/15: 0% 13/14: 0%	Criminal Justice/ MAPPA
			Number of domestic abuse incidents recorded	Continuous improvement	H2 17/18: 709	H1 17/18: 488 H1 16/17: 549	Police Scotland
			Proportion of men who successfully complete the Caledonian programme who do not have any crime reports completed for domestic abuse in the following 12 months	TBC	TBC	TBC	Criminal Justice
CS - Crimes of dishonesty							
	Raise public awareness of crime prevention through campaigns and crime prevention initiatives.	31/03/19	Decrease the number of bogus workmen crimes recorded by the Police	Continuous improvement	H1 17/18: 3	H1 17/18: 3 (not reported 16/17)	Police Scotland
			Number of Domestic housebreaking crimes recorded	Continuous improvement	H1 17/18: 65	16/17: 154 15/16: 159	Police Scotland
			Number of crimes of dishonesty (all group 3)	Continuous improvement	H1 17/18: 1289	H1 17/18: 1289 H1 16/17: 1076	Police Scotland
Violent Crime							

Ref Code	Community Safety and Justice 2018-19						Ownership
	Actions	Due Date	Performance Indicator	2018/19 Target	Baseline	Previous trend data	Lead Partner
	Work with partner agencies to prevent violent behaviour, manage violent offenders and develop a programme of interventions to reduce levels of violent crime.	31/3/19	The number of secondary schools that deliver Mentors in Violence Prevention or Fearless initiatives	4	2017/18: 3 Schools	2017/18: 3 Schools	Police Scotland
			Number of violent crimes	Continuou s improvement	H1 17/18: 28	H1 17/18: 28 H1 16/17: 39	Police Scotland
Antisocial Behaviour							
	Work in partnership to take early action to prevent young people from offending	31/3/19	Reduce the number of Acceptable Behaviour Contracts(ABC) breached	5% reduction on 3 year average	Baseline/ trend: 14/15: 51.9%	14/15: 51.9%	Community Safety Team
			Reduce % of initial warning cases escalating to ABC.	5% reduction on 3 year average	Baseline/tr end: 14/15: 2.56%	16/17:0.8 15/16: 2.0 14/15:2.56%	Community Safety Team
			Reduce % of ASBOs breached	5% reduction on 3 year average	16/17:50%	16/17:50% 15/16: 20% 14/15: 35.3% 13/14: 25%	Community Safety Team
			The number of young people referred to SCRA on offence grounds	5% reduction on 3 year average	16/17: 60	16/17: 60 15/16: 47 14/15: 57	Children & families
	Work in partnership to decrease the number of victims of antisocial	31/3/19	Number of antisocial behaviour incidents	Continuou s improvement	16/17: 6745	16/17: 6745 15/16: 6333	Police Scotland

Ref Code	Community Safety and Justice 2018-19						Ownership
	Actions	Due Date	Performance Indicator	2018/19 Target	Baseline	Previous trend data	Lead Partner
	behaviour and hate crime in Midlothian		Number of hate incidents	Continuou s improvement	H1 17/18: 52	H1 17/18: 52 H1 16/17: 42	Police Scotland
	Work with residents to build their resilience and help them resolve their own problems	31/3/19	% of resolution cases with a positive outcome (no repeat complaints received)	80%	97%	2016: 97%	Midlothian Resolution Service
			Number of Midlothian resolution service referrals received	110	122	2016/17: 117 H1 17/18: 51	Midlothian Resolution Service
Community Justice							
	Deliver the Midlothian Community Justice Partnership communication plan to help raise the profile of Community Justice	31/3/19	% of people who are aware of what Community Justice is	50%	17/18: 45%	17/18:45% 16/17: 28%	Community Justice Team

GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD (GIRFEMC)

A full version of the current statutory integrated children's services plan, of which this is a summary, can be found on the Midlothian Council website community planning pages. The GIRFEMC Board has worked together to create this plan. NHS Lothian and Mid Lothian Council have equal legal responsibility for this plan, and are required to report annually to Scottish Government on progress.

The Scottish Government's Early Years Framework and the Early Years Taskforce Shared Vision and Priorities set out the need for all agencies to jointly invest in prevention and early intervention especially during the early years of children's lives.

New national frameworks for monitoring attainment in education have been established alongside a national commitment to closing the gap in attainment between the children of better off families and those whose families are in difficult economic circumstances. A pupil equity fund of £2.2 million has been allocated directly to schools in Midlothian by Scottish Government, specifically to be used to close the gap in educational attainment, with each head teacher receiving a variable share of this direct funding based on the number pupils in their school eligible for free school meals. Commitments to reducing the educational attainment gap have to be balanced with the requirements for improving universal outcomes and meeting the needs of children and young people facing challenges because of disability or other additional support needs.

A new governance structure for Scottish Education is being introduced by Scottish Government. This has introduced 6 "Regional Education Improvement Collaboratives", reporting directly to the Deputy First Minister. The Midlothian CPP sits within the collaborative led by Fife Council's Director of Education, also including the Borders, City of Edinburgh, East Lothian. This new arrangement is intended to provide oversight for curriculum, quality and attainment and include staff from each council, and staff from Education Scotland. It is not yet clear how this will impact on the community planning processes within each local council area including the children and young people's plan.

Major reductions in public sector funding over the last five years and the continuing sharp decline in public service funding now anticipated as continuing up to 2021, present additional difficulties in providing universal services, making a shift to prevention, and simultaneously continuing to meet the needs of the vulnerable families that we encounter. Nevertheless all partners are committed to taking up the challenge of shifting resources to prevention and early intervention and to work closely together to align our resources to the outcomes that have been agreed. Addressing legislative changes will be central to the work of the GIRFEMC Board in the next year.

Children and Young People (Scotland) Act 2014

Implementation of the various provisions of the Act has been taking place, such as part 6, the increase to 600 hours of Early Learning and Childcare from August 2014 and of free school meals for Primary 1 to 3 pupils from January 2015. This year sees further increased expectations; placing a duty on public bodies to report on how they are improving outcomes for children and young people. It requires an increase from 600 to 1140 hours per year free early learning and childcare provision for 3 and 4 year old children. It extends the number of 2 year old children entitled to free early learning and childcare.

The introduction of part 4 the Named Person Service has been delayed due to legal problems but it is still the stated intention of Scottish Government to reintroduce this expectation in amended legislation. A new expectation in part 5 of the Act requires the partners to deliver a single 'Child's Plan' replacing a number of other plans. Part 9 of the Act applies a Corporate Parenting responsibility to promote and support the needs of care experienced children and young people. The Act extends the age that a looked after young person can remain in care and subsequently receive support, and introduces additional support for kinship carers (where children are looked after by relatives who are not their parents). Part 1 of the Act places a duty on public authorities to provide a children's rights report as soon as practicable after the end of each 3 year period and advises on how public authorities can fulfil their duties in relation to the United Nations Convention on the Rights of the Child.

Education (Scotland) Act 2016

Amongst the provisions contained in the Act are proposals for a duty upon education authorities to have account for reducing inequalities resulting from socio-economic disadvantage, duties relating to Gaelic medium education provision and revisions to children's rights relating to Additional Support for Learning. The Act also requires Councils in their role as the Education Authority to deliver the requirements of a new national improvement framework for Scottish Education.

GIRFEMC Principles

The following principles inform the approach of all Midlothian partners' services when working with children, young people and families, either individually as single agencies or when collaborating with partner agencies

- The child or young person will be placed at the centre of our thinking and action
- The capacity of families and communities will be strengthened to meet the needs of their children and young people
- We will intervene early to ensure children and young people get the help they need when they need it
- The capacity of universal services will be developed to prevent the need for intervention, meet low level need as it arise and address concerns at the earliest stage
- Children, families and communities will be helped to secure outcomes for themselves
- Our responses to each child's needs will be personalised, proportionate, appropriate, and timely
- Targeted support will be provided to those children and young people in greatest need
- Services will work together to undertake holistic assessments of children's needs and plan to meet needs in a co-ordinated way
- The ethnic, cultural, religious, and language needs of children and young people will be fully considered when we assess, plan, and deliver services for them

Children, young people and families will be supported to help us plan the services they need and help us evaluate our effectiveness

Wellbeing Outcomes Framework

All partners have agreed to continue to adopt the national Getting it right for every child safe, healthy, active, nurtured, achieving, respected/responsible, included (SHANARRI) wellbeing framework to measure progress in achieving outcomes for children and young people

Long term outcomes

The partners have framed long term outcomes (to 2023) as follows:

- **Every child in Midlothian has the best start in life and is ready to succeed**
- **The life chances for Midlothian's children, young people and families at risk have improved**
- **Our people are successful learners, confident individuals, effective contributors and responsible citizens**

The 2016/17- 2019/20 financial year outcomes as agreed by the GIRFEMC Board are:

Outcome 1	children in their early years and their families are being supported to be healthy, to learn and to be resilient
Outcome 2	all Midlothian children and young people are being offered access to timely and appropriate support
Outcome 3	all care experienced children and young people are being provided with quality services
Outcome 4	children and young people are supported to be healthy, happy and reach their potential

Priorities for 2018/19 are

1. Improve attainment, particularly in literacy and numeracy
2. Improve employability skills and sustained, positive school leaver destinations for all young people
3. Improve children and young people's health and wellbeing
4. Increase the numbers of care experienced young people accessing education, employment and training
5. Close the attainment gap between the most and least disadvantaged children
6. Establish a baseline of level of engagement with children and young people in planning for their needs

Actions towards some of the outcomes have been delegated to sub groups of the Board, each of which has its own action plan with greater detail. These groups report progress to the Board on a regular basis.



Child Protection

The strategic direction of child protection is undertaken jointly with East Lothian and core partners. The East Lothian and Midlothian Public Protection Committee (EMPPC), has now been in existence for five years. The committee incorporates the Adult Protection Committee, Child Protection Committee, Offender Management Group and Violence against Women Partnership. Public Protection includes the most high profile 'critical' services for which the key agencies of council, NHS Lothian and police have statutory responsibility.

In East Lothian and Midlothian, the drive for collaborative working within Public Protection was a practical one; people do not neatly fit into one category and issues like domestic abuse and substance misuse are common themes with many of the service users with whom we work. Recognising these significant overlaps, we promote an integrated "lifespan" approach to Public Protection covering all ages and stages of life.

Collaborative leadership from East Lothian and Midlothian Critical Services Oversight Group (CSOG), which incorporates the chief executives and chief officers from all partnership agencies, has undoubtedly enabled our public protection services to develop and become more holistic, both strategically, and organisationally.

The EMPPC brings together all agencies involved in supporting and protection adults and children who may be at risk of harm. It meets quarterly to fulfil its scrutiny role in overseeing the Public Protection Performance framework and the four improvement plans – Adult Support and Protection, Child Protection, Offender Management and Violence against Women and Girls. EMPPC remains committed to continuous improvement, taking an outcome focused approach to supporting and protecting adults and children who may be at risk of harm, based on an understanding of need gained from our evaluation activity.

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
GIRFEMC - Children and young people are supported to be Healthy, happy and reach their potential (3year outcome)							
GIRFEMC - Establish a baseline of level of engagement with children and young people in planning for their needs (1year priority)							
GIRFEMC- Improve children and young people's health and wellbeing (1year priority)							
GIRFEMC - Undertake a 'whole system' review of mental health support across Midlothian							
GIRFEMC Further develop mental health work in schools and other settings							
	Reduce the number of young people referred to Child and Adolescent Mental Health Services (CAMHS) by providing alternative support	31/03/19	Annual number of CAMHS referrals	Data Only	689	N/A	Mental health sub group
	Establish a framework for partnering with those who experience domestic violence and intervening with domestic violence perpetrators in order to enhance the safety and wellbeing of children	32/03/19	Framework established	1	0	New measure	Public protection unit
	Ensure CAMHS meet HEAT targets for waiting times	31/03/19	Annual percentage seen within 18 weeks for first treatment	90%	33.98% (16/17)		Mental health sub group
	Develop mental health network in schools , and other settings	31/03/19	Network established	All education establishments	No network in place	New measure	Mental health sub group
	Roll out improved mental health training for those who support young people in educational settings.	30/09/18	Number of education staff trained Number of education staff who report feeling better equipped and supported in understanding mental wellbeing	% of education staff trained (Data only)	To be established	New measure	Mental health sub group

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
	Increase our Midlothian-wide capacity for ongoing, sustainable programme of training across professions	31/12/18	Number of staff trained as trainers across Midlothian within all agencies A sustainable programme of multi-disciplinary training in place.	New measure	To be established	New measure	Mental health sub group
	Ensure that there are robust policies and practice in areas such as behaviour, anti-bullying and diversity, including tackling prejudice and stigma around mental health.	31/12/18	Robust policies are in place and being used to inform best practice	All education establishments	To be established	New measure	Mental health sub group
	Gather data and undertake research to analyse population level data, to really understand the mental health needs and service use of children and young people.	30/06/18	Strong evidence base for change	Evidence gathered through surveys, focus groups and participatory research involving young people, care givers and professionals	To be established	New measure	Mental health sub group
	Engage children, young people, parents/carers and families in genuine participation, together co-designing a better mental health support system.	30/10/18	Increased participation of children, young people, parents/carers and families		To be established	New measure	Mental health sub group
	Establish a baseline mental health and wellbeing measure for children and young people across Midlothian.	31/12/18	Measure established	Data only	To be established	New measure	Mental health sub group

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
	Create a Children and Young People's Wellbeing and Mental Health Strategy for Midlothian that provides a roadmap of how we can move from a reactive to a proactive service, focusing on skills based programmes, preventive work, the identification of difficulties and targeted interventions.	28/02/19	Strategy in place	1	0	New measure	Mental health sub group
	Implement appropriate learning pathways to promote healthy lifestyles in line with Education Scotland guidance	31/03/19	Reduce the Rate of Child Protection referrals connected with parental alcohol or drug misuse	Data Only	2015/16 10%	2014/15 24%	Vulnerable CYP sub group
			Alcohol Related Youth Calls (rate per 10,000 population aged 8-17 yrs.)	140	2016/17 149	N/A	Vulnerable CYP sub group
			Percentage of repeat Child Protection referrals within a 12 month period	0%	2015/16 6% (4/68)	11/12-5.6% (10/179) 12/13-9.9% (14/141) 13/14 13.8% (21/152) 14/15-5.2% (4/77)	Children's Services management team
	Involve communities of place and interest in co- design and co-delivery of services for children and young people	30/03 19	Evidence of collaboration with neighbourhood planning ,parent , carer , service user, youth work, care leaver and pupil groups in development of plans and in delivery of services	3 examples of co-designed and delivered projects	0	New target	CYP Act sub group

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
	Establish where and how children and young people are engaged in planning for their own needs	31/03/19	Report prepared setting out current practice with. Recommendations submitted and next steps agreed	Annual Target Yes	To be established	N/A	CYP Act sub group
	Support girls and young women to enable them to reach their full potential through teenage pregnancy pathways	01/07/19	Number of young women supported	Data only	6	New measure	
	Work with CPP to challenge social norms and prevention/early intervention approaches to reduce smoking in women of child bearing age	01/04/19	Number of women smoking at maternity booking to be below the Lothian average of 14.3%	14.2%	169 women 16.9%	N/A	
	Work with partners to increase activity to promote breastfeeding as an option and to adjust cultural barriers to breastfeeding being considered in priority areas	01/04/19	Percentage babies being exclusively BF at 1st visit	45.9%,	36.1%		
			Percentage babies being exclusively BF at 6-8 week check	38.1%	27.3%		
	Work with partners to increase dental registration of 0-2 yr. olds and 3-5 yr. olds	01/04/19	Percentages registered with a dentist between 0-2 and 3-5 yrs	From Baseline	To be established	New Measure	
	Work with partners to decrease the percentage of those found to be clinically overweight or obese at P1 entry and to reduce the percentage of those at risk	01/04/19	Percentages in the combined overweight and obese clinical thresholds at P1 to be below Clinical Lothian average of 14.2%	14.1%	15.3% clinical		
			Percentages in category using epidemiological thresholds for P1 to be below Lothian average of 21.2%	21.1%	23.6% epidemiological		

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
Inequalities in learning outcomes have reduced (3 year outcome)							
GIRFEMC - Improve attainment, particularly in literacy and numeracy (1 year priority)							
GIRFEMC - Close the attainment gap affecting children and young people facing additional barriers to learning (1 year priority)							
GIRFEMC - Close the attainment gap between the most and least disadvantaged children (1 year priority)							
GIRFEMC Improve employability skills and sustained, positive school leaver destinations for all young people(1 year priority)							
	Monitor the ongoing implementation of the inclusion review	30 June 2019	Ongoing monitoring with partners/ practitioners / parental/pupil engagement evidenced	1	0	N/a	Education management team (AS)
	Utilise data capture information across agencies relating to additional support needs to allow a baseline to be established and performance dashboard to give confidence that interventions are being offered in a timely and appropriate manner	31/03/19	Data system in place and ability to generate reports and plan interventions	Yes			Education management team(AS)
	Reduce numbers of school exclusions	1/07/19	SEEMiS Exclusion data - Primary (2% reduction)	119	121	83	School management teams (AS)
		1/07/19	SEEMiS Exclusion data – Secondary (2% reduction)	199	203	404	School management teams (AS)

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
	Ensure children with additional support needs are offered timely and appropriate interventions	1/07/19	Numbers of children/young people in part time attendance at school or specialist provision	85	90	n/a	Education management team
	Individualise approaches to attainment for targeted groups: 1.Looked After Children 2. Looked After at Home pupils 2.Social Emotional Mental Health needs pupils 3.Additional Support Needs (Saltersgate)	1/07 /19	For each of the first three groups the performance for these pupils will be measured in line with Curriculum for Excellence (CfE) levels at P1, P4, P7 & S3 For Saltersgate we are measuring developmental milestones	To be set	Use CfE return from August 2015, 2016, 2017	New measure	Education management teams
	Further develop pupil equity fund interventions	1/07/19	Pupil Equity funded work impact is reported by each individual school to detailed reporting templates required by Scottish Government. Overall impact will be visible in closing the attainment gap between pupils.	Data only	n/a	n/a	School management teams.
	Monitor proportion of children achieving expected levels by Primary 1	30/08/19	Standardised for maths for Midlothian P1 pupils at end of P1 year	52.7	Based on 2% increase in score per year		Council Education Directorate performance team

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
			Standardised for reading for Midlothian P1 pupils at end of P1 year	50.8	Based on 2% increase in score per year	51.3 (11/12) 51.5 (12/13) 50.6(13/14)) 50.8 (15/16)	Education Directorate Performance team
			Percentage of increase in PIPS score achieved by P1 pupils from SIMD deciles 1 and 2 between entry and exit compared to the Midlothian average improvement	90%	81.2% (2015/16)	76.1% (2014/15)	Education Directorate performance team
	Monitor proportion of children achieving expected levels by Primary 4	30/08/19	Percentage of P4 pupils scoring 100 or above in standardised assessments in reading, maths and numeracy	63.6%	61.6% of Pupils achieved 100 or above in Granada Learning P4 testing (15/16)	60.5% of Pupils achieved 100 or above in Granada Learning P4 testing (14/15)	Council Education Directorate performance team
	Ensure pupils are secure at First level by end P4 in reading, writing, listening and talking, maths and numeracy	30/08/19	Percentage of pupils achieving First level by end P4 in reading, writing, listening/talking, maths and numeracy	92%	90%	72%	School management teams
	Identify the current gaps in educational attainment at individual school level and	30/08/19	Improvement in the percentage of pupils from SIMD deciles 1 and 2	From Baseline	To be established	New measure	School and education

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
	implement a range of targeted strategies to close the gap		achieving the expected CfE level by the end of P1, P4,P7 and S3				management teams
		30/8/19	Percentage of increase in PIPS score achieved by P1 pupils from SIMD deciles 1 and 2 between entry and exit compared to the Midlothian average improvement.	90%	81.2% (2015/16)	76.1% (2014/15)	Council Education Directorate performance team
Actions to ensure positive sustained destinations of young people leaving school are recorded under the Improving opportunities thematic partnership							
GIRFEMC All care experienced children and young people are being provided with quality services –(3 year outcome)							
GIRFEMC Increase the numbers of care experienced young people accessing education, employment and training (1 year Priority							
GIRFEMC Agree and then disseminate ‘core messages’ supporting vulnerable children and young people (1 year priority)							
	Ensure delivery of the 2018/19 actions in the 3 year Corporate Parent Plan	30/03/19	% of Corporate Parent actions that are on target.	80%	2016 -19 Corporate Parent Action plan	N/A	Vulnerable CYP sub group
	Deliver core messages around harm reduction through Council briefing , undertaking awareness raising with Parents, staff in Children’s Services, Education, Police Scotland , Health and Third sector partners	30/03 /19	Evidence of “core messages” awareness being raised across each of the 6 listed settings	6	0	0	Vulnerable CYP sub group

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	GIRFEMC -Children in their early years and their families are being supported to be healthy, to learn and to be resilient(3 Year Outcome)						
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
	Develop capacity and support structures for the Early Learning and Childcare expansion to 1140 hours with an unrelenting focus on ensuring high quality provision	30/03/19	Number of Early Learning and Childcare Modern Apprentices recruited	15	0	0	Early years sub group
			Number of Learning Assistants studying towards HNC in Childhood Practice	25	0		Early years sub group
			Qualitative data from expansion pilots identifies positive impact of increased hours on children's development	1 report published	0		Early years sub group
	Progress towards opening the integrated Family Learning Centres in Gorebridge and Mayfield	01/04/2019	Gorebridge Family Learning Centre open	1	0		Early years sub group
			Modular unit at Mayfield Nursery School is operational	1	0		Early years sub group
	Establish a family learning approach to early years services that promotes a positive attitude to lifelong learning, encourages socio-economic resilience and challenges educational disadvantages	01/04/2019	Number of families actively engaged in family learning initiatives (e.g. PEEP, Big Bed Time Read, Parents Involved in Children's Learning.)	To be established	To be established		Early years sub group
			% increase in the amount of time parents report spending reading with children, playing outside, singing, visiting the library and engaging with arts and craft activities	To be established	To be established		Early years sub group
	Improve the attendance patterns of children in Early Learning and Childcare settings and take up of entitled 2s	01/04/2019	Percentage of eligible two year olds receiving funding	60% take up	50%		Early years sub group

Reference Code	GETTING IT RIGHT FOR EVERY MIDLOTHIAN CHILD 2018-19						Ownership
	GIRFEMC -Children in their early years and their families are being supported to be healthy, to learn and to be resilient(3 Year Outcome)						
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
			Number of children with 90% attendance at ELC provision in Mayfield as part of test of change	TBC	TBC		Early years sub group
	Improve reach of families accessing parenting programmes from priority areas	01/04/2019	Number of parents accessing parenting programmes from most deprived SIMD areas	TBC	TBC		Early years sub group
	Ensure that children in their early years receive appropriate services/timely interventions through wellbeing meetings and Team around the Child Process	01/04/2019	Waiting times for intervention	TBC	TBC		Early years sub group

The Improving Opportunities for People (IOM) Midlothian plan has been prepared to inform the Community Planning Partnership (CPP) of emerging themes, agreed actions and measures for 2018/19. The long term aim of the IOM is to build resilient communities and reduce inequalities. In 2017/18 the IOM agreed six priority areas. The 2017 Midlothian Profile shows, whilst there have been some improvements across all six areas; continued work is needed in the following priority areas:

1. Support people out of poverty and welfare dependency
2. Reduce health inequalities
3. Increase access to digital services
4. Improve the destinations of young people
5. Improve access to welfare advice through increased local and targeted provision
6. Increase qualifications and employment levels for adults of working age (amended priority)
7. Child poverty reduction (new priority)

In addition, the group is proposing the coordination of child poverty reduction as an additional priority for 2018/19. This is because, for the first time, child poverty levels in Midlothian are above the Scottish average at 22.5%. With the introduction of the Child Poverty Act, and new reporting requirements expected in April 2019, there is an opportunity for the IOM to deliver a coordinated approach to reduce the number of children living in poverty. The IOM have also decided to amend the priority relating to the qualification levels of working age adults to include employment levels. This will allow us to track levels of unemployment and target those with the lowest levels of household income.

This plan is based on the medium term priorities for 2016-2019 in the Single Midlothian Plan and the priorities identified by the residents of Midlothian in the 2017 Citizens Panel Survey. A PESTAL analysis is included in the 2017 strategic assessment. The assessment should be read in conjunction with Midlothian Profile 2017 www.midlothian.gov.uk/download/.../id/.../midlothian_profile_2016-17.pdf

Medium Term IOM Outcomes for 2016/19

- Reduce poverty levels in Midlothian
- Midlothian residents are successful learners and young people go on to positive destinations when they leave learning
- Reduce health inequalities and improve the health of people in Midlothian
- The public is informed and engaged in service development and delivery

Below is a summary of the proposed priorities for 2018/19 in the order as prioritised by the residents of Midlothian:

1. Support people out of poverty and welfare dependency
2. Deliver a coordinated approach to reduce the number of children living in poverty (new measure)
3. Improve the destinations of young people
4. Reduce health inequalities
5. Increase qualifications and employment levels for adults of working age (revised measure)
6. Improve access to welfare advice through increased local and targeted provision
7. Increase access to digital services

Reference Code	IMPROVING OPPORTUNITIES – 2018/19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
IOM - Poverty Levels in Midlothian overall are below the Scottish average(3 year)							
IOM - Support people out of poverty and welfare dependency(1year)							
	Provide high quality and localised welfare advice and support, targeted at the areas with the highest levels of poverty.	31/03/19	Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £625k per quarter.	£2.5m	£1.5Million	£1.5milion	Welfare Right Team
		31/03/19	Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter.	£2.5 million	£2.5 million	£2.5 million	CAB's
		31/03/19	Midlothian CABs will provide benefit advice sessions in the 3 targeted areas.	125		New measure	CAB's
	Reduce barriers to learning by poverty proofing the school day with the Child Poverty Action Group in 11 primary schools in the priority areas. Extend this offer to all primary schools.	31/03/19	Number of schools that receive additional funding to poverty proof the school day.	11	0	New measure	Communities Team
	Research in-school child poverty measures and interventions.	31/03/19	Undertake 2 primary research projects with Edinburgh University to identify ways of increasing uptake of free school meals and maximising Pupil Equity Funding	2	1	New measure	
	Deliver the actions in the child poverty plan.	31/03/19	Relative to Scotland, Midlothian can demonstrate a 1% reduction in child poverty. Currently the Scottish Average is 22% and Midlothian is 22.5%.	21.5%	22.5%	22.5%	Child Poverty Woking Group
	Provide short term support to people experiencing significant hardship. This will include practical interventions including	31/03/19	Midlothian Foodbank will provide people with emergency food supplies.	2,500	2,200	2,000	Midlothian Foodbank

	access to food banks; travel vouchers and trial energy vouchers for households experiencing fuel poverty.	31/03/19	Provide £5 food vouchers to Foodbank users to purchase fresh food and vegetables.	500	300	300	
		31/03/19	500 hot meals to people in food poverty, homeless or in isolation.	500	0	New measure	
	Provide training to front line workers on the Welfare Reform Act so they can provide high quality support to people experiencing poverty.	31/03/18	MC Welfare Rights Team will train advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act.	100	50	50	Welfare Right Team
		31/03/18	Of the staff and volunteers that undertake training 80% will report an improved understanding of Welfare Rights and will report that they feel better equipped to support the people they work with.	80%	80%	80%	Welfare Right Team
	Increase the interventions and support to unemployed adults.	31/03/19	Reduce the number of unemployed adults in Midlothian by 5%.	3.5%	3.7%	2015-5.1% 2016 - 4.1% 2017- 3.7%	DWP and Employment and Learning Midlothian
	Increase the interventions and support to workless households.	31/03/19	Reduce the number of workless households in Midlothian by 5%.	13.2%	18.2%	2014-14.1% 2015-15.1% 2016-18.2%	
	ESF Midlothian Pipeline Project will engage and support clients through is operation to remove the barriers they face to employment and vocational training.	31/12/18	Number of unemployed and inactive participants with multiple barriers to employment.	392		New Measure	Lifelong Learning & Employability, and contracted organisations
		31/12/18	Number of unemployed and inactive participants with multiple barriers entering vocational training.	125		New Measure	
	Increase the number of people receiving support from the LLE job club.	31/03/19	Number of people receiving support from the LLE job club.	108	98	New measure	

IOM – Increase the positive destinations of young people							
IOM - Increase the skills and qualifications of working age adults							
IOM - Increase access to digital services							
	Deliver the actions and targets in Developing Scotland's Young Workforce (DSYW) Plan.	31/03/19	% of 16-19 years olds secure a positive destination annually the 'participation measure'. DSYW plan details the actions required to achieve this.	95%	88.7%	93.6% (2016/17)	DMYW group
	Increase the level of achievement in mainstream youth work	31/03/19	Number of attendees at Youth Clubs achieving accreditations.	28	27	New measures	Lifelong Learning & Employability
			Number of young people achieving Duke of Edinburgh Award.	164	156		
	Ensure there is a youth work offer in each geographical cluster for all young people P6 to S6.	31/03/19	Number of young people attending Youth Clubs in each geographical cluster.	Dalkeith 231 L'wade 211 N'battle 388 Penicuik 149	220 201 370 142		
	Target approach to increase engagement with care experienced young people.	31/03/19	Number of care experienced young people engaged in mainstream youth work.	Establish baseline			
	Ensure that transitional support is offered to young people from p7 to S1 and then for S4, 5, 6 who are at risk of leaving school without a destination.		Number of young people attending transition projects.	84	80		
	Deliver the actions identified in Employability and Learning Midlothian (previously Midlothian Adult Learning Partnership) so that qualification levels are improved at all levels (SVQ1-4)	31/03/19	Increase % of NVQ4 and above qualification levels of Midlothian residents.	40.9%	38.5%	2015 –39.9% 2014 - 38.5% 2013 - 31.7% 2012 - 33.8%	Employability & Learning Midlothian
		31/03/19	Increase % of NVQ3 and above qualification levels of Midlothian residents.	60.5%	59.7%	2015 - 59.5% 2014 - 57.0% 2013 - 50.4% 2012 - 53.9%	

		31/03/19	Increase % of NVQ2 and above qualification levels of Midlothian residents.	79.5%	78.3%	2015 - 77.1% 2014 - 75.7% 2013 - 71.4% 2012 - 72.8%	
		31/03/19	Sustain % of SVQ1 and above qualification levels of Midlothian residents.	89.5%	88.2%	2015 - 87.3% 2014 - 85.7% 2013 - 82.7% 2012 - 82.9%	
		31/03/19	Midlothian residents with no qualifications have reduced.	5.5%	6.4%	2015 - 7.9% 2014 - 9.6% 2013 - 12.7% 2012 - 11.8%	
	Volunteer Midlothian, LLE and Third Sector partners will develop new volunteering roles and recruit new volunteers in line with the Volunteer Charter.	31/03/19	Number of Saltire Awards achieved by young people (12-25) for volunteering in their community.	385	375	2014 - 363	Volunteer Midlothian and partners
		31/03/19	Based on Midlothian Citizens Panel, the number of volunteers will increase by at least 1% a year.	30%	29%	2016 - 29% 2017- 29%	Volunteer Midlothian and partners
	Provide one-to-one or group ICT tuition to 95 older people and vulnerable adults over the age of 50 as part of the Connect Online Programme.	31/03/19	Older people and vulnerable adults will receive one-to-one IT tuition at home.	25	25	40	Volunteer Midlothian
			Older people and vulnerable adults will receive group IT tuition to improve their digital literacy.	70	70	120	
	Provide training and support to Third Sector organisations to improve the quality of their volunteer placements and volunteer management.	31/03/19	Third Sector organisations who have access to support and training report that they are better able to recruit, manage and retain volunteers as a result of receiving training and support.	150	150	150	Volunteer Midlothian and partners
	Provide 1-1 support to Third Sector organisations and social enterprises to	31/03/19	Third sector organisations are sustained and their governance improved.	40		New measure	Third Sector Interface

	improve their sustainability, governance and practice.						
	Deliver an annual TSI training programme, of 10 training events.	31/03/19	Third sector organisations can access the training they need to sustain and improve.	120		New measures	Third Sector Interface
	Agree actions with CPP Partners to improve digital access across Midlothian as part of the Technology Steering Group.	31/03/19	All actions identified in 2018/19 action plan delivered.	100%		New measure	Technology Steering Group
IOM - There is a reduction in inequality in health outcomes							
IOM - Reduce health inequalities and improve the health of the population							
	Deliver programmes that will impact positively on physical activity.	31/03/19	Increase the % of people reporting that they are physically active for a minimum of 30 minutes, at least 5 days a week.	13%	8%	7% 2014 11% 2015 8% 2016	Joint Health Improvement Partnership (JHIP)
	Deliver programmes that will impact positively on healthy eating.	31/03/19	Increase the number of days per week people eat their five portions of fruit and vegetables.	38%	36%	33% 2014 34% 2016 36% 2017	JHIP
	Professionals that work with children and young people reporting an increase in knowledge, skills or confidence in order to provide preventative support for children with mental wellbeing issues.	31/03/19	Increase the % of professionals who report this increase in knowledge and skills.			New measure	JHIP
	Support people to attract additional income through the AIM HI project.	31/03/19	Total number of people assisted by AIM HI project.			New measure	JHIP
		31/03/19	Total increase in household income (£) for families engaged with AIM HI Project.			New measure	JHIP
	Increase the uptake of benefits such as the Healthy Start vouchers.	31/03/19	Increase in % uptake	81%	71%	N/A	JHIP
	Establish 13 core indicators for measuring learning, health and economic outcomes so trend data can be monitored over time.	31/03/19	Gap indicators monitored and shared with CPP partners during CPP meetings.	2		New measure	Indicators Working Group

	Provide support and direction to programmes and partnerships to ensure they undertake work to tackle health inequalities.	31/03/19	Number of organisations or services benefit from advice and information related to health inequalities.	10		New measure	JHIP
	Develop a Type 2 Diabetes/Obesity Prevention Strategy that involves the breadth of the Community Planning Partnership	31/03/19	Produce a strategy in partnership with the breadth of community planning partners and captures their contribution to reducing type 2 diabetes and obesity.	1		New measure	JHIP
IOM - Citizens are engaged with service development and delivery							
IOM - Increase public engagement in the design and delivery of services							
	Update Neighbourhood Plans in all of the 16 Community Council areas. Agree a schedule of Neighbourhood Plan reviews.	31/03/19	Each of the Neighbourhood Plans can demonstrate 2 tangible improvements as result of the process.	30	46	43-2016 46-2017	Communities Team
	Provide support to Third Sector and community groups to increase their capacity.	31/03/19	Provide bespoke 1-1 support to community and voluntary groups on funding, capital projects, governance, income generation, influencing and organisational development.	80		New measure	Communities Team
	Undertake the Citizens Panel survey as a way of informing service development and delivery.	31/03/19	Complete two citizen panel surveys with a response rate of at least 60%.	64%	63%	2014 - 61% 2016 – 62% 2017 – 63%	Community Planning Management
	Test new approaches to funding that enable more community involvement in budgeting decisions.	31/03/19	Attract external funding to test at least 2 new approaches that enables public engagement in the decision making processes.	2	2		Communities Team
	Manage clear processes for community groups to improve access the CPP decision making as part of the Community Empowerment Act, Including Participation Requests	31/03/19	No more than one formal Participation Requests per quarter, early high quality engagement will prevent the need for formal Participation Requests.	4	2		Communities Team

	Manage a clear process for Asset Transfers.	31/03/19	15 organisations are supported through an expressions of interest and all organisations that apply for a formal transfer are responded to within the statutory timescales. An Asset Transfer Framework is approved by Council.	15	0	New measure	Communities Team
	Provide bespoke and online training via a new Learn Pro module on the Community Empowerment Act	31/03/19	Training offered to 3500 staff and volunteers, with a take up of at least 150.	150	41	New measure	Communities Team
	Support Community Organisations with applications to the Armed Forces Covenant Fund	31/03/19	Provide bespoke 1-1 support to develop applications to the Armed Forces Covenant Fund	7	5	New measure	Communities Team
	Develop and provide a new online training module via Learn Pro to raise awareness of the Armed Forces Covenant	31/03/19	Training module to be offered to all Midlothian Council staff and made available to community organisations	150 council staff and 10 community organisations complete the module.	0	New measure	Communities Team

The CPP merged into one theme three complementary dimensions of ‘promoting economic growth’; ‘ensuring a sustainable environment’; and ‘developing housing to meet communities’ needs’. These three dimensions are the underpinning principles of planning legislation in Scotland. It was the view of the CPP that by aligning the structure of the CPP in this way there would be opportunities for improved links between the Community Planning and local development planning processes. Progress has been made in linking the outputs of neighbourhood planning to the development planning process and Midlothian has been complemented nationally for the extent to which its local development plan process has undertaken engagement throughout its development phase. New Planning legislation is being prepared which will further bring together community planning and development planning strengthening public engagement in the latter, and building on Community Empowerment Act principles

Ambitious Midlothian

The economic recession that started in mid/late 2008 and the economic downturn that followed created enormous challenges for CPP partners such as the Council, Scottish Enterprise, Edinburgh College, the Federation of Small Businesses, and Midlothian and East Lothian Chamber of Commerce.

Significant progress has been made in Midlothian in terms of addressing the adverse socio-economic impact of the economic downturn, this is against a background of a continuing aftermath of higher taxation to fund borrowing /government debt repayment with at the same time significant public sector budget cuts, rising demand for services from a growing and ageing population and the as yet largely unknown impact of the decision to leave the European Union.

February 2017 economic predictions by the Institute for Fiscal Studies states that there will be continuing downward pressure on public services for most of the next decade, and goes on to summarise their predictions for 2017-21 as follows:

“The medium-term outlook is subdued. The combination of a period of relatively weak business investment, slowing levels of immigration, the impending break to increases in the state pension age and the persistent weakness in productivity growth leads us to expect potential output growth of just 1.5% a year between 2017 and 2021. This would represent a modest deceleration compared with the 2007–16 period (1.6% a year) but a substantial slowdown relative to the decade prior to the global financial crisis (2.7% a year).

A sizeable output gap will allow GDP growth to be firmer (1.8% a year from 2017 to 2021), though growth could be stronger still were it not for the fiscal consolidation, which is expected to exert a sizeable drag on economic growth over the next three years. The imminent start of the negotiations around the UK’s departure from the EU means that there is a large degree of uncertainty around future prospects.

Assuming that the government is able to agree a transitional arrangement with the EU, the impact of Brexit within the forecast horizon being studied in this report (to 2021) is likely to be relatively minor, although our research points to the negative effects escalating over time. Brexit is not the only source of uncertainty surrounding the forecast.

Domestically, it is unclear how high household indebtedness and weak productivity growth – both legacies of the global financial crisis – will impact on growth prospects. And externally, while a stronger US fiscal stimulus might provide some support to UK activity, we are also concerned about the scope for the problems in the eurozone banking sector to come to the fore once again. If these problems were to coincide with turbulence in the Brexit negotiations, we could see UK GDP growth grind to a halt by late 2017.” *IFS Green Budget Feb 2017*

At a national level, the Scottish Government (SG) reacted to the economic and budgetary challenges through the launch of a refreshed SG Economic Strategy in March 2015. This refreshed strategy sets out an overarching framework for a more competitive and a fairer Scotland. The strategy reaffirms the commitment to creating a more successful country with all of Scotland to flourish through increasing sustainable economic growth. It sets out an overarching framework for achieving the two mutually supportive goals of: Increasing competitiveness and Tackling inequality

The national strategy is driven by the following four priorities:

- **Investing in our people and our infrastructure in a sustainable way**
- **Fostering a culture of innovation and research and development**
- **Promoting inclusive growth and creating opportunity through a fair and inclusive jobs market and regional cohesion**
- **Promoting Scotland on the international stage to boost trade and investment, influence and networks**

The Ambitious Midlothian plan was jointly prepared by the Council and CPP Partners. This followed extensive engagement/consultation with the business communities of Midlothian. Ambitious Midlothian is the overarching strategic economic development plan for Midlothian, shaping the economic development work of the Council and its CPP Partners. Key topics included within the plan include:

- **Maximise the socio-economic benefits of the Borders Railway**
- **Support the local economy to grow and become more productive and Inclusive**
- **Define , develop, exploit and promote Midlothian's visitor attractions**
- **Develop digital connectivity and increase its use**
- **Develop Midlothian Science Zone to the benefit the local economy and community**
- **Support sustainable town centre regeneration**

The plan has achieved a number of its goals, and is being revised to keep it current and relevant. Specifically of recent note:

- **Maximise the socio-economic benefits of the Borders Railway**
Extensive activity in 2017/18 co-ordinating inward investment and tourist destination development, projects to bring back into use buildings at Newtongrange and Gorebridge stations, the initiation of masterplans for Stobhill, and for Newtongrange Town Centre, funding for environmental/public realm works at Gorebridge, and marketing and web-site development activity.
- **Support sustainable town centre regeneration**
A successful phase 1 heritage bid for Penicuik, securing grant funding from the Heritage Lottery Fund and from Historic Environment Scotland – which has the potential to release up to approximately £3.5m towards regenerating Penicuik. A phase 2 application is due to be submitted in March 2018. If successful that will lead to a funded five project running 2018-2023 focusing on the historic core of Penicuik town centre. The Gorebridge Conservation Area Regeneration Scheme has continued to allocate funds towards environmental improvements and building repairs in the town centre. Funding has been secured from the Scottish Government Borders Railway Blueprint Fund, LEADER and the Railway Heritage Trust to restore the former Gorebridge station building into a community run facility with café, bike hire and exhibition and office space, public realm improvements, promotion of Gorebridge town centre and surrounding area, including a heritage trail along Main Street in Gorebridge. This has been labelled the Gorebridge Connected project and the described works will run 2018-2020. The Dalkeith Burns Monument was successfully refurbished and relocated. The Penicuik Business Improvement District has become established
- **Support the development of Midlothian Science Zone to the benefit the local economy and community**

- During 2016/17 a number of planning permissions for significant developments have been granted, including the University of Edinburgh's Large Animal Imaging Facility.

- **Support the local economy to grow and become more productive and Inclusive** Item 8.5

Part of the strategy was to maximise external investment in economic development. One notable success has been achieving EU funding for rural development, (LEADER). The LEADER team of three officers is in place, the Local Advisory Group has been formed, and applications received with funding offers already made. Other external funds have been drawn in, including the East of Scotland Investment Fund, a shared (part EU funded) loan fund for business development. Additionally, the Business Gateway contract has provided a core of support services to local businesses.

City Region Deal The Midlothian area is part of the Edinburgh and South East Scotland City Region "City Deal" bid. City Deal offers access to retrospective UK Treasury and Scottish Government investment if projects achieve specified economic impact levels. The Edinburgh City Region City Deal includes all Lothian's Councils, Fife, Scottish Borders and City of Edinburgh Councils. The most recent budget statement by the Chancellor of the Exchequer indicates that this City Deal bid is close to approval, with confirmation expected in the summer of 2017

Proposals affecting Midlothian directly include capital infrastructure investment to improve connectivity, with a focus on the Midlothian Science Zone; skills and learning investment in widening access to and achievement from further and higher education; support for public transport improvements -especially connections around the city bypass to improve links to employment in the wider travel to work area. Other projects include capital investments to support innovation and research across the City Region.

NATURAL ENVIRONMENT

Production of a new Midlothian Local Biodiversity Action Plan and re-establishment of a Midlothian Biodiversity Partnership has been identified by CPP as priorities. These appear as Actions in the 2018/2019 Single Midlothian Plan.

HOUSING NEED AND DEMAND

Midlothian's Local Housing Strategy is submitted to the Scottish Government on a five year basis and sets out outcomes for the development, improvement and management of the housing stock over that period. This includes a housing needs and demand analysis to ensure appropriate provision of suitable housing is being delivered whilst also providing accommodation for particular needs groups such as those who are homeless or at risk of homelessness, young people leaving care, older people, people with disabilities and people affected by fuel poverty. A new Local Housing Strategy for 2017 – 2022 is currently under development.

The key priorities for housing in Midlothian are increasing the supply of affordable housing and the prevention of homelessness.

Midlothian Council has agreed to develop a further phase of new council homes and works with registered social landlords to support them to access Scottish Government grant funding to develop affordable housing. The Scottish Government has announced significant increases in investment in affordable housing to meet the high housing need in Midlothian. Currently there are 4,782 households on the Council's Common Housing Register. The Partnership will look to encourage innovative methods of construction to lever economic benefit from housing growth.

There has been a reduction in the number of homeless households in Midlothian through providing increased housing options to households at risk of homelessness. A significant number of homeless households continue to reside in emergency bed and breakfast accommodation. Additional accommodation with support is being planned to reduce the number of households who have to spend time in this type of accommodation. However, rental income for affordable housing let by the Council and registered social landlords may be adversely impacted during 2017/18 as more tenants will receive welfare payments through Universal Credit.

Reference Code	SUSTAINABLE GROWTH 2018/19						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Team
SG - Support the local economy to grow and become more productive and Inclusive (3 year outcome)							
	Continue to work with top 50 economically important businesses (Scottish Enterprise account managed, Business Gateway pipeline with growth potential)	31/03/19	List of growth potential business created, up to date and in use	100%	0	0	Scottish Enterprise/ Midlothian Council
	Work with key groups of business start-ups to increase economic activity	31/03/19	Number of business start-ups assisted	200	New measure		Business Gateway
	Work with key start-ups or groups of new business that are able to grow without causing displacement and that will increase economic activity in Midlothian	31/03/19	Increase number of businesses progressing into Growth Pipeline (GP) and Account Management (AM)	10 (GP) 2 (AM)	8	8	Business Gateway/ Scottish Enterprise/ Businesses
	Increase economic impact from use of Midlothian tourism assets	31/03/19	Increase level of income generated in Midlothian by tourism assets	£80m			Sustainable growth/ Tourism Forum
	Review public services procurement arrangements to identify a baseline of local procurement from Midlothian businesses	31/03/19	Public sector partners on the board reporting their local procurement figures	From baseline	To be established by November annually		Sustainable growth partners

	Prepare a Revised Economic Development Strategy and Action Programme	31/08/18	Formal statement of genuine engagement with community planning partners and representative business organisations in the preparation of the Strategy and Action Programme	100%	-	-	Midlothian Council (lead) and partners
SG Maximise the socio-economic benefits of the Borders Railway(3 year outcome)							
	Increase take up of economic land supply along the Borders Rail corridor which comprises Shawfair, Dalkeith, Bonnyrigg, Rosewell, Newtongrange and Mayfield/Easthouses, Gorebridge, Pathhead)	31/03/19	% of hectareage of available land in the corridor taken up. Reviewed through the LDP process and annual land audit. Annual Report on promotion of economic land as part of Borders Rail blueprint programme	Data Only			Midlothian Council and Landowners
SG Develop Midlothian Science Zone to the benefit the local economy and community (3 year outcome)							
	Increase connections between local business and the Midlothian Science Zone (MSZ)	31/03/19	Number of local businesses working with MSZ partners known	From Baseline	To be established	0	Sustainable growth / Science Zone
		31/03/19	Embedding the Midlothian Science Zone (MSZ) brand through the creation of website.	100%		0	Sustainable growth / Science Zone
		31/03/19	Improve access to MSZ through signage and other activities	100%		0	Sustainable growth / Science Zone
			Engage with the Easter Bush Development Board in securing medium/long term access to the strategic road network	Agree approved scheme of work with Transport Scotland	-	-	Midlothian Council/ Easter Bush Development Board

		31/03/19	Number of local business interacting with Midlothian Science Festival.	8	8	0	Sustainable growth / Midlothian Science Festival
	Increase connections between local schools and the Midlothian Science Zone	1/08/19	Number of School /MSZ links increased due to creation of Science Outreach Centre – opening in Oct 2017	6		0	MSZ/ Science Outreach Centre/ schools /LLE
			Business Insights work placement scheme for S3/S4 students in Midlothian Schools. (12 student placements across 6 schools)	12		0	MSZ/Science Outreach Centre/ schools /LLE
			Pilot a enhancement scheme for science students in Midlothian Increase participation in Career Ready Scheme	From baseline	To be established	0	MSZ/ Science Outreach Centre/ schools /LLE
SG Sustainable town centre regeneration(3 year outcome)							
Support regeneration of Town Centres (1year action)							
	Establish the “Gorebridge Connected” project during 2018/2020.	31/03/19	Begin implementation of the “Gorebridge Connected” project - including the Railway Cafe at the former Gorebridge train station; public realm works at Hunter Square and the Link Project.	100% Annual Measure	0	0	Midlothian Council, Community and private sector partners

	<p>Improve the viability, vitality and environmental quality of Penicuik Town Centre by;</p> <ul style="list-style-type: none"> Secure and start implementation of the Penicuik Heritage Regeneration project (TH and CARS project) – need to secure funding from The Heritage Lottery Fund and Historic Environment Scotland Securing the long term future of the Town Hall building 	31/03/19	Commencement of 5 year, 2018-2023, Penicuik Heritage Regeneration project (TH and CARS).	1 Annual Measure	0	0	Midlothian Council/ Community (Neighbourhood planning group) and private sector partners (BIDS)
	Build upon the setting up of the Penicuik Business Improvement District and support the implementation of BIDS activities.	31/03/19	Number of BIDS projects completed from BIDS action plan	10	0	0	Penicuik BIDS group
	Develop a Dalkeith BIDs initiative	31/03/19	Application made to Scottish Government Borders Railway Blueprint funding programme to provide support for a Dalkeith BIDs initiative.	1	0	0	Midlothian Council/ One Dalkeith
	Engage with One Dalkeith about Dalkeith Town Centre redevelopment	31/03/19	Evidence of engagement between One Dalkeith and Council on Dalkeith town centre regeneration through minutes of meetings and consultations	Data Only		0	Midlothian Council
SG Deliver LEADER projects (EU funding programme)(1 year action)							
	Encourage Tyne Esk LEADER Programme applications from Midlothian eligible areas	31/03/19	Number of LEADER applications approved	15	0	0	Leader Action Group (LAG)
		31/03/19	Percentage of LEADER funds allocated	30%	0	0	LAG
		31/03/19	Number of community facilities created	5	0	0	LAG

		31/03/19	Number of community facilities improved	5	0	0	LAG
SG - More social housing has been provided taking account of local demand(3 year outcome)							
SG - Homelessness has reduced, and people threatened with homelessness can access advice and support services(3 year outcome)							
SG - Deliver further affordable housing (1year action)							
	In partnership between the Council, Registered Social Landlords and private developers, deliver 165 new affordable homes.	31/03/18	Number of new homes completed.	165	56 (2014/15)	16/17: 66	MC Housing/ RSL's/ Developers
	Investigate accelerated development of affordable housing via use of innovative approaches and consequent economic benefit	31/03/18	Number of units currently under construction	1 - Annual Measure	0	16/17: 45	Housing/ RSL's / Developers
		31/03/18	Number of Units complete	1 - Annual Measure	0	16/17:0	MC Housing/ RSL's / Developers
	Develop affordable housing to meet specialist needs.	31/03/18	Number of complete unit complex care development and plan additional provision of extra care housing	12 - Annual Measure	4	13/14 - 32 14/15 – 0 16/17 – 1	MC Housing/ RSL's
		31/03/18	Number of other specialist provision housing units complete	1 - Annual Measure	1	16/17 :1	MC Housing/ RSL's
SG - Homelessness has reduced, and people threatened with homelessness can access advice and support services(3 year outcome)							
SG - Deliver further affordable housing							
	Increase the support to young people through the Youth Homelessness Prevention Service	31/03/18	% of young people approaching the homelessness service who engage with Youth Homelessness Prevention Service	95%		New measure	MC Housing/ Third sector

	Deliver online housing options and advice to improve availability of tailored information and advice	31/03/18	Number of households using this service per annum	300	186	16/17 186	MC Housing
	Reduce bed and breakfast accommodation use by 50% by 2017.	31/03/18	Number of households at any time living in bed and breakfast accommodation	40	80	16/17:56	MC Housing / RSL's / Landlords
	Deliver "Leaving Home" education programme in Schools	31/03/18	Number of secondary schools delivering "Leaving Home" education programme	6	6	15/16: - 6 16/17 :6	MC Housing
	Raise awareness of energy saving or fuel poverty advice and assistance schemes.	31/03/18	Increase the number of households accessing energy saving or fuel poverty advice and assistance schemes.	3000	1,800 2013/14	15/16: 3724 16/17: 2449	MC Housing/ Third sector partners
SG - Environmental limits are better respected, especially in relation to waste, transport, climate change and biodiversity(3 year outcome)							
SG – Increase sustainable travel (includes Borders Railway and Active Travel – walking, cycling and green networks) and support biodiversity – Alasdair – Not sure if a new sub heading is required for Biodiversity as I put in a new set of Actions and Performance Indicators below relating to Biodiversity.							
	Develop pedestrian and cycle path from north of Loanhead, in Edinburgh, to south of Danderhall.	31/03/19	Consult on and publish Midlothian Council's Active Travel Strategy (2018-2021)	Yes - Annual Measure		New measure	Midlothian Council Transport
	Undertake active travel promotional work	31/03/19	Provide new housing developments with sustainable travel packs	Yes - Annual Measure		New measure	Transport/ Community organisations
		31/03/19	Roll out of IBike programme in Midlothian to primary and secondary schools to promote getting to school by walking, cycling, scooting and public transport	Yes - Annual Measure	0	New measure	Council/ Parent and pupil councils
		31/03/19	Produce Work Place Active Travel Plans through engagement with major Midlothian employers	Yes - Annual Measure		New measure	Council/ Chamber of commerce / FSB

	Develop and deliver the Midlothian Green Network	31/03/19	Publish the Midlothian Green Network	Yes - Annual Measure		New measure	Planning
		31/03/19	Secure and deliver components of the green network through new development, Council work programmes, and where relevant from accessing external funding sources	Yes - Annual Measure		New measure	SG group
	Produce a new Midlothian Local Biodiversity Action Plan (LBAP) and restart the Midlothian Biodiversity Partnership.	31/03/19	The LBAP is produced, its actions are being implemented and the Midlothian Biodiversity Partnership is restarted.	Yes - Annual Measure		New measure	Midlothian Biodiversity Partnership
<i>SG - Environmental limits are better respected, especially in relation to waste, transport, climate change and biodiversity</i>							
<i>SG – Increase use of Renewable Energy</i>							
	Midlothian Council will explore installation of ground and roof mounted solar panels on Council owned land and property	31/03/19	Feasibility study complete	Yes - Annual Measure		New measure	Council Property services
	Provide information on the Planning pages of Midlothian Council's website on the types availability of renewable energy, and their requirements for planning consent	31/03/19	Information is available on Midlothian Council's website	Yes - Annual Measure		New measure	Midlothian Council Planning
		31/03/19	Disseminate this information to and through the Federation of Midlothian Community Councils.	Yes - Annual Measure			Midlothian Council Planning / FCC

EQUALITIES

Equality, Diversity and Human Rights are cross-cutting and underpin all that the Community Planning Partnership does, plans and provides. The Equality Act 2010 & Public Sector Equality Duty requires public organisations, both as an employer and in the planning and delivery of services to have due regard to the need to (1) eliminate unlawful discrimination, harassment and victimisation, (2) advance equality of opportunity and (3) foster good relations between people who share a protected characteristic and those who do not. Success/failure to meet this overarching outcome will be reported on to the Community Planning Working Group and Board throughout 2017/18 and to the Equality & Human Rights Commission by 30 April 2019 and subsequently by 30 April 2021. Midlothian H&SC Partnership, managed by the Integration Joint Board for Adult Health and Care also have equality outcomes and mainstreaming reports on which it is due to report to the Equality and Human Rights Commission by 30 April 2018

This year the equalities impacting actions of the partnership are embedded in and across the 5 themes rather than being set out as a separate action plan template. Key actions that are intended to reduce inequalities affecting protected characteristics groups are:

Getting it Right for Every Midlothian Child

- Develop new ways of working to improve and promote positive mental wellbeing with children and young people across Midlothian.
- Establish a baseline of level of engagement with children and young people in planning for their needs
- Close the attainment gap affecting children and young people facing additional barriers to learning
- Deliver national improvement actions set by Scottish Government
- Close the attainment gap for children and young people affected by additional barriers to learning

Improving Opportunities

- Support people out of poverty and welfare dependency
- Increase the positive destinations of young people
- Increase the qualifications of working aged adults
- Reduce health inequalities and improve the health of the population
- Increase access to digital services
- Increase public engagement in the design and delivery of services

Adult Health & Care 2017-18 Action Plan

- Information - Improve the provision of Information on Health, Social Care and Community Resources
- Financial Inclusion: Work with MFIN to maximise income of people who are vulnerable or at particular risk of inequalities.
- Health Equalities - Develop a programme of work across agencies to reduce health inequalities in Midlothian
- Physical Activity - Contribute to the development of a local strategy and support its implementation with older people, people with disabilities and those at greatest risk of inequalities
- Isolation – Develop approaches to prevent or address isolation and reduce the detrimental impact on physical and mental health

Sustainable Growth Action Plan

- Increase sustainable travel
- Support regeneration of town centres
- Deliver further affordable housing.

Safer Communities

- Reduce Gender based violence (including domestic abuse)

The following additional specific partnership actions add to this.

Reference Code	EQUALITIES 2017/18						Ownership
	Actions	Due Date	Performance Indicator	Target	Baseline	Previous trend data	Managed by
	Contribute in terms of equality issues & initiatives to the Midlothian Equality Plan 2017-21	31/03/19	Evidence of equalities work/issues from 5 thematic partnership groups and sub groups is reflected in the minutes of these groups	5	5	None	Community Planning Working Group
	Address LGBT prejudiced based bullying/discrimination/inappropriate behaviour in our schools and colleges	31/03/19	Level of LGBT/ Equalities support groups activity in secondary schools.	6	6	0	Council Equalities Engagement Officer/ MYPAS/ LGBT Youth
	Create equality resources and networks to support neighbourhood planning	31/03/19	Equalities resources available and accessible.	1	0	0	Communities team/ NP groups/partners equalities leads
	Find opportunities for equalities characteristics groups to maximise influence by working together	31/03/19	Number of joint working actions undertaken (projects)	3	2	3	Midlothian Peoples Equalities Group
	Work in partnership to explore and set up local adult LGBT+ group.	31/03/18	Adult LGBT+ group meeting on a regular basis.	1	0	0	LLE Equalities Engagement Officer

Service Plans 2018/19

Report by Kenneth Lawrie, Chief Executive

1 Purpose of Report

This report seeks approval for the Council's Service Plans for 2018/19, which were previously presented to the Council on 27th March but Council agreed to carry them forward to the meeting on 8th May.

2 Background

2.1 Councils have a statutory duty, introduced in the Local Government (Scotland) Act 2003 to make arrangements to secure Best Value. Under this legislation each council is obliged to:

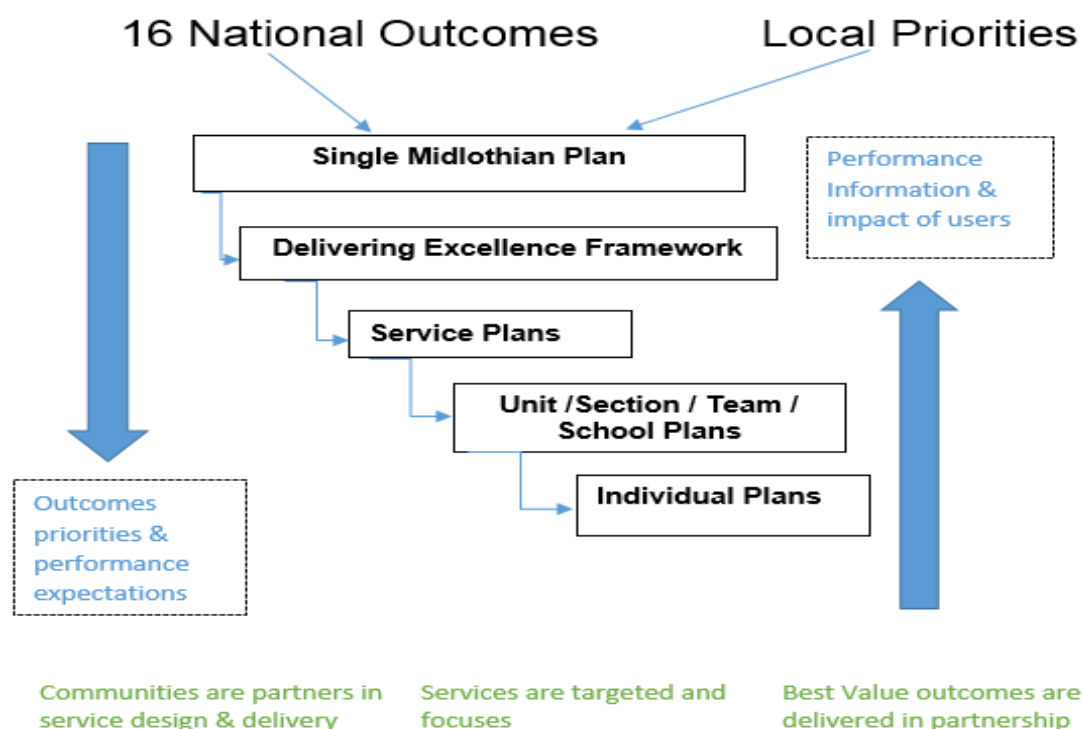
- Work with its partners to identify a clear set of priorities that respond to the needs of the local community and be organised to deliver those priorities.
- Meet and clearly demonstrate that it is meeting the community's needs.
- Operate in a way that drives continuous improvement in all of its activities.

2.2 The Council delivers its priorities through the Community Planning Partnership and the Single Midlothian Plan, which is separately reported on the Council Agenda.

The Council's previous Transformation programme which has recently transitioned to the wider Delivering Excellence Change Programme and individual Service Plans outline how Midlothian Council will deliver its contribution to the Single Midlothian Plan. Heads of Service have developed their service plans, managers and performance officers have been working together with community planning colleagues to ensure alignment between service priorities and SMP priorities.

2.3 Figure 1 demonstrates the approach to alignment of the Councils planning process and service plans with the Single Midlothian Plan agreed with Community Planning Partners.

Figure 1



- 2.4 The service plans will be available in the electronic Elected Members' Library within the Committee Management Information System (CMIS).

3 Report Implications

3.1 Resource

Resource implications have been considered and identified during individual Service Plan development.

3.2 Risk

This report seeks to ensure that the Council and partners have strategic and sustainable plans for future service delivery. Heads of Service will consider, on an ongoing basis possible risk exposures to the successful achievement of all priorities.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

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

3.4 Key Priorities within the Single Midlothian Plan

As mentioned previously the Single Midlothian Plan informs all Service Plan activity with a key requirement that all plans demonstrate the services contribution to the SMP outcomes and priorities.

3.5 Impact on Performance and Outcomes

Service plans demonstrate the services contribution to the SMP outcomes and priorities and will provide the basis for ongoing performance management.

3.6 Adopting a Preventative Approach

All plans consider the adoption of a preventative approach to service delivery.

3.7 Involving Communities and Other Stakeholders

Service plans demonstrate the services contribution to the SMP outcomes and priorities and will provide the basis for ongoing performance management.

3.8 Ensuring Equalities

Each service plan is subject to an Integrated Impact Assessment (IIA) and are available within the electronic Members' Library within CMIS.

3.9 Supporting Sustainable Development

The development of the Single Midlothian Plan and service plans represents a robust approach to supporting sound planning of council services.

3.10 IT Issues

Specific IT issues are considered within individual Service Plans as appropriate.

4 Recommendations

Midlothian Council is asked to approve the 2018/19 Service Plans

Date: 12 April 2018

Report Contact: Elaine Johnston

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Background Papers:

- Service Plans 2018/19 including Integrated impact assessments (IIA's) (in the Members' Library within CMIS)
- Single Midlothian Plan 2018-19

Midlothian Council Local Scrutiny Plan 2018/19**Report by: Kenneth Lawrie, Chief Executive****1. Purpose of the Report**

The purpose of this report is to inform Council of the Local Scrutiny Plan 2018/19 produced by Audit Scotland.

2. Background

2.1 Audit Scotland works with a number of local government inspectorates in what is known as a Local Area Network (LAN) of local audit and inspection representatives. The LAN undertake a shared risk assessment process for all 32 local authorities, drawing on a range of evidence in order to identify targeted, risk-based scrutiny requirements for each council.

2.2 The shared risk assessment process results in each council receiving a Local Scrutiny Plan (LSP) which identifies the risk areas that the LAN has identified as requiring scrutiny or where scrutiny is planned as part of a national programme. Plans for each council are available on the Audit Scotland website, a copy of Midlothian Council's Local Scrutiny Plan 2018/19 is shown in Appendix 1.

2.3 The Local Scrutiny Plan (LSP) focuses on key risks previously identified by the LAN and also identifies potential new risks.

3. Local Scrutiny Plan 2018/19

3.1 The conclusion of the shared risk assessment for 2018/19, is that there are no significant risks for the council that would require specific scrutiny by the LAN. The LSP also notes that scrutiny activity undertaken in the past twelve months had been part of routine ongoing inspection work or national activity.

3.2 In terms of financial sustainability the plan notes that the Council recognises the severity of the challenges ahead and further notes the extensive public consultation 'Shaping Our Future' undertaken to identify a range of proposals to address the 2018/19 budget shortfall. Recognition that the position beyond 2018/19 requires further clarity and that the Administration will be required to make difficult decisions about service reductions and cost increases and provide clear political direction is also noted.

3.3 The plan identifies the acceptance of the 2018/19 budget incorporating a range of proposals to generate income, increase charges and transform the way services operate in order to address a shortfall of around £10.5 million.

3.4 In addition the plan notes that council declined to approve a broader set of measures that would have allowed £2 million to be returned to general reserves and also highlights the potential risk reported previously by Audit Scotland that

Midlothian Council had the largest reduction in revenue reserves of all councils between 2015/16 and 2016/17. Further noting that this would be an ~~area of~~ ongoing oversight of financial sustainability through the local audit process and best value audit work. The plan also recognises that the Council maintains a healthy balance of £35 million in its Housing Revenue Account.

- 3.5 The significant challenge in delivering on the savings proposals approved by Council and the requirement that the council's executive team deliver effective financial management and robust scrutiny and reporting is also noted by the LAN.
- 3.6 Whilst recognising the Council's strong commitment to partnership working across all aspects of its delivery and the effective establishment of the Integrated Joint Board with strategic commissioning and delivery plans for service redesign, an area of critical importance noted was that of maintaining high quality care at home services.
- 3.7 The plan, whilst recognising that national indicators for social work and social care remain steady, also notes the need to improve in priority areas.
- 3.8 In relation to Education the plan identifies that there is strong strategic leadership across Education and Children's Services and recognises that the Council has appropriate governance to ensure education provision is well organised and led. In addition, whilst recognising that overall performance is positive, the plan notes that more work is required at the secondary stage in terms of increasing attendance, reducing exclusions and improving aspects of attainment.
- 3.9 In terms of Housing, the plan notes that the Scottish Housing Regulator (SHR), as a result of its findings from a review and comparison of performance for all Scottish social landlords found that the Council is in the bottom quartile for all social landlords in relation to the time taken to re-let properties and the time taken to complete emergency and non-emergency repairs. The LAN also identified risks in relation to the Council's homelessness service, specifically relating to housing options cases, use of bed and breakfasts for temporary accommodation and satisfaction with temporary accommodation, lost contact case outcomes and case durations. The SHR will monitor the council's progress in addressing the housing and homelessness service weaknesses identified in the plan.

4. Next Steps

- 4.1 Expected scrutiny activity for 2018/19 is shown in Appendix 1. For some scrutiny activity in 2018/19, scrutiny bodies are still to determine their work programmes, where Midlothian is to be involved, the relevant scrutiny body will confirm this with the council and their LAN lead.
- 4.2 In addition to the areas identified in Appendix 1, routine, scheduled audit and inspection work will be carried out through the annual audit process and the ongoing inspection of school and care establishments by Education Scotland and the Care Inspectorate respectively.
- 4.3 Following a new approach agreed in June 2016, Best Value will be assessed over the five year audit appointment, as part of the annual audit work. In addition a Best Value Assurance Report (BVAR) for each council will be considered by the Accounts Commission at least once in this five year period. The current proposed

BVAR programme includes publication of a report for Midlothian Council in 2019. The scope and timing of the work to be carried out as part of the 2018/19 audit, will be discussed with the Council.

4.4 As noted above the Scottish Housing Regulator will monitor the Council's progress in relation to the weaknesses identified in the plan.

5. Report Implications

5.1 Resource

There are no additional resource implications.

5.2 Risk

The Local Scrutiny Plan 2018/19 provides the Council with the LANs assessment of areas of risk and potential areas for further scrutiny.

5.3 Single Midlothian Plan

Themes addressed in this report:

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

5.4 Key Priorities within the Single Midlothian Plan

Midlothian Council and its Community Planning Partners have made a commitment to treat the following areas as key priorities under the Single Midlothian Plan:-

- Reducing the gap in learning outcomes
- Reducing the gap in health outcomes
- Reducing the gap in economic circumstance

The Local Scrutiny Plan 2018/19 recognises the Council's strong commitment to partnership working, specifically community planning with partners within the Community Planning Partnership which agreed the above key priorities.

5.5 Impact on Performance and Outcomes

The report directly impacts Midlothian's ability to monitor and evaluate performance and outcomes by ensuring a strong focus on scrutiny activities and reporting.

5.6 Adopting a Preventative Approach

This report does not directly relate to adopting a preventative approach but the intention to adopt a preventative approach is a key approach captured in future change programme to address the financial challenge noted in the report.

5.7 Involving Communities and Other Stakeholders

Item 8.7

This report does not directly relate to involving communities however co-production and capacity building is a key approach captured in future delivery plans to address the financial challenge noted in the report.

5.8 Ensuring Equalities

This report does not directly impact people or propose any change to policy or practice however any subsequent actions identified as part of ongoing scrutiny will be subject to an IIA as appropriate.

5.10 Supporting Sustainable Development

The recommendations in this report contribute to a sustainable approach to the continuous improvement of Council services.

5.11 IT Issues

There are no IT issues arising from this report at this time.

6. Recommendations

Council is asked to:

- a) Note the Local Scrutiny Plan 2018/19

Appendix 1 – Scrutiny Plan 2018/19

Date: 12 April 2018
Report Contact: Myra Forsyth, Policy & Scrutiny Manager
Tel No: 0131 271 3445
E-Mail: Myra.forsyth@midlothian.gov.uk

Background Papers:

National scrutiny plan 2018/19, a summary of local government strategic scrutiny activity (April 2018)

http://www.audit-scotland.gov.uk/uploads/docs/report/2018/sp_180404_scrutiny_plan.pdf

Midlothian Council

Local Scrutiny Plan 2018/19



April 2018

Local Scrutiny Plan – April 2018 to March 2019

Introduction

1. This local scrutiny plan sets out any scrutiny risks identified by the local area network (LAN), proposed scrutiny responses and expected scrutiny activity for Midlothian Council during the financial year 2018/19.
2. The scrutiny risks and responses are based on a shared risk assessment (SRA) undertaken by a LAN, comprising representatives of all the scrutiny bodies who engage with the council. The SRA draws on a range of evidence with the aim of determining any scrutiny risks in the council and the IJB.
3. Expected scrutiny activity across all councils in Scotland informs the National Scrutiny Plan for 2018/19, which is available on the Audit Scotland [website](#).

Scrutiny risks

4. The SRA for Midlothian Council concluded that there were no significant risks for the council in the coming 12 months that would warrant any specific scrutiny activity. This is a positive position for the council and is consistent with the LAN view last year. However, Midlothian Council will face significant challenges during this period and these will be considered in the course of LAN Members' ongoing engagement with Midlothian's Executive Team, or through planned and routine inspection/audit activity.
5. **Financial Sustainability.** In common with other councils, Midlothian Council faces significant financial challenges. Revised estimates set out in the 2018/19 to 2021/22 financial strategy suggest that the council will have to address budget shortfalls to achieve savings of around £20 million in 2019/20, £29 million in 2020/2021 and £38 million in 2020/21. In response the council has developed a '*Change Programme*' proposing a number of cost reductions and changes in services, that seek to address the projected budget shortfalls.
6. The council recognises within its financial strategy the severity of the challenge ahead for the term of this council and the extent to which service provision will have to be significantly transformed and or reduced. It also recognises that the work of the Strategic Leadership Group, led by the chief executive, to bring forward and implement a comprehensive Change Programme will be critical to enable council to address the projected budget gaps and in securing financial sustainability for the continued delivery of services. The Administration will require to make difficult decisions about service reductions and cost increases and to provide clear political direction.
7. **Budget for 2018/19.** More recently, following an extensive public consultation – '*Shaping Our Future*' - the council has agreed its budget for 2018/19 accepting a range

of proposals to generate additional income, increase charges and transform the way services operate in order to address a shortfall of around £10.5 million.

8. The council declined to approve a broader package of measures that would have allowed £2 million to be returned to general reserves. This would have gone some way to offset the nearly £4 million that was taken from reserves to balance the budget in 2017/18. This introduces potential risks, particularly as Audit Scotland reported in its most recent *Local Government in Scotland: Financial Overview 2016/17* that Midlothian Council had the largest reduction in revenue reserves of all councils between 2015/16 and 2016/17. The LAN agreed that there would be ongoing oversight of financial sustainability through the local audit process and best value audit work.
9. Council officers face a significant challenge in delivering on the savings proposal that the council approved, particularly in the context of depleted reserves which limit any contingencies should the required savings not be achieved. This will require the council's executive team to deliver effective financial management and robust scrutiny and reporting.
10. While general reserves are relatively low, the council maintains a healthy balance of £35 million in its Housing Revenue Account. This balance is intended to finance investment commitments in housing over the next 15 years.
11. **Partnership Working.** Midlothian Council has demonstrated a strong commitment to partnership working across all aspects of its delivery, exemplified by; Community Planning with the third and private sector; Public Protection jointly with East Lothian; the Education Service including the Lifelong Learning and Employability Service links with partners, volunteers, colleges and universities; the integration of health and social care services and the creation of the Integrated Joint Board.
12. **Social Work and Social Care.** Midlothian's performance in relation to the national indicators remains steady. While the council has done well to sustain this level of performance given the demographic and financial challenges, it needs to look to improve in its priority areas.
13. The focus of the new integrated arrangements is upon developing longer term sustainability of health and social care. The Health and Social Care Partnership's focus is on transformational redesign of services and giving greater priority to prevention, recovery and to addressing health inequalities.
14. **Integrated Joint Board.** Along with NHS Lothian, the council has maintained a strong commitment to health and social care integration. The IJB and its associated structures and systems are fully established. The emphasis is now on strengthening local, community-based services and on ensuring strong, effective partnerships. Progress is being made in establishing an integrated structure at third tier level across health and social work. In relation to front line services effective integration is demonstrable in areas such as care homes and intermediate care, rapid response, hospital at home, and substance misuse. Plans are progressing well with capital funding now agreed.

15. Maintaining high quality Care at Home services has been a major challenge and this will be an area of critical importance given its impact on service users and on the whole system, including delayed discharges. In the short term, more services are being provided in-house, while in the longer term the drive is to strengthen rehabilitation/ reablement while also seeking to reframe the model of Care at Home. The partnership have a commitment to ensuring a more empowered role for families, including improved support for carers, whilst also making best use of community based resources.
16. The IJB has its own Strategic Commissioning Plan for 2016-19 and this, alongside an Annual Delivery Plan provides clear objectives for service redesign including shifting the balance of care. The development of Extra Care Housing, purpose built specialist housing and the expansion of the Hospital at Home service are positive community-based approaches. Joint approaches with neighbouring HSCPs are also being considered to effectively and efficiently address a range of issues to improve outcomes and the strong links between the chief officers of the four Lothian IJBs will ensure that any such opportunities are considered.
17. **Education and Children's Services.** There is strong strategic leadership across Midlothian Education and Children's Services. The council has appropriate governance in place to ensure that educational provision is well organised and led. Appropriate governance arrangements are in place to support the planning and spend related to the Pupil Equity Fund, with clear officer responsibility and lines of accountability.
18. Scrutiny outcomes, including school inspections have been positive in recent years. Overall, outcomes for children and young people are improving year on year against national measures. However, it is recognised that at the secondary stage more work is required in increasing attendance, reducing exclusion and improving aspects of attainment.
19. While overall performance is positive, there are a few concerns around outcomes and equity. Education Scotland will engage with the Education and Children's Services to support and embed improvement. There will be no additional scrutiny in 2018/18 beyond the general inspection programme.
20. Children Services has improved outcomes for children, young people and their families with a focus on timely permanence decisions for looked after and accommodated children, planned return of young people placed out with Midlothian and targeted support for their high risk young people with specialist provision such as adapted housing to meet significant additional needs. Financial restrictions continue to be Children's Services biggest challenge over the coming year, however the service is committed to use resources creatively to address this need.
21. **Housing.** To assess the risk to social landlord services, the Scottish Housing Regulator (SHR) has reviewed and compared the performance of all Scottish social landlords to identify the weakest performing landlords. It found that Midlothian Council is in the bottom quartile for all social landlords in relation to the time taken to re-let empty properties and the time taken to complete emergency and non-emergency repairs. In

relation to the council's homelessness service, it identified risks in relation to housing options cases, use of bed and breakfast for temporary accommodation and satisfaction with temporary accommodation, lost contact case outcomes and case durations.

22. The SHR will monitor the council's progress in addressing the housing and homelessness service weaknesses identified in this plan. It will review the council's quarterly performance management reports and meet council officials as necessary.

Scrutiny activity

23. Any expected scrutiny activity between April 2018 and March 2019 is shown in Appendix 1. For some of their scrutiny activity in 2018/19, scrutiny bodies are still to determine their work programmes and which specific council areas they will cover. Where a council is to be involved, the relevant scrutiny body will confirm this with the council and the appropriate LAN lead.
24. In addition to specific work shown in Appendix 1, routine, scheduled audit and inspection work will take place through the annual audit process and the ongoing inspection of school and care establishments by Education Scotland and the Care Inspectorate respectively. The outcomes of this work will help to inform future assessment of scrutiny risk.
25. The Accounts Commission agreed the overall framework for a new approach to auditing Best Value in June 2016. Best Value will be assessed over the five year audit appointment, as part of the annual audit work. In addition a Best Value Assurance Report (BVAR) for each council will be considered by the Accounts Commission at least once in this five year period. The current proposed BVAR programme includes publication of a report for Midlothian Council in 2019. The scope and timing of the work to be carried out, as part of the 2018/19 audit, will be discussed with the council. The BVAR programme could change if the risk profile of councils change. If this is the case we will update the council. In the meantime, Best Value audit work planned in this year will focus on the council's arrangements for demonstrating Best Value, and will be reported in the Annual Audit Report.

Scrutiny body	Scrutiny activity	Date
Audit Scotland / external auditor	No additional scrutiny planned.	
Audit Scotland	Audit Scotland plans to undertake performance audit work in a range of areas covering local government during 2018/19. These include audits on: children and young people's mental health; health and social care integration: update on progress; primary and social care workforce planning; VFM of non-profit distributing models. Any engagement with individual councils is still to be determined and will be confirmed with the council as soon as possible. Details of future audit work are available on the Audit Scotland website .	
The Care Inspectorate	<p>From April 2017 the Care Inspectorate and Healthcare Improvement Scotland have a joint duty under the Public Bodies (Joint Working) (Scotland) Act 2014 to assess on the effectiveness of integration authorities' strategic plans. During 2018 /19 we intend to visit three partnerships to report on their progress.</p> <p>From April 2018, Scottish ministers have asked the Care Inspectorate to lead another programme of joint inspections of service for children and young people, with scrutiny partners Education Scotland, Healthcare Improvement Scotland and her Majesty's Inspectorate of Constabulary in Scotland. They have asked is to provide assurance about how community planning partners are protecting children and meet the needs of children and young people who have experience, or at risk of, abuse and neglect and how they are working together to improve outcomes for children and young people who are subject to corporate parenting requirements. We intend to carry out five joint inspections in 2018/19.</p> <p>The Care Inspectorate is currently undertaking</p>	<p>Dates and locations to be determined</p> <p>Dates and locations to be determined</p> <p>Dates and</p>

	<p>preparatory work for a thematic review of self- directed support which we will carry out during 2018/19. Throughout the year we will conduct an inspection in up to 6 areas across the country.</p>	<p>Item 87 Locations to be determine d</p>
Education Scotland	<p>Education Scotland do not plan to carry out any additional scrutiny in Midlothian in 2018/19 beyond the general inspection programme.</p> <p>Schools in Midlothian have Pupil Equity Funding Plans in place, which are being progressed.</p> <p>Education Scotland will continue to liaise with establishments as appropriate.</p>	
Scottish Housing Regulator	<p>The Scottish Housing Regulator (SHR) may carry out thematic inquiries during 2018/19 or it may carry out survey or on-site work to follow up on published thematic reports. The SHR will also review the Scottish Social Housing Charter data submitted by landlords and carry out data accuracy visits during the second quarter of 2018/19. Where councils are to be involved in a thematic inquiry, any follow-up work to a published thematic inquiry, or a data accuracy visit, the SHR will confirm this directly with the council and the LAN lead.</p>	

Local Scrutiny Plan 2018/19

A summary of local government strategic scrutiny activity

This report is available in PDF and RTF formats,
along with a podcast summary at:

www.audit-scotland.gov.uk



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Gender Based Violence (GBV) Policy**Report by: Kenneth Lawrie, Chief Executive****1. Purpose of Report**

The purpose of this report is to seek approval for the new joint Midlothian & East Lothian Gender Based Violence (GBV) Policy.

2. Background

- 2.1** This GBV Policy is a new document for Midlothian Council and replaces an existing Domestic Abuse Policy in East Lothian.
- 2.2** It has been developed jointly by Midlothian Council & East Lothian Council Officers (equality, human resources, legal & policy sections) as well as those from the East Lothian and Midlothian Public Protection Office.
- 2.3** GBV is an umbrella term that encompasses a spectrum of abuse experienced disproportionately by women and is perpetrated predominantly by men.
- 2.4** This Policy covers all such forms of abuse and eradicating this violence should be seen as a priority for all both within and out with the workplace.
- 2.5** In particular, this Policy has been created to promote the welfare of staff affected by current or previous experience of GBV, which includes Domestic Abuse.
- 2.6** In addition, this Policy will support Midlothian and East Lothian Councils to respond effectively to staff members who may be perpetrators of such abuse.
- 2.7** This Policy applies to all Council employees, including temporary staff and Elected Members, and demonstrates that both Councils are committed to ensuring that all employees and Elected Members have equitable access to the provisions of this policy.

2.8 The main aims of this Policy are to: Item 8.8

- Raise awareness of GBV as a serious health and social issue, which impacts on the workplace, highlighting its hidden nature and the impact on those affected by it;
- Send a positive message to employees with experience of abuse that they will be listened to and supported;
- State that it is unacceptable for employees to perpetrate abuse, within or outside the workplace;
- Provide a framework for managers to address the behaviour of employees who may be perpetrators of abuse and who may pose a risk to other employees or service users, within existing Council Policies;
- Provide a framework for managers to sensitively apply provisions within existing Council policies when responding to employees who experience GBV.

2.9 The policy details the responsibilities of both Councils, managers within each Council, and employees of each Council.

The policy also details where:

- Employees can find advice and support both within the Councils and outwith in their communities;
- How Managers can support employees who have experienced gender-based violence; and
- How Managers manage employees who may be perpetrators of gender-based violence.

2.10 If adopted, as far as we are aware Midlothian and East Lothian Councils will be the first two Councils to introduce a GBV Policy.

2.11 Whilst the GBV policy encompasses a spectrum of abuse and has been developed jointly by Midlothian and East Lothian Councils, it is the intention of Midlothian Council to develop a further related policy for Sexual Harassment given its current prevalence and potential impact in the workplace. This will be brought to a future Council.

3 Report Implications

Item 8.8

3.1 Resource

There are no resource implications arising directly from this report other than the time of the Council's corporate Equality, Diversity & Human Rights Officer and Human Resources section.

3.2 Risk

The Council has a duty of care towards its employees and Elected Members and employees and Elected Members have a code of conduct in respect of the Council. This Policy helps uphold both the duty of care and code of conduct.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

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

3.4 Key Priorities within the Single Midlothian Plan

Midlothian Council and its Community Planning Partners have made a commitment to treat the following areas as key priorities under the Single Midlothian Plan:

- Reducing the gap in learning outcomes
- Reducing the gap in health outcomes
- Reducing the gap in economic circumstance

Endorsement of this Policy will help individuals to concentrate on these priorities if they feel safe and valued by their employer.

3.5 Impact on Performance and Outcomes

The performance of individuals and their ability to reach agreed outcomes can be severely affected by GBV. The introduction of this Policy will hopefully reduce such instances.

3.6 Adopting a Preventative Approach

By adopting a zero tolerance to GBV a preventative approach will be engendered.

3.7 Involving Communities and Other Stakeholders

This Policy has received endorsement from the Joint Trades Unions.

3.8 Ensuring Equalities

This GBV Policy has been subjected to an Integrated Impact Assessment (IIA). No unlawful negative impacts were noted.

3.9 Supporting Sustainable Development

The content of this GBV Policy contribute to a sustainable approach to zero tolerance of GBV within Midlothian Council.

3.10 IT Issues

There are no IT issues arising from this report.

4 Summary

Midlothian Council, East Lothian Council and the Trade Unions unequivocally condemn Gender Based Violence, also known as Violence against Women and Girls, in all its forms.

Although primarily experienced by women, this Policy recognises that men too can experience abuse and that it can be perpetrated within same sex relationships.

Both Councils aim to ensure that the protection of our staff is a key aspect of our commitment to Public Protection. For this reason each Council believes it is essential to have a positive Policy which recognises the impact of violence against women and girls on the workplace.

5 Recommendations

Council is asked to approve this GBV Policy.

Appendices:	GBV Policy
Date:	16 April 2018
Report Contact:	Lesley N Crozier, Equality, Diversity & Human Rights Officer
Tel Number:	0131 271 3658
Email:	lesley.crozier@midlothian.gov.uk
Background Papers:	None



Gender Based Violence Policy

Gender Based Violence Policy

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Presented to CJWG 28/03/18

Midlothian – A Great Place to Grow

Midlothian's vision of "A Great Place to Grow" has been developed and agreed with our community partners. It represents our desire to support the communities of Midlothian to grow and prosper for the future.

"A Great Place to Grow" is about building success for the future and this will mean different things to different people. As employees we hope this will mean that Midlothian is a great place to work and grow your career.

In order to support the Great Place to Grow vision we have outlined the behaviours expected from us all. There are 3 key areas of focus:

- Community how we work with our service users and partners
- Colleague how we work with each other
- Culture how we do things in the Council

These behaviours should be core for us all as we make Midlothian "A Great Place to Grow".

At Midlothian Council we are relentless in our pursuit of delivering excellence to our communities. We work hard to be a high performing, customer focused, modern local authority with valued, talented people working together to make a difference.

1.0 Policy Context

1.1 Purpose

Midlothian Council, East Lothian Council and the Trade Unions unequivocally condemn Gender Based Violence, also known as Violence Against Women and Girls, in all its forms.

Although primarily experienced by women, the policy recognises that men too can experience abuse and that it can be perpetrated within same sex relationships.

We also aim to ensure that the protection of our staff is a key aspect of our commitment to Public Protection. For this reason we believe it is essential to have a positive Policy which recognises the impact of violence against women and girls on the workplace.

This Policy and Procedure has been created to promote the welfare of staff affected by current or previous experience of Gender Based Violence (GBV), which includes Domestic Abuse. In addition, this Policy and Procedure will support Midlothian and East Lothian Councils to respond effectively to employees who may be perpetrators of such abuse.

The basic principle of this policy is that all employees are valued and have a right to work in an environment that is safe, promotes equality, dignity at work and encourages individuals to treat each other with respect

1.2 Scope

This Policy and Procedure applies to all Council employees, including fixed term employees, and workers engaged on the Council's casual or supply register. It also applies to those contracted to work for Midlothian Council. Throughout this Policy 'employee' refers to all these groups of individuals. Midlothian and East Lothian Councils are committed to ensuring that all employees have equitable access to the provisions of this policy.

1.3 Aims

The creation of a specific Policy on Gender Based Violence demonstrates the Councils' commitment to improving the safety and welfare of all staff affected by abuse.

By having an explicit Policy the Council aims to:

- Raise awareness of gender based violence as a serious health and social issue, which impacts on the workplace, highlighting its hidden nature and the impact on those affected by it;
- Send a positive message to employees with experience of abuse that they will be listened to and supported;
- State that it is unacceptable for employees to perpetrate abuse, within or outside the workplace;
- Provide a framework for managers to address the behaviour of employees who may be perpetrators of abuse and who may pose a risk to other employees or service users, within existing Council Policies eg Disciplinary Policy;
- Provide a framework for managers to sensitively apply provisions within existing Council policies e.g. Absence Management, when responding to employees who experience Gender Based Violence.

2.0 GENDER BASED VIOLENCE

2.1 Definition of Gender Based Violence

Gender Based Violence (GBV) is an umbrella term that encompasses a spectrum of abuse experienced disproportionately by women and perpetrated predominantly by men.

It is defined within Equally Safe 2016: Scotland's strategy for preventing and eradicating violence against women and girls, as follows:

'Gender based violence is a function of gender inequality, and an abuse of male power and privilege. It takes the form of actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. It is men who predominantly carry out such violence and women who are predominantly the victims of such violence. By referring to violence as "gender based" this definition highlights the need to understand violence within the context of women's and girl's subordinate status in society. Such violence cannot be understood, therefore, in isolation from the norms, social structure and gender roles within the community, which greatly influence women's vulnerability to violence.'

Our definition of gender based violence, which is based on the United Nations Declaration on the Elimination of Violence Against Women. '

'Violence against women and girls encompasses (but is not limited to):

- *Physical, sexual and psychological violence occurring in the family (including children and young people) within the general community or in institutions, including domestic abuse, rape and incest;*
- *Sexual harassment, bullying and intimidation in any public or private space, including work;*
- *Commercial sexual exploitation, including prostitution, lap dancing, stripping, pornography and trafficking;*
- *Child sexual abuse, including familial sexual abuse, child sexual exploitation and online abuse;*
- *So called 'honour based' violence, including dowry related violence, female genital mutilation, forced and child marriages, and 'honour' crimes.'*

Scottish Government/COSLA: Equally Safe 2016, p10-12

The definition extends to women and girls of all ages. Under international law, the UN Convention on the Rights of the Child defines a child as a person under the age of 18.

Further information giving an overview of Gender Based Violence and the prevalence and impact of this on women and men is included in Appendix C.

2.2 Responsibilities

Midlothian Council has a responsibility to:

- Raise awareness of the Policy;
- Raise awareness of unacceptable behaviours;
- Support provision of appropriate training e.g. through the range of topics on Violence Against Women provided by East Lothian and Midlothian Public Protection Office – see: <http://emppc.org.uk/violence-against-women/>;
- Provide appropriate help and support to victims of Gender Based Violence;
- Take appropriate action where incidents occur or where allegations are raised.

Managers have a responsibility to:

- Read the Policy and related Guidance and understand how it can help you to manage situations where gender based violence is affecting employees at work;

- Complete appropriate training courses to ensure you have an awareness of the impact of gender based violence including its impact in the workplace;
- Ensure that you act in a manner which ensures that employees feel confident that any disclosures made will be treated respectfully and in accordance with this policy.

All employees have a responsibility to:

- Be aware of this Policy and the scope it offers to all employees who may be affected by the issues it covers;
- Ensure that their language, behaviour and actions in the workplace do not condone or support Gender Based Violence e.g. by not participating in, encouraging or condoning gossip relating to victims of this Violence;
- Refrain from using Council resources to assist perpetrators or perpetrate gender based violence and/or make malicious allegations against another employee.

3.0 WHERE EMPLOYEES CAN FIND ADVICE AND SUPPORT

3.1 Advice and support within the Council and in the community

The following individuals and organisations can be contacted independently and confidentially by staff to discuss their situation and to seek support in making a decision about how they wish the matter to be dealt with, including:

- Your Line Manager, or another Manager or HR if you feel your own manager would not be appropriate;
- Trade Union/Professional Organisation representatives;
- Employee Assistance Programme;
- Service Manager, Midlothian and East Lothian Public Protection Office;
- External specialist support agencies e.g. Women's Aid East and Midlothian, Edinburgh Rape Crisis Centre (and local outreach service) and Fearless Domestic Abuse Service. Further information on additional support organisations can be found in Appendix B.

It is important to note that whilst every effort is made to maintain confidentiality, in some circumstances, due to the serious nature of the information shared, the organisation may need to take action. This includes situations where there is reason to believe that there may be a risk to others, including harm to children. In these circumstances the Manager should refer through normal Adult and Child Protection Procedures.

It is also important to note that where an employee makes a disclosure of GBV to a fellow work colleague, it is reasonable if necessary for that colleague to contact HR on a strictly confidential basis for further support and guidance. HR are bound by the same requirement to maintain confidentiality subject to the exclusions detailed above.

3.2 Police Scotland's Disclosure Scheme for Domestic Abuse Scotland

The Disclosure Scheme for Domestic Abuse Scotland aims to prevent domestic abuse by empowering both men and women with the right to ask about the background of their partner, potential partner or someone who is in a relationship with someone they know, and there is a concern that the individual may be abusive.

The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides further help and support to assist the potential victim when making that informed choice.

'Right to Ask' is the powerful message behind the scheme. Police Scotland is empowering potential victims of domestic abuse with the right to ask about their partner. In the past, it could have been difficult for someone entering a new relationship to find out or be aware if their partner had prior convictions for violence or domestic abuse.

If police checks show that the individual has a record of abusive behaviour; or there is other information to indicate the person you know is at risk, the police will consider sharing this information with the person(s) best placed to protect the potential victim.

The police will discuss concerns with the person asking and decide whether it is appropriate for them to be given more information to help protect the person who is in the relationship with the individual they are concerned about.

More information about the 'Right to Ask' disclosure scheme for domestic abuse, who can 'ask' and a step-by-step process can be found at:
www.scotland.police.uk/contact-us/disclosure-scheme-for-domestic-abuse-scotland

4.0 Managing staff who may have experienced gender based violence

This section covers the impact of Gender Based Violence in the workplace and details the way in which managers can support staff who are currently experiencing or have previously experienced this. It is important to recognise that staff may have experienced more than one form of gender based violence and all forms will have an impact on both physical and mental health. The actions required to support staff may vary depending on the nature and timing of the abuse e.g. abuse may be historical, recent or ongoing, however the core principle of offering a supportive and flexible response remains consistent. For further information on the impact of Gender Based Violence in the workplace and its affect on staff, refer to Appendix D.

4.1 Your role as a manager in supporting staff

Managers have a role to address the needs of employees who have or are experiencing Gender Based Violence. In supporting staff, they are expected to: have the necessary knowledge; be available and approachable; listen and reassure; respond in a sensitive and non-judgemental manner and discuss how the Council can support them.

In cases where a member of staff raises their experience of abuse, managers should endeavour to provide sensitive and flexible support, tailored to meet the circumstances of each individual, taking account of any additional needs that they may have. Managers should be aware of the potential barriers that make it difficult for employees to seek support and should be conscious not to make judgements or to provide counselling or advice.

When supporting employees, managers should refer to existing Council Policies such as Health and Safety, Equality and People Policies. At all times managers must act in accordance with normal Adult and Child Protection Procedures, referring to Occupational Health and HR as appropriate.

As a manager, you can support staff by:

- Being aware that staff can be affected by past or current abuse (See Appendix C);
- Recognising potential signs of abuse;
- Being aware that staff members may be perpetrators of abuse;
- Initiating discussion if you have concerns about abuse;
- Responding sensitively to disclosure of abuse;

- Encouraging and supporting your staff member to think about their safety;
- Considering what workplace supports you could provide within the scope of current policy provisions;
- Providing information about other sources of help;
- Keeping good records, documenting discussion and actions taken, ensuring that information is stored confidentially; and
- Ensuring your training in GBV is up to date.

4.2 Recognising potential signs of abuse

Given the barriers that can make it difficult for staff to disclose abuse, they may not necessarily approach you as their manager in the first instance. It is more likely that you will become aware of any problems through associated issues such as absence monitoring, poor performance or uncharacteristic changes in an employee's behaviour.

Some of the signs that an employee could be affected by their experience of abuse are detailed in Appendix D. Keep in mind that this is not an exhaustive list nor should these factors be seen in isolation. Also, they may be indicative of other concerns unrelated to abuse. The context within which they occur is therefore an important consideration.

4.3 Responding to a disclosure of abuse

Be aware of some of the barriers to disclosure for employees, e.g. not recognising/wanting to recognise their experience as abusive, fear of bringing shame or dishonour to their family, fear that they might lose their children, belief that the abuse is their fault, concerns about confidentiality.

Treat staff with respect and dignity. Be non-judgemental, supportive and sympathetic; reassure them that the abuse is not their fault, that no-one deserves to be abused and acknowledge that it is not always easy to know what to do.

Be clear about the parameters of your role, i.e. providing information and practical support but not offering opinions or advice or adopting a counselling role.

Be aware that different cultures may have different values but that this is Great Britain and British values and laws take precedence. Accordingly, unlawful actions (as per British legislation) will not be tolerated against a person irrespective of their age, disability, gender re-assignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation or socio-economic status.

Consider any potential risks in the workplace, e.g.

- Is there any immediate danger?
- Are there threats of harm to her/ him/others/children?
- Is there sexual violence?
- What is the employee's assessment of the threat from the perpetrator?
- Are there child/adult protection issues? Seek advice from the Public Protection Office
- If you have reason to believe that the perpetrator presents a risk to other employees, advice from HR **must** be sought.
- Improve safety by speaking to the staff member about their immediate and future safety and helping them to think through their options; for example, a safety plan, support networks, protection strategies and organisations that can help including the police, women's aid, men's aid, rape crisis, public protection (see Appendix B); provide practical workplace safety measures such as confidential method of communication etc.
- **Discuss potential options for workplace support** in line with existing Council policy provisions, i.e. extended and/or flexible leave (paid or unpaid), change of work pattern, adjustment to workload, etc., as well as Occupational Health, HR, the Employee Assistance Programme and consider local and national external support agencies (see Appendix B for further details).

4.4 Recording and data protection

- Keep detailed records if an employee discloses abuse; any discussions and actions agreed should be documented to provide as full a picture as possible; disclosure should be recorded as an allegation, not fact. Note that you will require consent before you record the allegation. Should the person refuse to give consent, you cannot record;
- In accordance with Council procedures and in line with the Data Protection Act 1998, records should be kept strictly confidential and will not be placed on the employee's HR file; it should be made clear that recording information on abuse will have no adverse impact on the employee's work record; you should document all absences in line with normal procedures, but if they relate to gender based violence then you should discuss with the employee how these are recorded in iTrent;
- Any reason for breaching confidentiality should be detailed and organisational procedures on data protection and sharing information must be adhered to;
- Employers have a legal duty to maintain a safe place of work and this requires monitoring and recording all incidents of violence or threatening behaviour in the workplace; this information can be used if the member of staff wishes to press charges or apply for an interdict; if the actions of an alleged perpetrator affect the health and safety of the employee in the workplace, records may be used to assess risks to children/others and might also be used in criminal proceedings or if the employee wants to

apply for a court order; as such, it is important that records are clear and accurate and should include dates, times, locations and details of any witnesses.

4.5 Possible work-related adjustments

In conjunction with HR you may wish to consider work-related adjustments, for example:

- Periods of reasonable absence in line with sensitively applied flexi and special leave policies (time off to visit solicitors, attend counselling or attend court etc.);
- Favourable consideration to any request for a change of workplace, work arrangements or patterns and adjustment to workload for a temporary period to make it more manageable;
- At times when the employee needs to be absent from work, mutually agree a safe, confidential method of communication and consider any safety implications that may arise when working from home;
- Security of information held such as temporary or new addresses, bank or healthcare details;
- With consent, advise colleagues of the situation on a need to know basis and agree the response should the perpetrator/alleged perpetrator contact or visit the workplace e.g. alert reception and security staff where the alleged perpetrator is known to come to the workplace and ensure the employee does not work alone or in an isolated area;
- Use of an assumed name at work where appropriate;
- Change telephone numbers, divert phone calls and e-mails;
- Implement particular security arrangements that may have to be put in place to ensure the safety of the employee, colleagues or patients, and;
- Using the Health and Safety Rivo Safeguard system record any threatening or violent incidents by the perpetrator in the workplace, including visits, abusive/ persistent phone calls, e-mails and other forms of harassment which can be used by the police or the employee at a future date if they wish to seek a court order.

This list is not exhaustive and there may be other measures that managers can tailor to the individual circumstances of the employee.

A summary of the manager's role is included in Appendix G.

4.6 If an employee does not wish to take up support

Depending on their situation, some employees affected by abuse may refuse support or only take up partial support. This can be concerning, especially if the employee has begun to accept assistance and then decides to go back to an abusive situation or tries to minimise their abuse.

Dealing with abuse is a process that takes time and it is important to be aware of the reasons that can make it difficult for staff to access support, i.e. they may have pressure from family or community to remain silent/stay in their relationship or financial pressures, especially if children are involved. For further information see Appendix D - Barriers to Seeking Support. It is the choice of the employee whether to accept support and the organisation cannot share what they have disclosed with anyone unless there are reasons to break confidentiality. In this situation you should respect the employee's decision, reassure them that your primary concern is for their safety and remind them that support is available if they need it in future.

There may, however, be circumstances where the employee does not wish to take up support but where the manager's concerns regarding the impact of suspected abuse on the employee's performance and/or on their health and safety are serious enough that the manager believes it necessary to take further action. In these circumstances the manager should refer through normal Adult and Child Protection Procedures or seek advice from the Public Protection Office.

5.0 Managing Staff Who May Be Perpetrators of Gender Based Violence

It is acknowledged that there may be employees within the Council who are perpetrators of abuse and that committing acts of Gender Based Violence is a serious matter which has the potential for:

- Contravening Equalities and Human Rights legislation;
- Constituting a criminal offence; and
- Breaching corporate and professional codes of conduct.

It is important to note that any act of Gender Based Violence committed by an employee of Midlothian Council will not be accepted or tolerated and will be robustly dealt with via existing People Policies and may result in the ultimate sanction of dismissal being applied.

5.1 Disclosures and allegations of abuse

Information about abuse may be brought to light in the following ways:

- An employee may directly disclose abuse either voluntarily or when asked by managers/colleagues;
- Managers might receive allegations of abuse from a range of sources, for example: A Council employee who's partner or former partner is also an

employee; concerned colleagues; through the MARAC (multi-agency risk assessment conference held every 4 weeks which shares information among key agencies and establishes a safety plan for high risk victims of domestic abuse); partners, ex-partners or others who are not Council employees; post-conviction notification from the police and pre-employment checks.

- In accordance with their contract of employment and the Employee Code of Conduct, any employee who has been charged, or during their period of employment with Midlothian Council is charged with or convicted of a criminal offence (excluding civil offences such as parking offences) or whose name is placed on the lists held by the Scottish Government of those disqualified from working with children or adults at risk must advise their line manager immediately. This requirement applies whether the listing is provisional or not and there should be no delay in notification by the employee to the Council.
- Employees in posts which require PVG Scheme membership have a further duty to notify their line manager immediately if they are involved in Police enquiries or are questioned by the Police under any criminal investigation.

5.2 Allegations of abuse within the workplace

Employees who are perpetrating abuse might use workplace resources such as transport, telephone or e-mail to threaten, harass or abuse current/ex-partners or others. Their behaviour might also include: stalking, physical assault, sexual violence or sexual harassment. This conduct could be dangerous for those being abused and could bring the organisation into disrepute. In such circumstances, consult HR to deal with this via the appropriate policy.

5.3 Allegations of abuse outside of the workplace

Employees may be perpetrating Gender Based Violence outside of the workplace, for example, domestic abuse, physical or sexual abuse of children, downloading child pornography, sexual violence, involvement in honour based violence, sexual exploitation including grooming, or stalking.

Given that such conduct could constitute a criminal offence, many of these examples would most likely involve criminal proceedings. Perpetrating these forms of abuse could also breach organisational and professional codes of conduct and potentially bring the Council into disrepute.

5.4 What managers can do

Any disclosure or allegation of abuse within the workplace must be acted on. Managers should respond in the same way that they would address any

other serious complaint against an employee by following relevant Council policies and seeking immediate advice from HR as necessary.

Where the source of such allegations is anonymous or where the allegation relates to abuse out with the work environment, it may be that the Council is not in a position to take action. However, advice should be sought from HR and the PPO as the circumstances of each individual case will require to be considered in order to determine whether or not such a matter can and should be the subject of a disciplinary investigation by the Council. The organisation will treat any allegation, disclosure or conviction of a Gender Based Violence related offence on a case-by-case basis, with the aim of reducing risk and supporting change.

It may be necessary to instigate disciplinary proceedings and each case requires to be assessed to decide what action to take.

In conjunction with HR, the manager should assess the potential impact of the alleged abuse on the employee's role at work to determine whether or not to undertake disciplinary action.

The manager should take account of the following factors:

- The nature of the conduct and the nature of the employee's work;
- The extent to which the employee's role involves contact with vulnerable individuals or groups, and assessment of any potential risk that this might pose to them or other employees;
- Whether or not the alleged actions of the employee could breach their corporate/professional code of conduct; and
- Whether or not the alleged actions of the employee could bring the Council into disrepute, or conflict with its aims and values.

If sufficient grounds are established, the disciplinary procedure will be followed which will take account of the requirement for referral to various professional registration/regulatory bodies. Whilst a disciplinary procedure is ongoing, employees alleged to be perpetrators can receive support from Occupational Health, Trade Union/Professional Organisation and HR.

For further information please refer to Appendix F: Practical guidance on working with alleged perpetrators.

6.0 MONITORING AND REVIEW

This policy will be monitored and reviewed in two years by Midlothian and East Lothian Public Protection Office.

APPENDIX A: Legal Framework and Relevant Legislation

The policy is underpinned by the following legislation, which is not an exhaustive list:

Equally Safe: Scotland's Strategy for preventing and eradicating violence against women and girls 2016

Updated from 2014, this strategy provides a framework for taking action to prevent and eradicate violence against women and girls in all its forms. The delivery plan was published in early 2017.

Human Trafficking and Exploitation (Scotland) Act 2015

Makes provision about human trafficking and slavery, servitude and forced or compulsory labour, including provision about offences and sentencing, provision for victim support and provision to reduce activity related to offences.

The Forced Marriage etc. (Protection and Jurisdiction) (Scotland) Act 2011

Provides a specific civil remedy for those threatened with forced marriage and those already in such a marriage.

Equality Act 2010

This Act simplifies and harmonises existing equality legislation and extends protection to a wide range of groups to ensure that they are treated more fairly. Under the Act, people are not allowed to discriminate, harass or victimise another person on grounds relating to age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, or pregnancy and maternity, referred to as 'protected characteristics'.

Council of Europe Convention on Action against Trafficking in Human Beings, 2005

The UK is bound by this convention, which involved signing up to a set of minimum standards on the identification, protection and support of trafficking victims.

Sexual Offences (Scotland) Act 2009

The Act criminalises a range of sexual offences including rape and sexual assault, against adults and children.

Protection of Vulnerable Groups (Scotland) Act 2007

The Act introduced the Protection of Vulnerable Groups Scheme (PVG) and other measures to improve the way that services protect vulnerable groups. As well as helping to ensure that people who have a known history of harmful or abusive

behaviour are unable to work with children and protected adults, it aims to simplify and speed up the whole disclosure process, making it easier for employers, staff and volunteers to use.

Protection from Abuse (Scotland) Act 2001

This Act is designed to afford greater protection to individuals who have left abusive relationships by allowing for a power of arrest to be attached to an interdict.

The Management of Health and Safety at Work Regulations 1999

The regulations require employers to assess the risk of violence to employees and make arrangements for their health and safety.

Protection from Harassment Act 1997

The Act criminalises and creates a right to protection from stalking and persistent bullying in the workplace. Employers may be vicariously liable for harassment under the Act.

Health and Safety at Work Act 1974

Under this Act, employers have a duty to ensure, as far as is reasonably practicable, the health and safety and welfare of employees at work.

European Convention on Human Rights, Article 3, 1950

Affords an 'absolute' right not to be tortured, or inhumanely or degradingly treated or punished.

APPENDIX B: Sources of Further Information

1. WITHIN THE COUNCIL

- HR
- Occupational Health (People Asset Management)
- Employee Assistance Programme
- Trade Unions / Professional Associations
- Midlothian and East Lothian Public Protection Office – 0131 653 5151

2. IN THE COMMUNITY

1	<p>Women's Aid East and Midlothian</p> <p>A confidential service that provides valuable information, support and temporary accommodation to women and their children who have experienced domestic abuse.</p> <p>Tel: 0131 561 5800</p> <p>Email: info@womensaideml.org</p> <p>W: http://www.womensaideml.org/</p>
2	<p>East Lothian Sexual Abuse Service helpline (ELSAS)</p> <p>ELSAS offers support in East Lothian to women and all members of the transgender community who are currently experiencing or have experienced sexual violence. We are based in East Lothian and can offer face-to-face support in Musselburgh and Haddington. We can also offer home visits or arrange appointments in other locations such as Dunbar.</p> <p>When you contact ELSAS, we will offer you a face-to-face session with a support worker if you want this. You can use this time in any way you choose, and we can talk through what support we can offer, including long-term and advocacy support.</p> <p>Tel: 07800 604 164</p> <p>Email: elsas@ercc.scot</p> <p>Young people aged 12-18 can access support from the STAR project Tel: 0131 556 9437, text: 07583 158 058 E: star@ewrasac.org.uk.</p>

3	<p>Emergency Social Work Service</p> <p>(on behalf of Midlothian, East Lothian and Edinburgh Councils)</p> <p>Tel: 0800 731 6969 – out of hours</p>
4	<p>East Lothian Council Homelessness Unit</p> <p>The Homelessness team (Brunton Hall, Musselburgh) delivers the council's statutory corporate homelessness responsibilities including the provision of housing advice, assistance and accommodation. Following assessment or interview the team can refer to a range of services or provide accommodation, support or advice services directly. The team can be contacted directly or your manager is aware of the means by which a referral can be made.</p> <p>Tel: 01620 827536 / out of hours emergency 0800 169 1611 (24hrs/day, 365 days/yr)</p> <p>Email: homelessness@eastlothian.gcsx.gov.uk</p>
5	<p>Citizen's Advice Scotland</p> <p>Citizens Advice Bureaux (CAB) provide free, confidential and independent advice which helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p> <p>W: http://www.cas.org.uk/</p> <p>Local CAB branches:</p> <ul style="list-style-type: none"> • Haddington: 46 Court Street, Haddington. 01620 82 4471 • Musselburgh: 141 High Street, Musselburgh. Tel 0131 6532748

Midlothian

1	<p>Women's Aid East and Midlothian</p> <p>A confidential service that provides valuable information, support and temporary accommodation to women and their children who have experienced domestic abuse.</p> <p>Tel: 0131 561 5800</p> <p>Email: info@womensaideml.org http://www.womensaideml.org/</p> <p>Dalkeith: 29a Eskbank Road Tel: 0131 663 9827 Penicuik: 10 Carnethy Avenue Tel: 01968 670970</p>
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2	<p>Midlothian Sexual Abuse Service helpline (MSAS)</p> <p>MSAS offers support in Midlothian to women and all members of the transgender community who are currently experiencing or have experienced sexual violence. We offer appointments in Penicuik, Mayfield and Dalkeith. Appointments are available on Monday during the daytime and Tuesday evening.</p> <p>When you contact MSAS, we will offer you a face-to-face session with a support worker if you want this. You can use this time in any way you choose, and we can talk through what support we can offer, including long-term and advocacy support.</p> <p>Tel: 07860 774 503</p> <p>Email: msas@ercc.scot</p> <p>Young people aged 12-18 can access support from the STAR project Tel: 0131 556 9437, text: 07583 158 058 E: star@ewrasac.org.uk.</p>
3	<p>Emergency Social Work Service</p> <p>(on behalf of East Lothian, Midlothian and Edinburgh Councils)</p> <p>Tel: 0800 731 6969 – out of hours</p>
4	<p>Midlothian Council Homelessness Service</p> <p>The Homelessness team, based at Buccleuch House, Dalkeith, delivers the council's statutory corporate homelessness responsibilities including the provision of housing advice, assistance and accommodation. Following assessment or interview the team can refer to a range of services or provide accommodation, support or advice services directly. The team can be contacted directly or your manager is aware of the means by which a referral can be made.</p> <p>Tel: 0131 271 3397 / out of hours emergency 0131 663 7211 (24hrs/day, 365 days/yr)</p> <p>Email: homelessness@enquiries@midlothian.gov.uk</p> <p>Website: https://www.midlothian.gov.uk/info/1078/homeless_or_at_risk</p>
5	<p>Citizen's Advice Scotland</p> <p>Citizens Advice Bureaux (CAB) provide free, confidential and independent advice which helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p> <p>W: http://www.cas.org.uk/</p> <p>Local CAB branch: Dalkeith and District CAB, 8 Buccleuch Street, Dalkeith EH22 1HA. Tel 0131 660 1636</p>

Regional /National

1	<p>Abused Men in Scotland (AMIS)</p> <p>A non-profit organisation established in 2010 to address the gap in service provision for men experiencing domestic abuse. We provide direct support to men experiencing domestic abuse, as well as helping to improve mainstream service responses and campaigning for further inclusion of male victims in the wider narrative on domestic abuse.</p> <p>Tel: 0808 800 0024</p> <p>W: http://www.abusedmeninscotland.org/</p>
2	<p>Child Line</p> <p>This is a free service for children that provides help & advice at any time for any problem like bullying, sexual abuse, emotional abuse, domestic violence, self harm. 24-hour service. Tel: 0800 11 11</p>
3	<p>Citizen's Advice Scotland</p> <p>Citizens Advice Bureaux (CAB) provide free, confidential and independent advice which helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p> <p>W: http://www.cas.org.uk/</p> <p>Local CAB Branches:</p> <ul style="list-style-type: none"> • Haddington: 46 Court Street, Haddington. 01620 82 4471 • Musselburgh: 141 High Street, Musselburgh. Tel 0131 6532748 • Dalkeith and District: 8 Buccleuch Street, Dalkeith EH22 1HA. Tel 0131 660 1636
4	<p>Disclosure Scheme for Domestic Abuse Scotland</p> <p>Aims to prevent domestic abuse by empowering both men and women with the right to ask about the background of their partner, potential partner or someone who is in a relationship with someone they know, and there is a concern that the individual may be abusive.</p> <p>The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides further help and support to assist the potential victim when making that informed choice.</p> <p>Right to Ask - Disclosure Scheme for Domestic Abuse Police Scotland</p>

5	<p>Edinburgh Domestic Abuse Court Service (EDDACS)</p> <p>An independent advocacy service which supports the domestic abuse court</p> <p>Tel: 0131 315 8122</p>
6	<p>Edinburgh Rape Crisis Centre</p> <p>Offers free and confidential emotional and practical support and information to women, all members of the transgender community, and young people aged 12-18 who have experienced sexual violence from male or female abusers at any time in their lives. This includes rape, sexual assault, childhood sexual abuse and organised sexual abuse and exploitation.</p> <p>Tel: 0131 556 9437 / Midlothian service 07860 774 503 / East Lothian service 07800 604 164</p> <p>Email: support@ercc.scot / info@ercc.scot</p> <p>http://www.ewrasac.org.uk/</p> <p>Scottish Rape Crisis Helpline</p> <p>08088 01 03 02 (daily 6pm – midnight)</p> <p>www.rapecrisisscotland.org.uk</p>
7	<p>Equality and Human Rights Commission – a guide for employers March 2013 – Managing and Supporting Employees Experiencing Domestic Abuse</p> <p>https://www.equalityhumanrights.com/sites/default/files/domesticabuseguide.pdf</p>
8	<p>Fearless Domestic Abuse Service</p> <p>A national specialist domestic abuse support service for any man, any LGBT person and anyone from an ethnic minority community. .</p> <p>Tel: 0131 624 7266</p> <p>Email: fearlessinfo@sacro.org.uk</p> <p>W: https://fearless.scot/</p>
9	<p>Forced Marriage Unit</p> <p>020 7008 0151</p> <p>Email: fmufco.gov.uk</p> <p>Email for outreach work:</p>

	<p>fmuoutreach@fco.gov.uk</p> <p>www.fco.gov.uk/en/global-issues/human-rights/forced-marriage-unit/</p>
10	<p>LGBT Health and Wellbeing – Edinburgh</p> <p>We are a unique community initiative that promotes the health, wellbeing and equality of lesbian, gay, bisexual and transgender (LGBT) people in Scotland</p> <p>Tel: 0131 523 1100</p> <p>Email: admin@lgbthealth.org.uk</p> <p>W: www.lgbthealth.org.uk/</p>
11	<p>LGBT Helpline</p> <p>Provides information and emotional support to lesbian, gay, bisexual and transgender people and their families, friends and supporters across Scotland. It is also there to support those questioning or wanting to discuss their sexuality or gender identity. Calls are charged at local rates, no extra charges.</p> <p>Tel: 0300 123 2523 (open Tuesdays and Wednesdays 12-9pm)</p> <p>Email: helpline@lgbthealth.org.uk.</p> <p>W: www.equality-network.org/lgbt-directory/lothian-lgbt-helpline/</p>
12	<p>LGBT Youth Scotland</p> <p>Supports LGBT young people by providing help and support for young people including a chat line; professionals and service providers, parents and carers with offices in Edinburgh, Glasgow and Dumfries and Galloway</p> <p>Tel: 0131 555 3940</p> <p>W: https://www.lgbtyouth.org.uk/</p>
13	<p>Men's Advice Line</p> <p>A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner). We are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers. The service is run and managed by Respect.</p> <p>Tel: 0808 801 0327</p> <p>Email: info@mensadviceline.org.uk</p> <p>http://mensadviceline.org.uk/</p>

14	National Domestic Abuse & Forced Marriage Helpline Scotland
	<p>The helpline is staffed by specially trained workers and volunteers, managed by Scottish Women's Aid. Your call will always be answered by a worker who understands the dynamics of domestic abuse and forced marriage. We work in partnership with the Men's Advice Line.</p> <p>Tel: 0800 027 1234 (24 hours per day, 7 days/week)</p> <p>Email: helpline@ndafmhs.org.uk</p> <p>W: http://natdomesticabuseforcedmarriagehelpline.org.uk/</p>
15	National Gender Based Violence and Health Programme www.gbv.scot.nhs.uk
16	Police Scotland <p>Tel: 101 or call 999 in emergencies</p> <p>W: http://www.scotland.police.uk/</p> <p>How to report Domestic Abuse</p> <p>If the incident requires immediate attention please contact your local police office. In an emergency always call 999 (if the incident is ongoing or life is in danger). If you have been the victim or witness to domestic abuse, or have concerns regarding a victim of domestic abuse there are several ways you can report this to the police.</p> <ul style="list-style-type: none"> • At your local police office. If the incident is urgent this is the best way to report it. If someone is in immediate danger always phone 999. • Use our online domestic abuse form www.scotland.police.uk/secureforms/domestic-abuse/ • If you are unable to go to your local office (or prefer to remain anonymous) you can submit the form directly to us or download it and post it to: Domestic Abuse Coordination Unit, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, Glasgow, G40 4EH
17	Respect <p>We run the UK helpline for anyone who is concerned about their own or someone else's behaviour towards their partner (male, female, in heterosexual or same-sex relationships).</p> <p>Freephone 0808 802 4040 Monday-Friday 9am-5pm.</p>

18	<p>Samaritans</p> <p>Talk to us any time you like, in your own way, and off the record – about whatever’s getting to you. You don’t have to be suicidal.</p> <p>Tel: 0131 221 999 / 116 123 (24 hrs/free from any phone)</p> <p>Email: jo@samaritans.org</p> <p>W: http://www.samaritans.org/</p>
19	<p>Scottish Trans – Offices in Edinburgh</p> <p>Scottish Trans Alliance is the Equality Network project to improve gender identity and gender reassignment equality, rights and inclusion in Scotland</p> <p>Tel: 0131 467 6039</p> <p>Email: info@scottishtrans.org</p> <p>W: www.scottishtrans.org/ / www.equality-network.org/</p>
20	<p>Scottish Women’s Rights Centre</p> <p>Free confidential legal helpline for women who have been affected by violence or abuse</p> <p>Tel: 08088 010 789</p>
21	<p>Shakti Women's Aid</p> <p>Help for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse.</p> <p>Tel: 0131 475 2399</p> <p>Email: info@shaktiedinburgh.co.uk</p> <p>W: http://shaktiedinburgh.co.uk/</p>
21	<p>Shelter</p> <p>This is a free, national telephone advice line providing information about emergency access to refuge services and general housing matters. Lines are open seven days a week from 8am to midnight.</p> <p>Tel: 0808 800 4444</p> <p>W: http://scotland.shelter.org.uk/</p>

22	<p>Survivor Scotland</p> <p>Scottish Government information and education resource on children sexual abuse, including the national strategy for survivors of CSA www.survivorscotland.org.uk</p> <p>Information on services for survivors across Scotland can be found at www.survivorscotland.org.uk/help/</p>
23	<p>Victim Support Scottish Helpline</p> <p>Provides support and information services to victims and witnesses of crime in Scotland.</p> <p>Tel: 0345 603 9213 (8am-8pm)</p>
24	<p>Women's Support Project</p> <p>Information, training and support on violence against women and information around commercial sexual exploitation www.womenssupportproject.co.uk</p>
25	<p>Yes You Can ...</p> <p>Working with Survivors of Childhood Sexual Abuse http://scotland.gov.uk/Publications/2008/04/07143029/0</p>

APPENDIX C: An Overview of Gender Based Violence and Prevalence

What is Gender Based Violence?

Gender based violence is an umbrella term that encompasses a spectrum of abuse experienced disproportionately by women and perpetrated predominantly by men.

It is defined within Equally Safe 2016, Scotland's strategy to take action on all forms of violence against women and girls, as follows:

'Gender Based Violence is a function of gender inequality, and an abuse of male power and privilege. It takes the form of actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. It is men who predominantly carry out such violence and women who are predominantly the victims of such violence. By referring to violence as "gender based" this definition highlights the need to understand violence within the context of women's and girl's subordinate status in society. Such violence cannot be understood, therefore, in isolation from the norms, social structure and gender roles within the community, which greatly influence women's vulnerability to violence.'

The definition extends to women and girls of all ages. Under international law, the UN Convention on the Rights of the Child defines a child as a person under the age of 18.

Definitions and Prevalence:

Domestic abuse is a pattern of assaultive and coercive control, including emotional, sexual, psychological and physical abuse that affects around 1 in 4 women over the course of their lives.

- Of 59,882 domestic abuse incidents recorded by Police Scotland police in 2014/15, 79% of all such incidents had a female victim and male perpetrator; although men also experience domestic abuse, women are much more likely to experience repeated incidents over time, have greater injuries and suffer more psychological and sexual violence
- In around 2 in 5 domestic abuse cases, there is also childhood physical and sexual abuse by the same perpetrator
- There is evidence that domestic abuse within same sex relationships is common and could be higher than 1 in 3 according to a 2006 study

Child sexual abuse is defined as exploitation of a young person by an individual for their own or others' sexual gratification. It is physically and emotionally abusive and often involves serious and degrading assault.

- In the NSPCC study Child Abuse and Neglect in the UK Today (2011), it is estimated that 1 in 20 children have been sexually abused.

Rape and sexual assault is defined as unwanted or coerced sexual activity, including anal, oral or vaginal penetration, sexual touching; usually committed by a man known to the victim.

- Of the 1,901 rapes or attempted rapes recorded by Police Scotland during 2014/15, 95% had a female victim (where gender was known)
- 54% said that the perpetrator was their partner
- 4% of women have experienced serious sexual assault since the age of 16.

Commercial sexual exploitation includes prostitution, pornography, lap dancing and sex trafficking.

- One in two women in prostitution become involved at the age of 18 or younger
- There are 4,000 victims of trafficking for sexual exploitation in the UK.

Harassment and stalking is defined as unwanted, persistent often threatening attention, e.g. following someone, constantly phoning, texting or e-mailing at home or work. Stalking and harassment is a very common feature of domestic abuse. It occurs in isolation or as a component of the wider profile of abuse. High severity stalking and harassment can include behaviours such as constant communication, uninvited visits, loitering and threats to kill.

There are clear links between stalking and domestic abuse - more than a third (36.4%) of those who had experienced stalking and harassment in the last 12 months had also experienced partner abuse in the same period. (SCJS stalking and harassment: summary of findings 2014/15)

Harmful practices include: female genital mutilation (FGM), forced marriage and so-called 'honour' crimes which are culturally condoned as part of a tradition. These are likely to be a form of domestic abuse or the basis for it.

Female genital mutilation - there are no clear and robust figures for prevalence in Scotland because of the hidden nature of the crime. Based on the data available, the Scottish Refugee Council has reported that:

- There were 23,979 men, women and children born in one of the 29 countries identified by UNICEF (2013) as an 'FGM-practising country', living in Scotland in 2011
- There are communities potentially affected by FGM living in every Scottish local authority area, with the largest being in Glasgow, Aberdeen, Edinburgh and Dundee respectively
- 2,750 girls were born in Scotland, to mothers born in an FGM-practising country between 2001-12.

(Tackling FGM in Scotland – towards a Scottish model of intervention, Scottish Refugee Council 2011)

Forced marriage is a marriage which takes place against the wishes of either or both parties. This is not the same as an arranged marriage, where the individuals have a free choice as to whether to proceed.

- Across the UK in 2014/15, 79% of forced marriage cases involved female victims

'Honour' crimes constitute violence excused as a form of punishment for behaviour which is perceived as deviating from what the family or community believes to be the 'correct' form of behaviour, sometimes referred to as 'family honour'.

MARAC (Multi Agency Risk Assessment Conference) is a multi-agency meeting, held every 4 weeks, which shares information among key agencies and establishes safety plan for high risk victims of domestic abuse across both East Lothian and Midlothian. The MARAC requires the understanding and participation of all identified key agencies who may be involved in supporting victims of domestic abuse.

Unless otherwise stated, data comes from:

- Scottish Crime and Justice Survey 2014/15 [Scottish Crime and Justice Survey 2014/15](#)
- Crime & Justice Bulletin - [Domestic Abuse Recorded by the Police in Scotland 2013/14 and 2014/15](#)

APPENDIX D: Potential Signs of Abuse and the Impact of Gender Based Violence

Potential signs of abuse include:

Work productivity

- Persistently late without explanation; needing to leave work early
- Constraints on work schedule; employee may be dropped off and picked up from work and unable to attend work related events
- High absenteeism rate without explanation
- Needing regular time off for 'appointments'
- Changes in quality of work performance for unexplained reasons, e.g. may start missing deadlines and show additional performance difficulties despite a previously strong record
- Interruptions at work, e.g. repeated upsetting calls/texts/e-mails; Reluctance to turn off mobile phone at work
- Increased hours being worked for no apparent reason, e.g. very early arrival at work or working late.

Psychological indicators

- Changes in behaviour: may become quiet and withdrawn, avoid interaction, making acquaintances or friends at work; may always eat alone
- Uncharacteristic distraction, problems with concentration
- May cry at work or be very anxious
- Obsession with time
- May exhibit fearful behaviour such as startled reactions
- Fear of partner/references to anger
- Is seldom or never able to attend social events with colleagues
- Expresses fears about leaving children at home alone with partner
- Secretive regarding home life
- Appears to be isolated from friends and family.

Physical indicators

- Repeated injuries such as bruises that are explained away; explanations for injuries that are inconsistent with the injuries displayed
- Frequent and/or sudden or unexpected medical problems/sickness absences
- Sleeping/eating disorders
- Substance use/dependence
- Depression/suicide attempts
- Fatigue

- Change in the way the employee dresses, e.g. excessive clothing in summer; unkempt or dishevelled appearance, change in the pattern or amount of make-up worn.

Barriers to seeking support

Although widespread, Gender Based Violence is often hidden, generally occurring in a private or domestic setting, away from the workplace. The vast majority of cases of abuse are not disclosed to public agencies (including the police) and of those which are, relatively few result in criminal conviction. The covert nature of abuse and the impact it has on individuals can act as barriers to disclosure. For example:

- People who have experienced abuse are often silenced by the perceived shame and stigma that surround it; they may feel they will be judged or blamed for the abuse and may therefore be reluctant to seek help within the workplace
- Issues around trust and concerns about confidentiality, especially if children are involved or if the perpetrator is also a Council employee, can make it difficult for individuals affected to come forward
- Staff may fear that seeking help could impact on how they will be treated by managers or colleagues, e.g. that they may be perceived as less competent or ineffective in their post and/or that it may prejudice career advancement

It is equally important to be mindful of diversity within the workforce, and that staff may have other experiences of discrimination or inequality which could affect, or indeed compound, the impact of abuse. For example:

- People in lesbian, gay or bisexual relationships who have not disclosed their sexual orientation may be reluctant to discuss domestic abuse, thereby 'outing' themselves in an environment which they may fear to be unsupportive or homophobic
- Whilst gender based violence is predominantly experienced by women, it does impact on some men; disclosing abuse can be difficult for men who may fear being seen as 'weak' or 'unmanly'; male survivors of rape or childhood sexual abuse may also fear being regarded as potential abusers given the widespread acceptance of the myth of the 'cycle of abuse'

- Black and minority ethnic (BME) staff may be concerned that they will be ostracised in their communities, or accused of bringing dishonour on their families if they disclose abuse; they may be fearful of feeding racist or stereotypical views within the workplace which may minimise or dismiss their experiences
- Forms of domestic abuse can vary, e.g. forced marriage or so-called 'honour' based violence, which may be perpetrated by extended family members of both sexes as well as a husband/partner.

APPENDIX E: Practical guidance on responding to a disclosure from a victim of Gender Based Violence

In helping to meet the needs of staff experiencing abuse, it is important that as a manager you create an environment where your employees are aware of this policy and feel able to seek support.

Should you suspect that an employee may have experienced some form of abuse:

- Provide a private space, reassure them about confidentiality and advise of the limits of this at the outset, i.e. risk to the safety of others, child or adult protection as it may not always be possible to maintain confidentiality;
- In instances when you pick up on possible signs of abuse, proactively initiate a discussion with your member of staff. Ask non-threatening, open questions – for example: “How are things at home?” or “How are you feeling generally?”
- If there is obvious bruising/injuries, then ask direct questions: “I’m worried about you because.....” or “I’m concerned about your safety.....”;
- Non-disclosure: you should be aware that an employee may choose not to share information about abuse during a first discussion. If this is the case, advise them that you or a member of the Public Protection Office will be available to provide support in the future if required;
- Carry out an Immediate Safety Plan with the employee covering the workplace and home life using these six questions:
 - How can we as your employer help keep you safe when you are at work?
 - What can I as your line manager do to help support you at work?
 - What will help you feel supported when you are at work?
 - How do you feel about getting support at home to help with what is happening?

- What is your plan to make you feel safe at home?
- Who is available to you for support and help you feel safe outside of work?
- A medium term Safety Plan is very important so encourage the employee if she is a woman to contact Women's Aid East and Midlothian. If the employee is a man encourage them to contact Fearless or AMIS (details at Appendix B);
- Encourage the employee to engage with the Council's Occupational Health provider and the Employee Assistance Programme.

APPENDIX F: Practical guidance for working with alleged perpetrators

When responding to a direct disclosure from a member of staff or where it has been established that an employee has perpetrated abuse, it is important to adopt good practice when responding. Engaging with perpetrators of abuse in a positive, respectful way does not mean excusing the abuse. This is an area that requires sensitivity and an awareness of how this might affect the safety and wellbeing of those experiencing the abuse. Your response could affect the extent to which perpetrators accept responsibility for their behaviour and, therefore, the need to change.

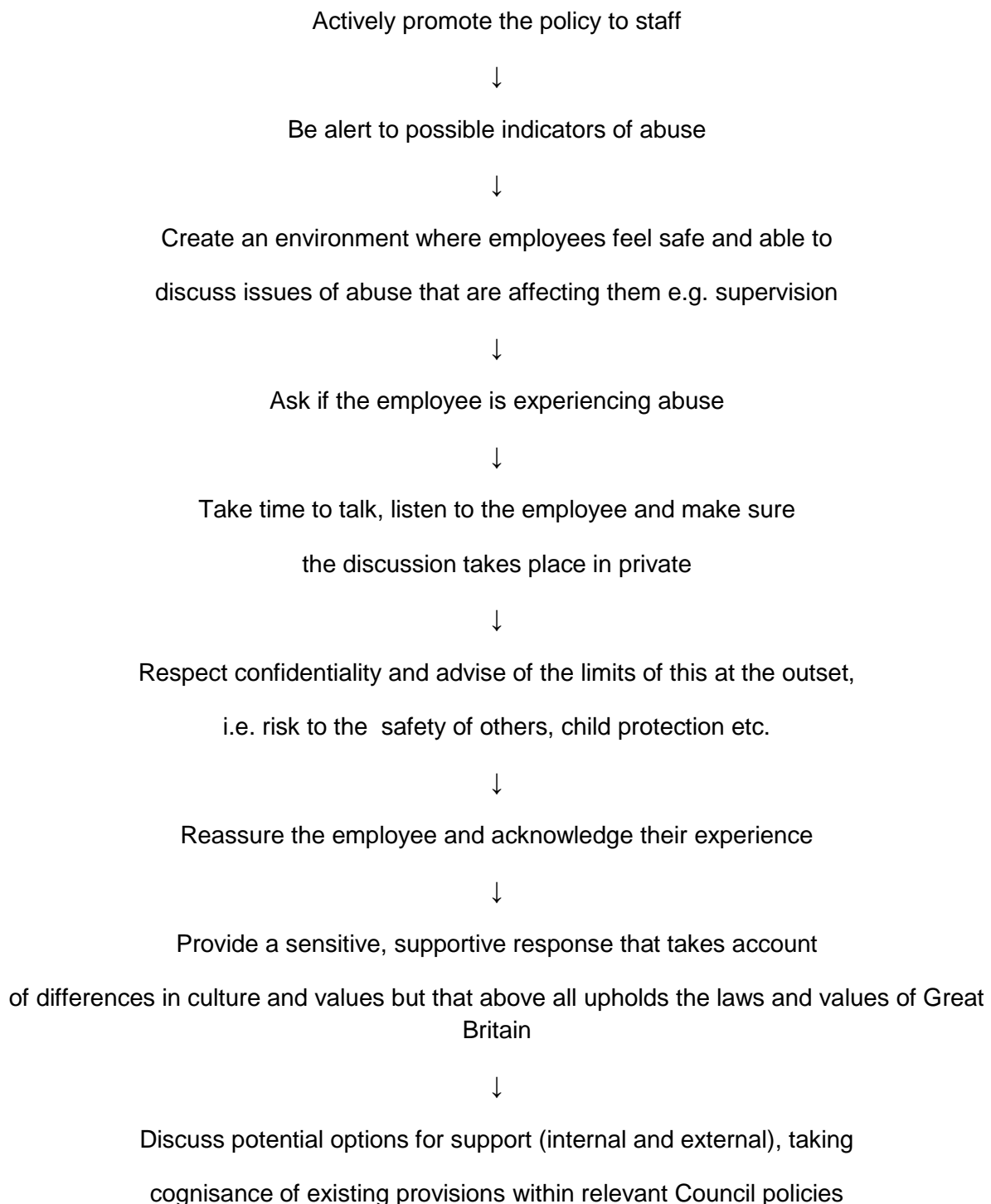
Good practice principles to observe include the following:

- Be aware that some perpetrators, even when they have sought help voluntarily, are unlikely to disclose the seriousness or extent of their abuse and may minimise it or blame it on other factors, e.g. alcohol or stress
- Be clear that abuse is always unacceptable and that it may constitute criminal behaviour
- Be clear that abusive behaviour is a choice
- Be respectful but do not collude
- Be aware that on some level, the perpetrator may be unhappy about their behaviour
- Be positive; it is possible for perpetrators to change if they recognise they have a problem and take steps to change their behaviour
- Be clear that you might have to speak to other agencies if there are grounds to breach confidentiality, and
- Assist the perpetrator to be aware of the likely costs of continued abuse (arrest/loss of relationship/impact on children and of the possibility of disciplinary action).

As Midlothian Council has committed to zero tolerance of Gender Based Violence, any allegation made against an employee involving any form of GBV will be considered in accordance with the Council's Disciplinary Procedure. This will of course be subject to the aforementioned requirement to obtain express consent to progress the matter if the victim of the GBV is also an employee of the Council (subject to the exclusions to confidentiality outlined earlier in this policy e.g. where the allegation involves a criminal offence).

APPENDIX G: Flowchart Summary of Manager's Role

The manager's role in supporting staff is to:





Risk assess and safety plan and work in partnership
with other relevant agencies as appropriate



Advise of the parameters of the manager's role and
make clear what can and cannot be provided



Where appropriate, keep a proper record of discussions,
ensuring that any information is stored confidentially



Monitor and review the situation regularly



Offer ongoing support as appropriate

**Creating a World-Class Education System through Excellence and Equity:
National Measure Attainment and Achievement Report****Report by Dr Grace Vickers – Head of Education****1 Purpose of Report**

Further to the December Council Attainment Report outlining the local measures in respect of the 2016-17 examination diet, the purpose of this report is to provide an overview of the national measures for secondary school examination attainment in session 2016-17 using the senior phase national benchmarking attainment measures, called 'Insight'. This report will also provide an update on progress through the Broad General Education (P1-S3) including Curriculum for Excellence levels and Standardised Assessment data. In addition the report will also celebrate a number of wider achievements across the education service.

2 Background

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

The measures report on the performance and progress of two main cohorts of students: the National Benchmarking measures report on the progress and performance of the summer leavers cohort from S4, S5 and S6 and the Local Benchmarking measures report on the progress and performance of the students who have continued their education in S4, S5 and S6. There are four Benchmarking Measures used to report on the progress and performance of students: Improving Attainment in Literacy and Numeracy; Increasing Post-School Participation; Improving Attainment for All; and Attainment versus Deprivation. To complement the data provided by these Benchmarking Measures, Insight also provides Breadth and Depth Course measures which are used to provide data on the percentage of pupils gaining awards at specific levels by the end of each year stage. This data, when used in conjunction with the Benchmarking Measures, provides a richer picture of the progress and performance of Midlothian students. This report focuses on the National Benchmarking Measures which were published in February 2018.

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

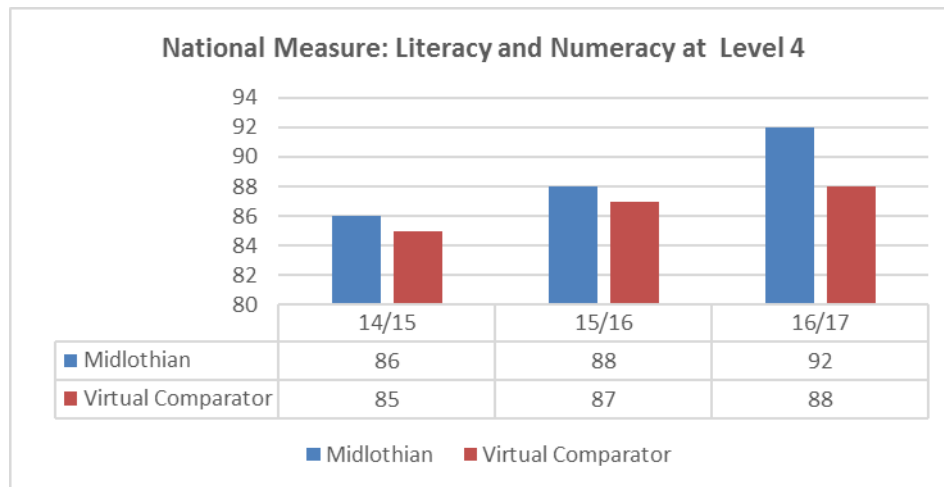


Figure 1: National Measure – Literacy and Numeracy at Level4

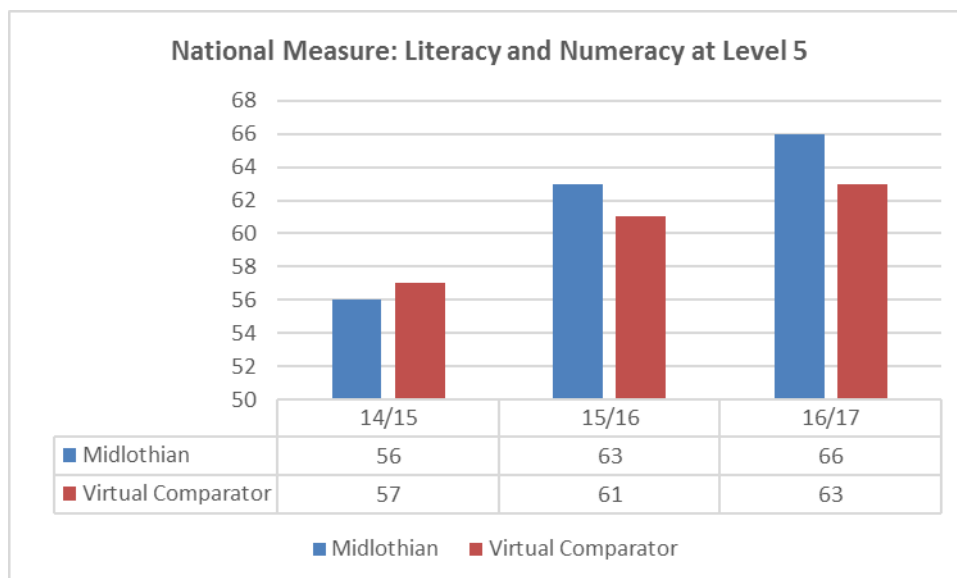


Figure 2: National Measure – Literacy and Numeracy at Level5

The national data shows the following key strengths:

- Attainment at level 4 literacy and numeracy shows a positive three year trend in improvement from 86% in 2015 to 92% in 2017.
- Attainment at level 4 Literacy and numeracy has improved by 4% when compared with the previous year and now shows a 3 year pattern above the virtual comparator.
- Attainment at level 5 literacy and numeracy shows a positive three year trend in improvement from 56% in 2015 to 66% in 2017.
- Attainment at level 5 literacy and numeracy has improved by 3% when compared with last year and is above the virtual comparator for the second year in a row.
- These positive trends in literacy and numeracy over a consistent three year pattern represent an opportunity to continue to add value in an area highlighted in the National Improvement Framework (NIF)

- The 2017 figures are the highest recorded results for level 4 and 5 literacy and numeracy in Midlothian.

Next steps for improvement: to continue to improve level 4 and 5 literacy and numeracy ensuring that these measures are above the virtual comparator and the national average.

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

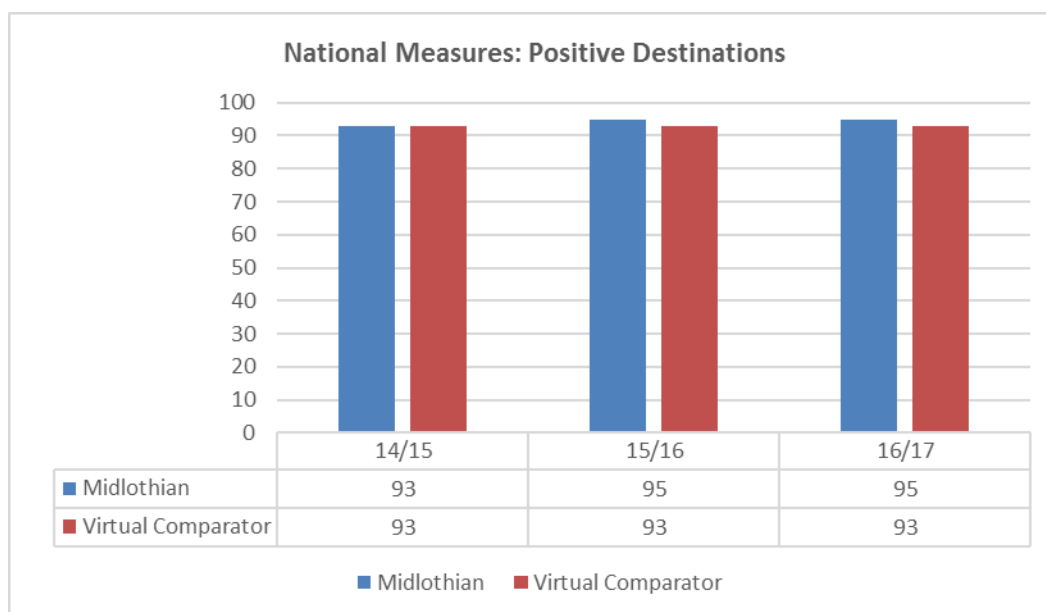


Figure 3: National Measure – Positive Destinations

The national data shows the following key strengths:

- 2016/17 shows that we have maintained the high level of positive destinations securing performance above the virtual comparator and the national average for the second year in a row.
- There has been a significant and continuous overall improvement trend in this measure since 2010-11 and there is a focus on continuing to add value to this measure through incremental target setting in improvement planning.

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

- The relatively low numbers of leavers going into Higher Education compared to the virtual comparator and the national figure average.

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

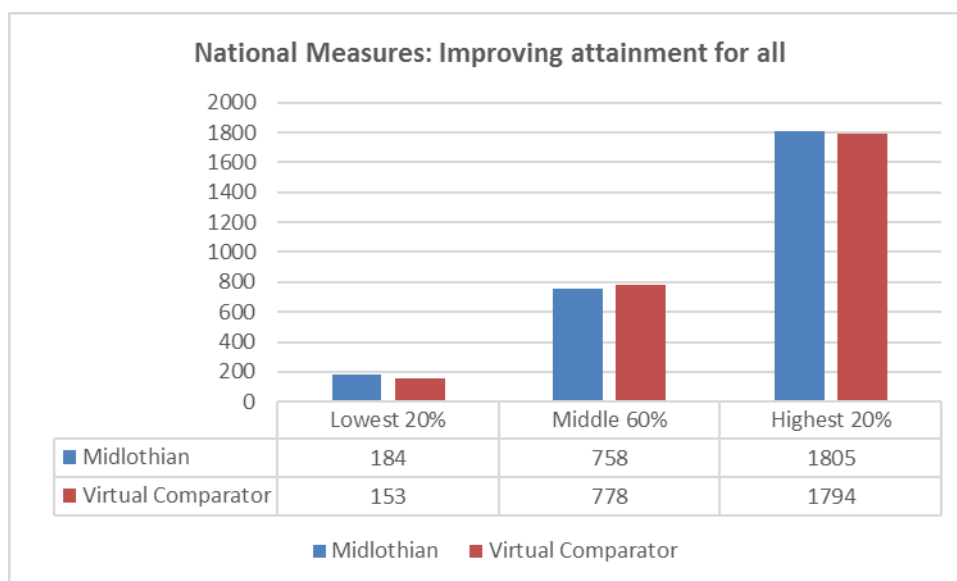


Figure 4: National Measure – Improving attainment for all

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

The national data shows the following key strengths:

- The 2017 average total tariff score figure is above the virtual comparator and National for the highest 20% of leavers.
- Total tariff scores for the lowest performing 20% of leavers' shows positive progression from 147pts in 2013/14 to 184 pts in 2016/17, an improvement of 37 pts. This is above all of our comparators including the national average.
- Total tariff scores for the middle performing 60% of leavers' shows positive progression from 711 pts in 2013/14 to 758 pts in 2016/17 but is lower than last year. And is lower than the virtual comparator.
- The improving trend for the lowest 20% of the learner cohort supports our aspiration to continue to close the poverty-related attainment gap.

Next steps for improvement:

- To focus on improving the attainment of the middle 60% cohort in order to bring in line with the virtual comparator and the national average.
- To further improve the attainment of the highest 20% in order to exceed that national average.

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2.4 Attainment versus deprivation: tackling disadvantage by improving the attainment of lower attaining pupils relative to higher attaining pupils based on the average total tariff score of pupils, by decile, using the Scottish Index of Multiple Deprivation (SIMD):

Tackling disadvantage by improving the attainment of lower attainers relative to higher attainers

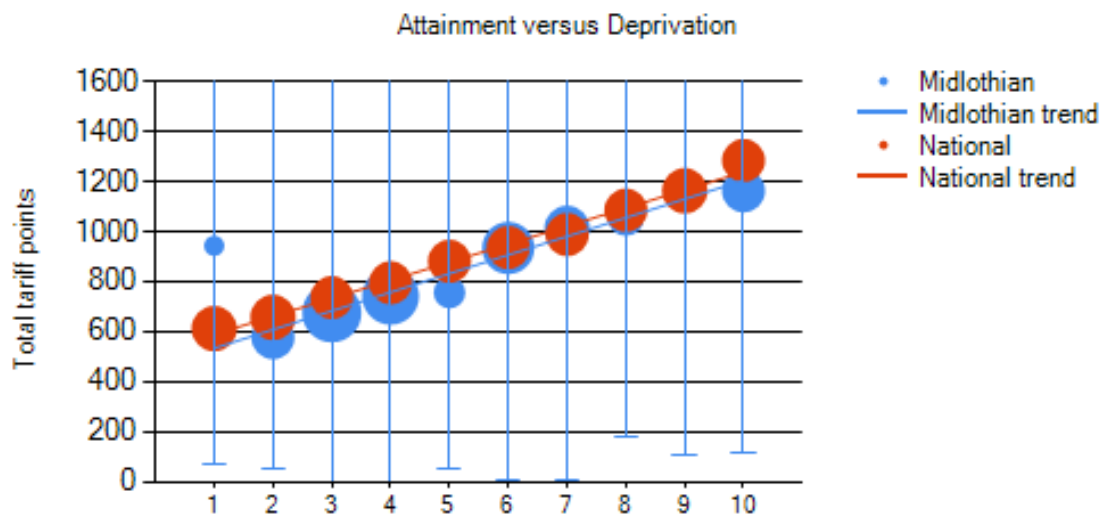


Figure 5: National Measure – Attainment versus deprivation

The discs presented in figure 5 represent the relative performance of Midlothian leavers in each SIMD deciles compared with the virtual comparator group. The size of the disc gives a visual indication of the number of students in the decile. The gradient of the line indicates the relative level of attainment vs. deprivation for Midlothian leavers.

Figure 5 shows the following key strengths and areas for improvement:

- In SIMD decile 1, performance is much greater than the national establishment.
- In SIMD decile 2,3, 4, 5 and 10 it is lower than the national establishment.

Next Steps for improvement:

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

2.5 Assessing progress through the Broad General Education

In 2015/16, for the first time Midlothian collected for National purposes Curriculum for Excellence levels at the end of P1, P4, P7 and S3.

At the end of September 2016, as part of the National Improvement Framework, CfE data using the new term 'achieving a level' was uplifted for P1, P4, P7 and S3. For the first time a report called *Achievement of Curriculum for Excellence (CfE) Levels 2015/16* was published by the Scottish Government. In December 2017 the second year of data was published outlining the CfE data for each local authority and the Scottish average for 2016/17. The CfE data was included in the quarter three report. In this report, caution is still advised in terms of the validity and reliability of this data used by the Scottish Government which is called 'Experimental statistics'. This means that the data published is data under development. Therefore, due to the lack of standardisation, there is a high level of variance from local authority to local authority. However, with that said, this will remain a core priority for Midlothian in order to ensure that we bring CfE levels at all stages in line with the national average. Figure 6 outlines the progress from 2015/16 and 2016/17:

CfE	Reading		Writing		Listening and Talking		Numeracy	
	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16
P1	76.1	75.6	71.2	74.0	84.8	83.9	76.2	81.9
P4	76.1	71.8	65.8	63.9	78.4	75.7	73.0	69.0
P7	73.9	64.5	58.5	54.0	74.3	67.3	62.8	61.0
S3	82.0	75.1	78.3	71.2	83.5	73.1	88.8	84.3

Figure 6: 2016/17 Curriculum for Excellence levels

There were improvements in 14 out of 16 of the key measures. However attainment is still below the national average. In order to bring CfE attainment in line with the national average, we have implemented rigorous attainment meetings in the primary sector mirroring the good work which has been implemented in the secondary sector using a robust evidence-base. With the introduction of a new tracking module in SEEMIS, and pilot work surrounding new assessment and reporting guidance from Education Scotland we have implemented 3 tracking and monitoring periods to ensure that identify any learners not expected to achieve the level appropriate to their stage early in session and ensure we maximise the opportunity for all learners to meet and exceed their expected levels.

In terms of closing the gap relating to SIMD 1 and 2 the following improvements are notable when compared with the previous year: 7.16% improvement in achievement by the end of P1; 9.74% improvement by the end of P4; 8.27% improvement by the end of P7; and 17.6% improvement by the end of S3.

2.6 The National Improvement Framework

The National Improvement Framework was launched by the Scottish Government on 6th January 2016. To support on-going strategic work in schools to secure continuous improvement, guidance to Head Teachers was issued in the form of Professional Practice Paper 68 in February 2017 and Paper 69 in February 2018 – *Guidelines on Planning for Improvement*.

The theme for 2018-19 is *Adopting a one size fits one approach to closing the gap*. The strategic outcomes set out below are central to supporting learning and development, wider achievement and ensuring that the needs of all learners are met. In line with the National Improvement Framework, school improvement priorities will clearly articulate with the following 4 key outcomes in session 2018/19: Improvement in attainment, particularly in literacy and numeracy; Closing the attainment gap between the most and least disadvantaged children; Improvement in children and young people's health and wellbeing; Improvement in employability skills and sustained, positive school-leaver destinations for all young people.

As part of our aspiration to create a World-Class Education System in Midlothian, in addition to the areas for improvement outlined on pages xx of this report, the following key strategic outcomes for session 2018/19 have been prioritised:

2018-19 Key Theme – Adopting a one size fits one approach

Year	NIF Priorities	2018-19
Theme		Creating a World-Class Education System through Excellence and Equity: Theme: Adopting a One Size fits one approach
Priority 1	<ul style="list-style-type: none"> Improvement in attainment, particularly in literacy and numeracy Closing the attainment gap between the most and least disadvantaged children 	3.2 Raising the attainment and Achievement of Children and Young people in Midlothian schools: (NIF: Performance Information and School Improvement) <ul style="list-style-type: none"> Ensure CfE levels in Literacy and Numeracy by the end of P1, P4, P7 and S3 are above the national average PEF: Interrupting the cycle of poverty: Further 5% increase in number of children from SIMD 1 and 2 achieving the expected CfE level in Literacy and Numeracy by the end of P1, P4, P7 and S3 Increase Senior phase attainment; Secondary schools should work with their SGM to set clear and meaningful targets in relation to: Literacy and numeracy L3-6 using VC as a benchmark Breadth and depth measures in relation to VC as a benchmark Indicate performance requirements in relation to A-B, A-C and A-D grades at Nat 5/H/AH by subject areas Secure a three year pattern of 96% Sustained Positive Destinations
Successes and Achievements including PEF		Key Tools – A Collaborative Impact approach: Utilising the VL Collaborative impact cycle training, the programme for this year will take a closer look at year-on year progress. We will evaluate practitioner enquiry and reflective practice and how this feeds into New Centre for Research and Innovation in learning

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<p>Priority 2</p> <p>Learning Provision</p>	<ul style="list-style-type: none"> Improvement in attainment, particularly in literacy and numeracy Closing the attainment gap between the most and least disadvantaged children Improvement in children and young people's health and wellbeing 	<p>2.2 and 2.7 Curriculum as a hook – the power of partnerships (NIF: Assessment of Children's Progress)</p> <ul style="list-style-type: none"> BGE: Taking a closer look at QI 2.7 - how can enhanced partnerships help us to deliver a tailor made curriculum that acts as a hook to improve engagement and participation resulting in improved outcomes for all learners. Senior Phase: Taking a closer look at QI 2.7: how can enhanced partnerships help us to deliver a tailor made curriculum that acts as a hook to improve engagement and participation resulting in improved attendance, attainment, wider achievements and sustained positive destinations? <p>2.3 Learning, Teaching and Assessment</p> <ul style="list-style-type: none"> To share best practice in moderation, tracking and assessment of progress through the BGE To continue to implement Visible Learning including Impact Cycle Training to improve pedagogy and impact on learner outcomes To share best practice in learning and teaching across schools
<p>Priority 3</p> <p>Learning Provision</p>	<ul style="list-style-type: none"> Improvement in children and young people's health and wellbeing 	<p>3.1 Ensuring wellbeing, equity and inclusion</p> <ul style="list-style-type: none"> Monitor the ongoing implementation of the Inclusion Review Taking a closer look at Mental Health and Wellbeing Further improve attendance and reduce exclusions
<p>Priority 4 for Learning Communities</p> <p>Leadership and Management</p>		<p>1.3 Leadership of change and 1.1 Self-evaluation for self-improvement (NIF: School Leadership and Teacher Professionalism) We-Collaborate</p> <ul style="list-style-type: none"> Continue to develop the Collaborative Leadership Culture at all Levels by continuing to grow our ASGs into Learning Communities and building the professional networks through DHT/PT LLC and Subject leaders group <p>Self-Evaluation for self-improvement Continuing to build independence in self-evaluation for self-improvement through QI Calendar to be distributed to all schools</p> <ul style="list-style-type: none"> Reviews – three attainment visits per session or more for target schools Formal reviews – schools or Learning communities HMIe inspections Toolkit evaluation returns Challenging conversations and support Shared practice forums – self-evaluation – cluster or trio

Figure 7: Strategic priorities for 2018/19

3 Report Implications

3.1 Resource

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

3.2 Risk

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

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

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

3.4 Key Priorities within the Single Midlothian Plan

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

3.5 Impact on Performance and Outcomes

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

3.6 Adopting a Preventative Approach

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

3.7 Involving Communities and Other Stakeholders

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

3.8 Ensuring Equalities

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

3.9 Supporting Sustainable Development

There are no impacts arising directly from this report.

3.10 IT Issues

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

4 Recommendations

Council is asked to:

1. Congratulate Pupils, Staff and Parents on the significant improvements in performance outlined in this report.
2. Note the next steps for improvement.

10 April 2018

Report Contact:

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julie.currie@midlothian.gov.uk

Voluntary Severance / Early Retiral Policy and Update on 2017 VSER Scheme**Report by Gary Fairley, Head of Finance and Integrated Service Support****1 Purpose of Report**

The purpose of this report is to seek approval from Council for a revised Voluntary Severance / Early Retiral (VS/ER) Policy and also provide Council with an update on the VSER scheme approved on 26 September 2017.

2 Background

- 2.1** The current VSER Policy was approved by Council on 4 February 2014, with subsequent revisions approved on 23 September 2014. The approval of the Workforce Strategy and implementation of a new Policy for Organisational Change (Local Government Workers) meant that it was timely to review the existing Voluntary Severance and Early Retirement provisions to ensure they meet the Council's needs going forward.

VS/ER is widely used within Local Government and the wider public sector as part of organisations workforce strategies to effectively manage their staffing establishments, particularly in times of budget and headcount reductions.

In 2013 Audit Scotland set out in the report "Managing Early Departures from the Scottish Public Sector" key principles which any scheme should follow and which remain relevant:

- *Early departure schemes should be driven by the needs of organisations and their workforce plans;*
- *Alternatives to early departures should be considered such as redeployment, natural turnover and service redesign;*
- *There should be clear policies and procedures which are consistently applied;*
- *Proposals should be supported by business cases, showing the full additional costs of early departures and their anticipated savings;*
- *There should be restrictions on staff who have accepted an early departure package from being re-employed;*
- *Councillors or board members should approve early departure schemes, ensuring that proposals represent value for money;*
- *Councillors or board members should approve proposals affecting senior managers to ensure each application is independently authorised;*

- *Compromise agreements should not be used to limit public accountability, for example by trying to silence whistleblowers or by hiding the full cost of departures;*
- *Senior managers, as well as councillors or board members, should monitor progress to help ensure that planned savings are being made;*
- *Senior managers, as well as councillors or board members, should use lessons learned from past and existing schemes and apply these accordingly to future proposals; and*
- *Organisations should be open in their annual reports and accounts about the costs of early departures and the savings they have generated.*

3 Revised Policy

Whilst the existing policy already meets Audit Scotland key principles, experience since 2014 identified areas where the policy framework can be simplified and strengthened by adopting the following key changes:

- Simplification by shifting from standard and enhanced severance terms to one set of voluntary severance terms;
- To ensure the policy compliments the new Policy for Organisational Change (Local Government Workers) and existing Organisational Restructure Policy (teaching staff);
- Strengthen the affordability test for VS/ER by reducing the maximum pay back from less than 5 years to 2 years or less;
- Fixing the uprating of a week's pay used to calculate the voluntary severance @ £508 (the maximum statutory redundancy weekly pay from 6 April 2018);
- Excluding those employees who have already reached state pension age from access to voluntary severance.

While the initial draft policy sought to reduce the level of enhancement, recognising the challenging financial outlook, after consultation with representatives from Unison, Unite and GMB Trade Unions, the voluntary severance calculator (Appendix 1) remains as it is at present, providing a maximum of 66 weeks.

The revised scheme still provides enhanced severance terms for employees who may find themselves in a redundancy situation and so will continue to help avoid redundancies. Council should however note that where there is no prospect of suitable alternative employment or redeployment (with appropriate training and support) for an employee in a redundancy situation and they either do not meet the requirements of the revised VS/ER policy or do not accept the voluntary severance/early retirement offer, then they would be served notice of redundancy and leave the Council on statutory redundancy terms.

The revised policy retains the existing provisions requiring Council approval for any Council wide or targeted scheme and also retains the existing governance and re-employment conditions.

4 2017 VSER Scheme

The Financial Strategy report to Council on 26 September 2017 agreed to operate a VSER scheme in the autumn of 2017 in accordance with the existing VSER policy framework and delegated the detailed arrangements for this to the Chief Executive in consultation with the Leader of the Council.

At the time of writing a total of 143 VSER offer letters have been issued with 47 agreed to date at a cost of £1.463 million. These are anticipated to secure ongoing budgeting savings of £1.513 million representing an average pay back of 0.97 years.

5 Report Implications

5.1 Resource

VS/ER costs are met from set aside reserves.

5.2 Risk

This report ensures the Council fully complies with the key principle set out by Audit Scotland.

Without an effective VS/ER policy and the 2017 VS/ER scheme there is an increased risk that the Council will not be able to make the headcount reductions required to deliver savings requirements.

5.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

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

5.4 Key Priorities within the Single Midlothian Plan

This VS/ER Policy supports the Council in reducing its costs through a headcount reduction. All applications are subject to a business case which ensures that service delivery considerations are appropriately considered.

5.4 Impact on Performance and Outcomes

As per 5.4 above.

5.6 Adopting a Preventative Approach

Not applicable.

5.7 Involving Communities and Other Stakeholders

Consultation on the VS/ER Policy has been conducted with the recognised Trade Unions. Item 8.10

5.8 Ensuring Equalities

An IIA has been prepared and is published on the Committee Management System.

5.9 Supporting Sustainable Development

No implications have been identified.

5.10 IT Issues

There are no IT issues arising from these proposals.

6 Recommendations

Council is asked to:-

- a) approve the revised Voluntary Severance / Early Retirement Policy appended to this report; and
- b) note the update on the operation of the VSER scheme approved on 26 September 2017.

18 April 2018

Report Contact:

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Background Papers:



Voluntary Severance/ Early Retirement Policy (VS/ER)

Voluntary Severance/Early Retirement Policy

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Presented to Council 8 May 2018

VOLUNTARY SEVERANCE/ EARLY RETIREMENT POLICY

1. Introduction

Like all public sector organisations, Midlothian Council faces significant financial pressures. This Voluntary Severance/Early Retirement (VS/ER) Policy is a strand of the Council's Policy for Managing Change (and teachers equivalent) and is one of the mechanisms used to help reshape the workforce and facilitate organisational changes that are required as a result of these financial pressures.

2. Aims

The Voluntary Severance/Early Retirement Policy has been designed to:

- Help avoid compulsory redundancies;
- Realise reductions in the budgeted staffing establishment;
- Align with the Council's Workforce Strategy and help facilitate service reviews;
- Ensure that VS/ER cases are treated fairly and are considered equitably against a set of appropriate criteria.

3. Scope

The Policy applies to all permanent employees of Midlothian Council with the exception of:

- Employees who have already resigned/given notice of a specified date for retirement;
- Employees who have already reached State Pension Age as defined by The Pensions Act 2014 (note this exclusion does not affect employees' statutory redundancy rights);
- Employees who are currently subject to formal procedures which may result in their dismissal (Managers must agree any such exclusions with HR).

For the purposes of this Policy, an employee on a fixed term contract is deemed permanent if they have four or more years' continuous service with Midlothian Council.

Only where the business case requirements have been met and a permanent recurrent financial saving is expected to be generated from an employee's departure, may a VS/ER offer be made and subsequently approved (see section 7 for further details).

Where an employee is in a redundancy situation and they either do not meet the requirements of this VS/ER policy or do not accept the VS/ER offer then they would be served notice of redundancy and leave the Council on statutory redundancy terms.

This policy refers to a figure of £508, which is the statutory redundancy amount for a maximum week's pay effective from 6 April 2018*. Whilst the statutory redundancy amount will change (normally each April) the £508 referred to in this report will not be updated when calculating voluntary severance payments.

Details on statutory redundancy entitlements can be found at:

<https://www.gov.uk/staff-redundant/redundancy-pay>

4. Employees in a Redundancy Situation

Where an employee finds themselves at risk of redundancy, and there is little or no prospect of finding suitable alternative employment, then an employee may be offered VS/ER as an alternative to statutory redundancy.

For the purposes of VS/ER there are two categories of employee determined by (a) the employee's age and (b) whether or not they are a member of the Lothian Pension Fund/Scottish Teachers Superannuation Scheme:

- a) For an employee who is either not in one of the two pension schemes noted above, OR has not already accessed their Local Government or Teacher's Scheme pension OR is unable to access their pension yet due to scheme rules, then a Voluntary Severance payment which is the greater of the actual weekly wage or £508 per week (pro rata to hours where part time) is payable;
- b) For an employee who is able to, or has already accessed their Local Government or Teacher's Scheme pension, a voluntary severance payment based on £508 per week (pro rata to hours where part time) is payable together with immediate access to pension where appropriate. The pension will include the payment of a lump sum retirement amount **and** an annual pension.

The Voluntary Severance Calculator (detailed at Appendix 1) is used to determine the number of weeks' pay on which the voluntary severance payment is based. It provides for a maximum of 66 weeks' voluntary severance payment. In both cases above, the applicable weekly earnings figure is multiplied on the basis of the Voluntary Severance Calculator.

5. Other Situations Where VS/ER May be Applicable

From time to time, the Council may decide to offer VS/ER to specific groups of staff in order to achieve headcount reductions. This may be at the commencement of a service review, at the discretion of the Head of Service or applied more widely subject to approval by Council to do so. The terms would be the same as those set out in Section 4 and the decision making as set out in Section 7.

In addition an employee can at any time apply to their Head of Service (preferably after having had a discussion with their line manager) setting out a justification for them to leave through VS/ER. The terms would be the same as those set out in in Section 4 but with the severance payment calculated using the Statutory Redundancy Calculator (Appendix 2). The decision making remains as set out in Section 7.

6. Enhancement to Redundancy Pay (Statutory versus Voluntary VS/ER)

A statutory redundancy payment would be calculated based on a maximum weekly wage of £508 (pro rata to hours worked) multiplied on the basis of the Statutory Redundancy Calculator (Appendix 2). Dependant on the individual's circumstances they may also receive immediate access to their pension benefits.

The voluntary VS/ER scheme therefore represents an enhancement on statutory redundancy terms as follows:-

Earnings status	Pension scheme member	Amount to be used
earning less than £508 per week	no/yes	£508
earning greater than £508 per week	yes	£508
earning greater than £508 per week	no	weekly wage

Once VS/ER is approved, the employee will be informed of their leaving date which will take into account the relevant contractual notice period.

Employee can request an earlier leaving date but in these circumstances there would be no payment made in lieu of notice.

7. Decision Making

All VS/ER cases will be considered by the relevant Head of Service, and require the approval of the Chief Executive, relevant Director and Head of Finance and Integrated Service Support.

Proposals regarding VS/ER arrangements for Chief Officers (The Chief Executive and Directors) will require Council approval. Proposals regarding Heads of Service will be subject to Cabinet approval. These arrangements are consistent with the authorisation levels for appointments to these posts as set out in the Council's Standing Orders.

In considering VS/ER cases consideration will be given to the following:

- Business Need: for example, the post can be deleted in full or in part from the establishment, or the VS/ER allows for another post elsewhere in the Council to be deleted through the redeployment of another employee to the post from which the VS/ER applicant vacates.
- Affordability: the cost of the VS/ER is cost-efficient, i.e. it results in a recurrent saving.

Therefore a financial assessment will be carried out for each case in order to:

- Identify the actual costs (including pension strain costs);
- Determine if these costs are affordable and can be met;
- Establish the financial and service benefits;
- Ensure that the payback of the cost is less than two years.

The costs will normally be met from reserves earmarked for this purpose and an appropriate budget adjustment made to reduce the service budget permanently.

The approval of the VS/ER will also result in a permanent change in the staffing establishment.

8. Multiple Contracts

For employees who have more than one contract VS/ER will usually cover all contracts with the result that the employee will leave the Council entirely. Exceptions can be considered for situations where the contracts are for different roles which do not require the same skill set nor are in the same area.

For example a Facilities Assistant who has two contracts, working in different buildings would be offered VS/ER for both contracts. Whereas a Support Assistant who is also a Sports Instructor may only be offered VS/ER for their Support Assistant contract.

Where an employee with multiple contracts is displaced from only one of these then they would still be entitled to the appropriate statutory redundancy terms for that contract.

In cases where multiple contracts exist Service Managers should seek advice from HR on the appropriate treatment.

Where employees are offered VS/ER or where statutory redundancy will apply to one, but not all contracts, each contract will be treated entirely separately, so that any redundancy calculation will be based on the length of service of the contract from which the employee is being made redundant.

9. Restrictions on Re-employment

Any employee who elects for VS/ER or who receives a statutory redundancy payment will not normally be re-employed in a similar capacity i.e. a role requiring the same skill set or working in the same area as the original post by Midlothian Council for a minimum period of -six months from the date of termination of employment. Any employee considering a return to a different role within the six month period is advised to discuss re-employment with the Recruiting Manager or a member of HR Services.

As part of the VS/ER offer, employees may be required to commit to work a maximum of four separate days over a maximum of a three month period after leaving to assist with business continuity and transition. Where this applies it will be set out as part of the VS/ER offer and will be paid at a daily rate equivalent to the salary scale/point for the role the employee left.

Despite the restrictions noted above, should an employee secure further employment with the Council within four weeks of their employment ending through VS/ER or statutory redundancy, all payments arising from the termination must be repaid if the employee wishes to retain continuity of

employment. This protects employees' service for annual leave, sick pay entitlement and any future redundancy provision.

Employees should also take cognisance of The Redundancy Payments (Continuity of Employment in Local Government, etc.) (Modification) Order 1999 when considering VS/ER, or statutory redundancy terms and future employment. In summary the provisions of the order are that if an employee who is under notice of redundancy receives an offer of a job from another Modification Order body before the termination of his or her employment and takes it up within 4 weeks of the end of the old employment, there will be no dismissal for redundancy payment purposes and as such termination payments may be withheld or liable to be repaid. If an employee is considering future employment when leaving under VS/ER or statutory redundancy terms he/she should take independent advice on the potential impact of the Modification Order.

10. Withdrawal of Offer

An employee who has accepted an offer of VS/ER will continue to be bound by the employment terms and conditions of Midlothian Council. Consequently there is an express requirement that they continue to meet all the standards required by the performance framework, the Code of Conduct and the standards of any professional body applicable to their employment e.g. SSSC. Any failure to do so may result in the offer of VS/ER being withdrawn.

11. Appeal

There will be no right of appeal or recourse to the Resolution Procedure for local government workers or the Grievance Procedure – Teachers against a decision not to approve VS/ER under this Policy. Employee's rights of appeal in respect of statutory redundancy situations will be set out separately in the required redundancy notifications.

12. Review & Publication of Policies

This document shall be available to all staff through the corporate and schools intranet.

An outcome of the consultation on this Policy was a commitment to maintain the enhanced voluntary severance calculator as detailed in Appendix 1, through to March 2022 and to review, with a view to reducing, the level of enhancement included in the severance calculator to apply thereafter.

The Policy shall be reviewed from time to time to ensure best practice and continued compliance with legislation.

Name of Document	VS/ER Policy
Author	OD/HR Services
Policy Ownership	Head of Finance & ISS
Unit Responsible	OD/HR Services
Approved by and date	Council 8 May 2018
Assigned Review Period	
Date of Next Review	
Policy Lead	OD/HR Manager

Version	Version date	Authorised Officer	Amendment Details
1.0	24/04/2018	GF	-

Appendix 1

Voluntary Severance Calculator

Service (Years) 61* [1] – The same figures should be used when calculating the redundancy payment for a person aged 61 and below state retirement age.																			
Age			4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
20			4																
21			4	5½															
22			4	5½	7														
23			5½	7	8	9													
24			7	8	9	10	11												
25			8	9	10	11	12	13											
26			9	10	11	12	13	14	15										
27			9	11	12	13	14	15	16½	18									
28			9	11	13	14	15	16½	18	19	20								
29			9	11	13	15	16½	18	19	20	21	22							
30			9	11	13	15	18	19	20	21	22	23	24						
31			9	11	13	15	18	20	21	22	23	24	25	26					
32			9	11	13	15	18	20	22	23	24	25	26	27½	29				
33			9	11	13	15	18	20	22	24	25	26	27½	29	30	31			
34			9	11	13	15	18	20	22	24	26	27½	29	30	31	32	33		
35			9	11	13	15	18	20	22	24	26	29	30	31	32	33	34	35	
36			9	11	13	15	18	20	22	24	26	29	31	32	33	34	35	36	37
37			9	11	13	15	18	20	22	24	26	29	31	33	34	35	36	37	38½
38			9	11	13	15	18	20	22	24	26	29	31	33	35	36	37	38½	40
39			9	11	13	15	18	20	22	24	26	29	31	33	35	37	38½	40	41
40			9	11	13	15	18	20	22	24	26	29	31	33	35	37	40	41	42
41			9	11	13	15	18	20	22	24	26	29	31	33	35	37	40	42	43
42			9	11	13	15	18	20	22	24	26	29	31	33	35	38½	41	43	45
43			11	13	15	18	20	22	24	26	29	31	33	35	35	40	42	44	46
44			12	14	16½	19	21	23	25	27½	30	32	34	36	38½	41	43	45	47
45			13	15	18	20	22	24	26	29	31	33	35	37	40	42	44	46	48
46			13	16½	19	21	23	25	27½	30	32	34	36	38½	41	43	45	47	49½
47			13	16½	20	22	24	26	29	31	33	35	37	40	42	44	46	48	51
48			13	16½	20	23	25	27½	30	32	34	36	38½	41	43	45	47	49½	52
49			13	16½	20	23	26	29	31	33	35	37	40	42	44	46	48	51	53
50			13	16½	20	23	26	30	32	34	36	38½	41	43	45	47	49½	52	54
51			13	16½	20	23	26	30	33	35	37	40	42	44	46	48	51	53	55
52			13	16½	20	23	26	30	33	35	38½	41	43	45	47	49½	52	54	56
53			13	16½	20	23	26	30	33	35	40	42	44	46	48	51	53	55	57
54			13	16½	20	23	26	30	33	35	40	43	45	47	49½	52	54	56	58
55			13	16½	20	23	26	30	33	35	40	43	46	48	51	53	55	57	59
56			13	16½	20	23	26	30	33	35	40	43	46	49½	52	54	56	58	60½
57			13	16½	20	23	26	30	33	35	40	43	46	49½	53	55	57	59	62
58			13	16½	20	23	26	30	33	35	40	43	46	49½	53	56	58	60½	63
59			13	16½	20	23	26	30	33	35	40	43	46	49½	53	56	59	62	64
60			13	16½	20	23	26	30	33	35	40	43	46	49½	53	56	59	63	65
61*[1]			13	16½	20	23	26	30	33	35	40	43	46	49½	53	56	59	63	66

Appendix 2

Statutory Redundancy Calculator

Service (Years)																			
	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Age																			
18	1																		
19	1	1½																	
20	1	1½	2																
21	1	1½	2	2½															
22	1	1½	2	2½	3														
23	1½	2	2½	3	3½	4													
24	2	2½	3	3½	4	4½	5												
25	2	3	3½	4	4½	5	5½	6											
26	2	3	4	4½	5	5½	6	6½	7										
27	2	3	4	5	5½	6	6½	7	7½	8									
28	2	3	4	5	6	6½	7	7½	8	8½	9								
29	2	3	4	5	6	7	7½	8	8½	9	9½	10							
30	2	3	4	5	6	7	8	8½	9	9½	10	10½	11						
31	2	3	4	5	6	7	8	9	9½	10	10½	11	11½	12					
32	2	3	4	5	6	7	8	9	10	10½	11	11½	12	12½	13				
33	2	3	4	5	6	7	8	9	10	11	11½	12	12½	13	13½	14			
34	2	3	4	5	6	7	8	9	10	11	12	12½	13	13½	14	14½	15		
35	2	3	4	5	6	7	8	9	10	11	12	13	13½	14	14½	15	15½	16	
36	2	3	4	5	6	7	8	9	10	11	12	13	14	14½	15	15½	16	16½	17
37	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15½	16	16½	17	17½
38	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	16½	17	17½	18
39	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	17½	18	18½
40	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	18½	19
41	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	19½
42	2½	3½	4½	5½	6½	7½	8½	9½	10½	11½	12½	13½	14½	15½	16½	17½	18½	19½	20½
43	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
44	3	4½	5½	6½	7½	8½	9½	10½	11½	12½	13½	14½	15½	16½	17½	18½	19½	20½	21½
45	3	4½	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
46	3	4½	6	7½	8½	9½	10½	11½	12½	13½	14½	15½	16½	17½	18½	19½	20½	21½	22½
47	3	4½	6	7½	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
48	3	4½	6	7½	9	10½	11½	12½	13½	14½	15½	16½	17½	18½	19½	20½	21½	22½	23½
49	3	4½	6	7½	9	10½	12	13	14	15	16	17	18	19	20	21	22	23	24
50	3	4½	6	7½	9	10½	12	13½	14½	15½	16½	17½	18½	19½	20½	21½	22½	23½	24½
51	3	4½	6	7½	9	10½	12	13½	15	16	17	18	19	20	21	22	23	24	25
52	3	4½	6	7½	9	10½	12	13½	15	16½	17½	18½	19½	20½	21½	22½	23½	24½	25½
53	3	4½	6	7½	9	10½	12	13½	15	16½	18	19	20	21	22	23	24	25	26
54	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	20½	21½	22½	23½	24½	25½	26½
55	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	21	22	23	24	25	26	27
56	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	21	22½	23½	24½	25½	26½	27½
57	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	21	22½	24	25	26	27	28
58	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	21	22½	24	25½	26½	27½	28½
59	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	21	22½	24	25½	27	28	29
60	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	21	22½	24	25½	27	28½	29½
61*[1]	3	4½	6	7½	9	10½	12	13½	15	16½	18	19½	21	22½	24	25½	27	28½	30

61* [1] – The same figures should be used when calculating the redundancy payment for a person aged 61 and above

Review of Burial Charges

Report by John Blair, Director Resources

1 Purpose of Report

The purpose of this report is to allow Council to consider waiving the burial charges for children aged 17 or below. It should be noted that this change would necessitate the suspension of standing orders.

2 Background

- 2.1 The current charges are as follows and were revised by Council as part of the overall review of fees and charges at the Council meeting on 13 February 2018 which set the 2018/19 revenue budget.

Interment Fees:	Resident	Non Resident
Stillborn Child	No Charge	£ 109.50
Child Under 5 years	£ 200.00	£ 295.00
Child age 5 up to 18 years	£ 435.50	£ 655.00
Person over 18 years	£ 725.00	£ 1075.00

- 2.2 Historically the Council undertakes a small number of child burials per year. For example:
2013/14 -5 child burials
2014/15 -8 child burials
2015/16 -0 child burials
- 2.3 Midlothian is one of only seven Councils that charge for child burials and it is understood that a review is ongoing in some of the other local authority areas who presently charge for the service.

3 Report Implications

3.1 Resource

There will be a minor reduction in income to the Cemeteries budget in the region of £2,000 per annum which will increase the net cost of providing the burials service to the Council.

3.2 Risk

No change in policy may bring the Council into disrepute and lead to potential criticisms when compared with other local authority areas.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

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

3.4 Key Priorities within the Single Midlothian Plan

Item 8.11

The provision of free child burials will ensure that the Council meets its equality obligations

3.5 Impact on Performance and Outcomes

There will be no direct impact on the key performance outcomes of the Council

3.6 Adopting a Preventative Approach

The provision of free child burials should ensure that the Council meets the needs of a diverse community contributing to inclusion and equity.

3.7 Involving Communities and Other Stakeholders

No direct consultation has been undertaken, although the Council is aware of the revisions to burial pricing approaches being undertaken by other local authorities with regards to child burials.

3.8 Ensuring Equalities

The provision of free children's burials will ensure that residents irrespective of their social economic backgrounds have equal provision and this provision will not impact on their financial wellbeing.

3.9 Supporting Sustainable Development

There are no sustainable development implications for Midlothian.

3.10 IT Issues

There are no direct IT issues as a result of proposals set out in this report.

4 Summary

The proposed waiving of the children's burial fees will have minimal financial impact on the Council and it notes that Midlothian are one of only a few Councils still charging for children's burials.

5 Recommendations

It is recommended that:

- a) the charge for child burials be waived for families and
- b) that the Council make representations through COSLA for child burial charges to be met from central resources in future years.

Date**Report Contact:**

Name Justin Venton Tel No 0131 561 5220

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Background Papers:

Automatic Public Conveniences

Report by John Blair, Director Resources

1 Purpose of Report

The purpose of this report is to consider further the options of installing automatic public conveniences across a range of sites in Midlothian following a consultation with Midlothian Residents as agreed by Council at its meeting on 26 September 2017.

2 Background

At the meeting on 26 September 2017 the Council considered a report entitled Midlothian Public Conveniences by the Director Resources.

Following consideration of the report the Council agreed to

- a) *Note the options as set out in report.*
- b) *Option 2 as set out in the report, i.e. to keep the five public conveniences open with reduced staffing levels.*
- c) *Receive further reports in relation to the option of automated facilities.*
- d) *Seek the view of the Midlothian Residents.*

In the intervening period the Director Resources has taken steps to implement Option 2 as agreed by the Council which keeps all 5 public conveniences open, reducing the staffing levels from 2 full time equivalents to 1.07 full time equivalents.

As previously advised there are five public conveniences located in Midlothian situated at:-

	Average Daily Usage	Average Daily Usage	Annual Usage
Location	Mon-Fri	Sat-Sun	
Penicuik, Bank Street, EH26 9BG	140	49	41,496
Loanhead, Station Road, EH20 9RQ	76	14	21,216
Bonnyrigg, Woods Court, EH19 3JR	146	92	47,528
Gorebridge, Hunterfield Road, EH23 4TS	15	14	5,356
Dalkeith, Eskdail Court, EH22 1AG	280	185	92,040
Total	657	354	207,636

The Director, Resources has also continued to explore the option of automated facilities.

The previous report to Council proposed to close all five existing public conveniences and to market the resultant vacant land where possible. Furthermore the report proposed to install new automatic self-cleaning, opening and closing public conveniences in the 3 town centres of Bonnyrigg, Dalkeith, and Penicuik.

In Loanhead the Paradykes Hub would be available for the public to use allowing the closure of the Loanhead facility. In Gorebridge the Gorebridge Hub would be available for the public to use allowing the closure of the Gorebridge facility. In the short term the Leisure Centre would be available as an interim alternative.

The operation of the Automated Facilities at Dalkeith, Bonnyrigg and Penicuik are self-cleaning, opening and closing was presented to Council previously.

3.0 Public Consultation

Public consultations were held on 27,28 and 29 March 2018 in Penicuik, Dalkeith and Bonnyrigg. Along with these open sessions there was an online survey allowing residents the opportunity to express their opinion on the option of installing Automatic Public Conveniences. Details of the Public consultations and the online survey can be found in the appendices to this report.

There was also a site visit arranged on 16 April 2018 allowing the Elected Members the opportunity to see the automatic units in operation.

The public consultation outcomes can be summarised as follows:

- Of the 291 responses received 249 (87.57%) indicated that they used Midlothian Public Toilets.
- The vast majority of respondents 234 (79.72%) used the toilets rarely ie less than once per week.
- Satisfaction with the current Facilities was broadly evenly split.
- 149 responding (21.74%) indicated that they would prefer the existing facilities to remain.
- 179 responding (61.94%) indicated that they would not pay for automated facilities.
- Of the limited numbers who responded to the question of how much they would be willing to pay 20p was the majority with 100 respondents (70.42%) selecting this option.

A range of comments both online and collated at the drop in sessions are appended to this report.

4.0 Resource Item 8.12

4.1 Automated Public Conveniences

Council on 26 September 2017 approved reducing the Public Toilet service as set out in section 2 of this report.

The option of the complete closure of all existing facilities and to install new automatic self-cleaning, opening and closing public conveniences in the 3 town centres of Bonnyrigg, Dalkeith, and Penicuik would result in a additional full year revenue saving of £46,700 however an initial £289,000 one off investment would require to be made in order to purchase the 3 new automatic public toilets.

Note the additional allocation of £289,000 of capital costs in the General Services Capital Plan will increase the overall level of debt outstanding (which is already significantly above the cap set by the Council) and will have a corresponding increase in loan charges as shown in the table below.

	Baseline Budget	Required Full Year Budget
Employee Costs	£27,000	£0
Premises Costs	£53,000	£30,000
Transport Costs	£2,700	£0
Supplies and Services	£1,000	£1,000
Loan Charges	£0	£24,000
Income	£0	£(18,000)
Total	£83,700	£37,000
Saving		£(46,700)

4.2 Semi Automated Public Conveniences

Further development of the units has occurred in the period since the last report to Council and there is now an option of a Semi-Automatic Public Convenience. The Semi-Automatic Public Convenience is similar as the fully Automatic Public Convenience but it does not have the floor cleaning option, so staffing would be required to check and clean the units on a daily basis.

The option of complete closure of all existing facilities and to install new semi-automatic public conveniences, self-opening and closing public conveniences in the 3 town centres of Bonnyrigg, Dalkeith, and Penicuik would result in an additional full year revenue saving of £36,000 however an initial £193,500 one off investment would be required to purchase the 3 new semi-automatic public toilets.

The financial details are set out in the table below:

	Baseline Budget	Required Full Year Budget
Employee Costs	£27,000	£16,000
Premises Costs	£53,000	£30,000
Transport Costs	£2,700	£2,700
Supplies and Services	£1,000	£1,000
Loan Charges	£0	£16,000
Income	£0	(£18,000)
Total	£83,700	£47,700
Saving		(£36,000)

4.3 Retail Unit Addition

There is also an option of having an additional small unit bolted on to the side of the toilets and this could be rented out as a small retail unit providing the Council the opportunity to generate additional income in the region of £6,000 and £8,000 per annum, however this would be dependent on the site and the appointment of a willing operator.

It is envisaged that this proposal would not be in place until 2018/19 due to the requirement to consult on locations to obtain planning permission, installation of services and the delivery of the units.

4.4 Indicative Timescales

The table below sets out the projected timescales for the planning and installation of the new automated units, assuming approval at the Council meeting.

Procedure	Week Commencing															
	May				June				July				Aug			
	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20
Identify Sites																
Report to Council																
Procure Units																
Planning Permission																
Ground Works																
Install Services																
Unit Delivery and Install Dalkeith																
Unit Delivery and Install Bonnyrigg																
Unit Delivery and Install Penicuik																
Go Live																

5 Risk

A risk assessment of the cleaning standards associated with the automated units has been undertaken.

Income may be less than projected depending on public usage and the charge levied by the Council. It is proposed to set the charge at 20p per visit.

Overall any changes to the public toilet position may lead to criticism of the Council, however the consultation will in part negate this possibility.

6.0 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

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

6.1 Impact on Performance and Outcomes

The review of public conveniences will alter the way in which the services are provided and if approved public access to facilities be reduced.

6.2 Adopting a Preventative Approach

Provision of facilities in town centres adds to the range of services offered and may influence public choice in where to visit.

6.3 Involving Communities and Other Stakeholders

Consultation has been undertaken as set out in this report.

6.4 Ensuring Equalities

An equalities input assessment has been carried out.

6.5 Supporting Sustainable Development

Changes to the way in which public conveniences are operated will contribute to the overall financial viability of the Council.

6.6 IT Issues

There are no IT issues arising from this report.

7 Recommendations

The Council are recommended to:

- a) consider the feedback from the public consultation
- b) consider the options of automated toilets or semi-automated toilets as set out in this report
- c) instruct the Director Resources to progress the installation of the automated or semi-automated public conveniences located in Dalkeith, Bonnyrigg and Penicuik
- d) to close Loanhead and Gorebridge facilities with a view to marketing the sites for future development and if this proves unsuccessful then the buildings would be demolished.

17 April 2018

Report Contact: Craig Gillie

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Background Papers:

Appendix 1: Findings of Public Consultations and online survey.

Communications Team Project Evaluation

Campaign: Public Toilet Consultation (13 March – 9 April 2018)

Objective: Raise awareness of consultation about the future of Midlothian's Public Toilets

Campaign Period: March/April 2018



Social media posts promoting three drop in consultation events and an online survey were published.

- 6x Facebook posts received a total of **60 Likes, Comments or Shares** with **163** clicks through to either news item or consultation page
- 6x Twitter posts received a total of **438 Engagements** with **124** clicks through to either news item or consultation page
- Total clicks on related content direct from social media activity: **287**

Media coverage

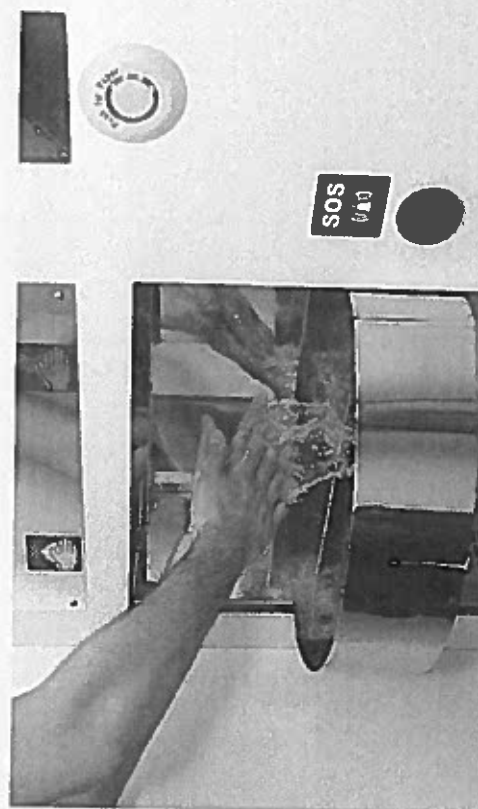
- Press release issued to local media contacts
- Article on page 5 of **Midlothian Advertiser** (22/02/18) and online www.midlothianadvertiser.co.uk/news/midlothian-public-toilets-consultation-begins-1-4709251
- Article on **Midlothian View** (14/03/18) www.midlothianview.com/news/public-toilet-consultation
- Both outlets also published story on their social media platforms

Online promotion

- Midlothian Council website [news item](#)
- Midlothian Council website [consultation page](#)
- Online survey built and published on Survey Monkey

Evaluation

- The online survey received **291** responses
- The drop in consultation events were attended by **10** people
- Promotion on social media proved most effective in leading to responses of online survey



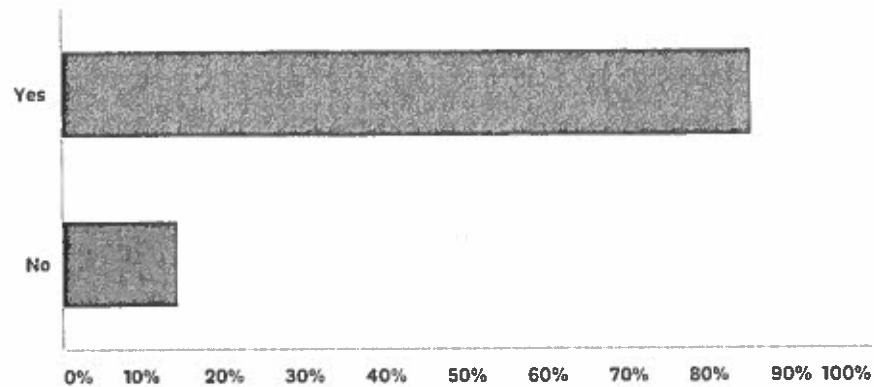
Appendix 01

Item 8.12

Item 8.12

Q1 Do you ever use the public toilets in Midlothian?

Answered: 291 Skipped: 0



ANSWER CHOICES

RESPONSES

Yes

85.57%

249

No

14.43%

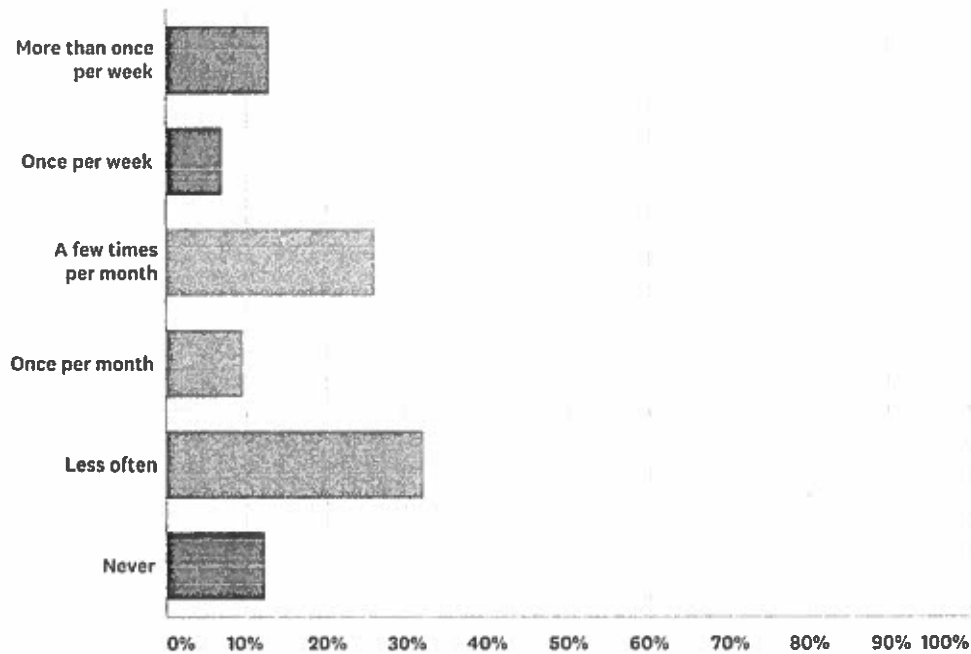
42

Total Respondents: 291

Item 8.12

Q2 How often do you use the public toilets in Midlothian?

Answered: 291 Skipped: 0



ANSWER CHOICES

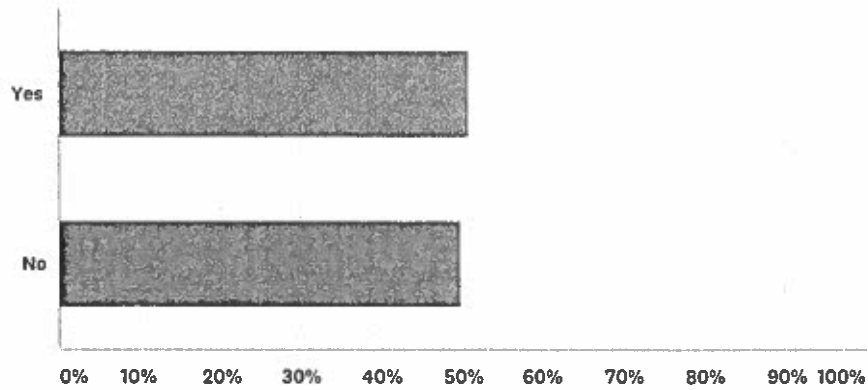
RESPONSES

More than once per week	13.06%	38
Once per week	7.22%	21
A few times per month	26.12%	76
Once per month	9.62%	28
Less often	32.30%	94
Never	12.37%	36

Total Respondents: 291

Item 8.12
Q3 Are you satisfied with the current facilities?

Answered: 289 Skipped: 2



ANSWER CHOICES

RESPONSES

Yes

50.87%

147

No

49.83%

144

Total Respondents: 289

Midlothian Public Toilet Consultation

Item 8.12 Q4 If yes, do you have any comments?

Answered: 131 Skipped: 160

#	RESPONSES	DATE
1	Nothing special but are available	4/5/2018 4:25 PM
2	Toilets clean and accessible.	4/5/2018 9:20 AM
3	The facilities are essential during the gala week when the community gathers together.	4/5/2018 7:33 AM
4	Paint the road markings in Midlothian	4/4/2018 10:28 PM
5	They are a bit past it but handy If you know we're they are. Not enough public toilets as it is.	4/4/2018 6:15 PM
6	Very necessary when on business or shopping away from home	4/4/2018 4:09 PM
7	Facilities in Penicuik could do with refurbishment but I'm grateful they are there	4/4/2018 1:04 PM
8	Not that clean due to some users	4/4/2018 12:40 PM
9	No	4/4/2018 12:20 PM
10	Toilets just need to refurbished and brought up too date.	4/4/2018 11:58 AM
11	Dirty, smelly	4/4/2018 11:54 AM
12	they are fine, good opening hours	4/2/2018 9:32 PM
13	Very clean and accessible	3/31/2018 2:43 PM
14	Grateful to have public toilets.	3/30/2018 3:26 PM
15	Very handy and convenient especially if you have a medical condition	3/30/2018 9:58 AM
16	It's so handy to have public looks especially since I'm toilet training my toddler	3/29/2018 8:36 PM
17	So handy when your out and about with the kids!!	3/29/2018 4:59 PM
18	Loanhead always been clean	3/29/2018 3:42 PM
19	N/a	3/29/2018 2:59 PM
20	Smells bad and looks dirty in public toilet in Dalkeith	3/29/2018 2:49 PM
21	It is very important to have public toilets available as I have a hidden disability which means I sometimes have short notice when I need to visit the facilities.	3/29/2018 1:14 PM
22	Few changing place toilets	3/29/2018 12:38 PM
23	More fully functional changing places toilets required	3/29/2018 10:41 AM
24	would be a major loss	3/28/2018 8:54 PM
25	The public toilets in Loanhead are the only available toilets aside from the leisure centre. If we lose these toilets, it will have a very negative impact on our local shops and on our gala day.	3/28/2018 2:03 PM
26	Absolutely necessary for both young and old. They are not called public convenience for no reason. The elderly especially may have difficulty with automatic toilets.	3/28/2018 1:21 PM
27	Extremely well kept	3/28/2018 12:54 PM
28	I use the ones in Loanhead after I drop my child at nursery on my way to work. and during busy gala day times these toilets are well used.	3/28/2018 9:56 AM
29	Loanhead Toilets are always clean and well looked after.	3/28/2018 7:09 AM
30	Always clean and handy as I need to take my children home from school on bus when my car isn't available	3/27/2018 10:38 PM
31	public toilets are such an important and vital facility, especially when there are events ie gala days etc, they are so well used and it is absolutely vital that midlothian council keep these facilities open to the public, automatic toilets are not the answer keep our toilets	3/27/2018 8:31 PM
32	When you need to go you will go away just to get relieved	3/27/2018 5:48 PM
33	As long as it's clean, it's fine. We don't need fancy or spending excess dollars.	3/27/2018 12:52 PM
34	self employed people/tradesmen need toilet facilities	3/27/2018 7:50 AM

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35	Unfortunately they are closed from time to time due to vandalism. However they are essential in local towns.	3/26/2018 8:22 PM
36	I think that it is ridiculous that a place like loanhead have no public toilets. As old and infirm people rely on them being open if down the shops or waiting on buses and caught short. Also when the annual gala day is on with the number of people it brings there is never enough loos	3/26/2018 6:58 PM
37	No	3/26/2018 6:31 PM
38	Keep the Loanhead toilets open. They are much needed facilities.	3/26/2018 4:39 PM
39	Yes very valuable when shopping with young kids & when attending events such as Gala Day and Tree light ceremony ,etc..	3/26/2018 1:41 PM
40	Very happy with them	3/26/2018 1:40 PM
41	These are always available and always clean and tidy when i access them.	3/26/2018 1:26 PM
42	Me and my 2 children use these toilets all the time :) always clean and warm with toilet roll :D	3/26/2018 12:54 PM
43	The existing public toilets must remain. They are essential, especially during major town events such as annual gala days. If they were to close I would struggle to find somewhere to take my small children who often need the toilet urgently.	3/26/2018 12:40 PM
44	Longer opening times would be beneficial, the loanhead ones are right next to a walk/cycle track I often take kids to, if we're out on a weekend evening often they are closed, meaning a rush home with young children.	3/26/2018 11:47 AM
45	Loanhead toilets are always kept very clean. My children use them frequently.	3/26/2018 11:30 AM
46	I know where they are in local towns and that they are available should me or my children require them.	3/26/2018 11:17 AM
47	the public toilets are a god send to the people of midlothian especially when there is events on ie galadays public shows	3/26/2018 11:11 AM
48	I think public facilities are necessary as there are not many shops/cafes who will allow you to use there toilets unless you are a customer so you do need public facilities.	3/26/2018 10:27 AM
49	No	3/26/2018 10:13 AM
50	Usually well kept. Always in use.	3/26/2018 9:54 AM
51	Loanhead toilets are needed as I would not like to use a cubicle and they are convenient and used a lot during our gala and folk events.	3/26/2018 9:41 AM
52	No	3/26/2018 8:43 AM
53	When I have used them I have found them to be hygienic	3/26/2018 8:39 AM
54	The public toilets in Loanhead are very useful when shopping in the town centre, especially with children.	3/26/2018 8:32 AM
55	Clean and accessible	3/26/2018 8:31 AM
56	Always clean	3/26/2018 8:21 AM
57	I prefer open toilets. When out running I don't want to have to carry money just to use the facilities.	3/26/2018 8:20 AM
58	They could be a little more up to date and cleaner but they are fit for purpose.	3/26/2018 8:14 AM
59	Don't think they are signposted very well and know they are used well at lunchtime by shoppers. also believe an automated toilet would not best serve a town like loanhead	3/26/2018 8:12 AM
60	Always clean, and used by a lot of people!	3/26/2018 8:12 AM
61	The facilities at Loanhead are well maintained and pleasant to use.	3/25/2018 10:02 PM
62	Put pay to enter machines on doors like Scottish borders reduces vandalism pays a bit towards up keep	3/25/2018 11:23 AM
63	No	3/24/2018 11:22 PM
64	I now choose to use the toilets at Morrison's rather than use the public toilets, there is not a problem with the facilities but they smell and are treated disrepectfully by a lot of users	3/24/2018 11:21 PM
65	They seem mostly clean, but could do with up dating. They are a vital necessity for the elderly and disabled, and those who have health conditions that may require them to find a toilet immediately.	3/24/2018 9:00 PM

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66	Didn't know they existed. I thought they had went the way of the Edinburgh Council and closed them all off.	3/24/2018 1:44 PM
67	Fine	3/24/2018 12:37 AM
68	Could be a bit cleaner but as there is not money to be spent on them it's hardly unlikely but they should be kept.	3/23/2018 11:24 PM
69	Always clean & tidy & a lifesaver for people like myself at times.	3/23/2018 10:56 PM
70	Facilities there	3/23/2018 9:41 PM
71	They are good	3/23/2018 6:35 PM
72	No	3/23/2018 5:18 PM
73	The existing public toilets here in Gorebridge are used frequently and particularly by bus drivers. I personally wouldn't like to use the new type currently proposed. I believe the cost of purchasing and installing the type proposed would far exceed the cost of the facilities here in Gorebridge.	3/23/2018 3:35 PM
74	Not very clean .need updated	3/22/2018 7:25 PM
75	No	3/22/2018 12:18 AM
76	However vandalism often affects the state of the toilets and in the past has been an issue with damaged baby change facilities.	3/21/2018 11:37 PM
77	No	3/21/2018 11:31 PM
78	Not satisfied	3/21/2018 6:01 PM
79	NO	3/21/2018 5:47 PM
80	Fairly dated structures and noting in Newtongrange	3/21/2018 5:47 PM
81	Most are smelly, have graffiti which is rarely removed and unmanned. Toilets in other council areas are better e.g. North Berwick, Dunbar.	3/21/2018 2:47 PM
82	They are ok and adequate, because of certain people new toilets would only look like the old ones in no time	3/20/2018 9:01 PM
83	no	3/20/2018 10:23 AM
84	Loanhead - always clean and warm. Well stocked	3/20/2018 8:12 AM
85	They could be updated and cleaner ?	3/19/2018 11:53 PM
86	Filthy	3/19/2018 11:29 PM
87	We need humans working at the toilets. Having attendant makes a difference. These new things waste of time.	3/19/2018 9:00 PM
88	My answer was no	3/19/2018 6:49 PM
89	The toilets in dalkeith were closed	3/19/2018 6:49 PM
90	No	3/19/2018 6:09 PM
91	no	3/19/2018 5:56 PM
92	No	3/19/2018 5:49 PM
93	Smell Junkies	3/19/2018 5:42 PM
94	Dalkeith toilets are always dirt or damaged or junkies use them	3/19/2018 5:23 PM
95	Dalkeith public toilets always closed! Probably why it's used less than often	3/19/2018 5:06 PM
96	Please keep a decent number of free to use facilities	3/19/2018 5:05 PM
97	Very cold and unclean looking	3/19/2018 4:56 PM
98	I like the facilities - they're centrally based and generally there isn't a queue as there are 3 stalls and the disabled facilities.	3/19/2018 4:54 PM
99	They could do with a refurb	3/19/2018 4:53 PM
100	They are a bit grimy and not very pleasant but ok for when you really need to go.	3/19/2018 4:48 PM
101	N/A	3/19/2018 4:36 PM
102	No	3/19/2018 4:33 PM

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103	Nope	3/19/2018 4:27 PM
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104	They need update and someone to look after them older people need to know that there is a toilet when they are out and about	3/19/2018 1:36 PM
105	They're clean and supply everything required	3/19/2018 12:03 PM
106	Always feel dirty	3/19/2018 9:47 AM
107	The public toilets in Penicuik are a basic need for everyone, older people and parents with young children especially. The Penicuik ones are in need of upgrading but are clean and safe.	3/19/2018 9:37 AM
108	Clean	3/19/2018 9:25 AM
109	Free toilets are a basic human requirement especially once you reach the age of enlarged prostrate condition.	3/19/2018 9:02 AM
110	No	3/18/2018 1:46 AM
111	Clean	3/17/2018 10:49 AM
112	No	3/16/2018 1:19 PM
113	No	3/15/2018 11:56 PM
114	Please do not take current facilities away. I depend on these toilets being open as I require them at short notice due to having severe bouts of colitis. It's peace of mind knowing when I'm out and about that I can use these toilets. Unfortunately I have found a lot if shops etc will not let you use their facilities if not purchasing something.	3/15/2018 11:40 PM
115	Always found Penicuik to be clean, looked after and there when needed!	3/15/2018 11:20 PM
116	Re Penicuik....not pretty (!)but usually does have toilet paper and soap	3/15/2018 10:59 PM
117	.	3/15/2018 8:06 PM
118	the local toilet in loanhead is fine and functional	3/15/2018 8:03 PM
119	Modernisation would be good but my main priorities are space, cleanliness and temperature	3/15/2018 5:04 PM
120	Dalkeith facilities have been closed for months	3/15/2018 4:31 PM
121	They are resonably clean	3/15/2018 4:29 PM
122	No	3/15/2018 3:57 PM
123	Na	3/15/2018 3:39 PM
124	A bit dated	3/15/2018 3:26 PM
125	Always reasonably clean when I have visited.	3/15/2018 3:25 PM
126	free public toilets are an absolute necessity	3/14/2018 9:46 PM
127	Visited the one in Bonnyrigg today and the heating was turned up full blast. Surely thsi is not necessary and a saviung could be made by turning down or off the heating.	3/14/2018 12:37 PM
128	As a sufferer of urinary problems the immediate accessibility of the Dalkeith facility is of immeasurable benefit.	3/14/2018 10:52 AM
129	Usually very clean and in working order	3/13/2018 7:11 PM
130	Toilets should be functional and clean - they are not places to spend any more time than is necessary! Good to know the staff are there if needed. However, if it is a question of no toilets at all or automatic unstaffed toilets, then I would go with the latter.	3/13/2018 6:49 PM
131	Always found them to be clean and tidy.	3/13/2018 6:01 PM

Midlothian Public Toilet Consultation

Item 8.12 Q5 If no, do you have any comments?

Answered: 126 Skipped: 165

#	RESPONSES	DATE
1	They smell really bad	4/4/2018 11:09 PM
2	You are an idiot	4/4/2018 10:28 PM
3	All in need of upgrading	4/4/2018 9:05 PM
4	Dalkeith toilets are in a poor state of repair and overall an unpleasant experience.	4/4/2018 8:50 PM
5	Not enough of them	4/4/2018 7:20 PM
6	Yes - keep the old -style facilities, but clean them up. They are cold damp and miserable.	4/4/2018 4:44 PM
7	no	4/4/2018 4:09 PM
8	Very dark and unpleasant facilities.	4/4/2018 2:47 PM
9	Yes they are a disgrace sometimes.	4/4/2018 1:23 PM
10	Where are they?	4/4/2018 1:14 PM
11	Needs modernised	4/4/2018 1:07 PM
12	Rather dirty due to some users	4/4/2018 12:40 PM
13	No	4/4/2018 12:20 PM
14	A bit grim, and you never know who might be lurking in them. And the hand dryers are cold.	4/4/2018 12:15 PM
15	The standard is poor and vandalised often, the removal of toilet attendants was a bad & costly decision. It is nice to visit other parts of the Lothians, with nice & clean looked after free Toilets. Toilets are a basic human need.	4/4/2018 11:33 AM
16	Very dated facilities and not very clean.	3/30/2018 12:56 PM
17	Run down, need to be upgraded	3/30/2018 10:31 AM
18	Often closed, no idea where alternative might be, not well maintained	3/29/2018 11:33 PM
19	They are disgusting, not fit for purpose and used inappropriately	3/29/2018 6:47 PM
20	Disgusting	3/29/2018 6:22 PM
21	Amenities dated and very cold. Not good if you have little ones. Baby changing facilities?	3/29/2018 4:22 PM
22	.	3/29/2018 3:42 PM
23	Public toilets are often misused and unattended	3/29/2018 3:36 PM
24	The facilities are not welcoming and appear unhygienic and badly sign posted	3/29/2018 2:59 PM
25	Not enough public toilets, if automated toilets mean more, go for it!	3/29/2018 2:54 PM
26	I would come to this area more often if there were changing place toilets for people with disabilities	3/29/2018 12:38 PM
27	Would prefer staff to be there more often.	3/28/2018 9:21 PM
28	Not enough Changing Places toilets	3/28/2018 2:56 PM
29	None	3/28/2018 12:54 PM
30	.no	3/28/2018 9:56 AM
31	The facilities compared to east Lothian toilets are very low	3/28/2018 8:56 AM
32	They are never very clean also never have toilet paper or soap to wash your hands	3/27/2018 7:07 PM
33	No	3/26/2018 6:31 PM
34	None	3/26/2018 1:40 PM
35	They need modernising	3/26/2018 10:13 AM
36	No	3/26/2018 8:43 AM

Midlothian Public Toilet Consultation

37	No	Item 8.12	3/25/2018 11:23 AM
38	Dirty, mouldy and full of needles/used nappies/ sanitary towels lying everywhere.		3/24/2018 11:39 PM
39	No		3/24/2018 11:22 PM
40	There are far too few public toilets especially in Roslin!		3/24/2018 2:41 PM
41	No.		3/24/2018 1:44 PM
42	The toilets at present are always dirty there's never toilet paper, wet floor either toilets leaking or pee, never any hand soap the toilets are always lacks cleanliness		3/24/2018 11:05 AM
43	I feel the cleaning and standard of the facilities have dropped over the years		3/24/2018 10:06 AM
44	Toilets at times not cared for unhygienic they are not open long enough		3/23/2018 9:06 PM
45	No		3/23/2018 5:18 PM
46	Always very dirty and extremely outdated.		3/22/2018 11:04 PM
47	No		3/22/2018 12:18 AM
48	They smell and seem to be dirty, some toilet locks don't even work		3/21/2018 11:58 PM
49	No		3/21/2018 11:31 PM
50	Often dirty and smelly. Sometimes no toilet paper		3/21/2018 7:47 PM
51	Not open a lot of the time and toilets are dirty and toilet seats missing etc, no soap and toilet roll and paper all over the place a lot of the time		3/21/2018 6:32 PM
52	Old, dirty looking		3/21/2018 6:25 PM
53	They stink REALLY bad seem dirty and disgusting.. locks and toilet seats regularly broken		3/21/2018 6:01 PM
54	No		3/21/2018 5:47 PM
55	Think you should charge people to use toilets, that way junkies would stop doing their dealings in there.		3/21/2018 3:46 PM
56	They should be cleaned more often		3/21/2018 3:19 PM
57	Very dated facilities		3/21/2018 2:31 PM
58	Like the old ones revamped and managed properly		3/21/2018 12:50 AM
59	N/A		3/20/2018 9:01 PM
60	Very dirty and not looked after, dangerous slippery floors in wet weather		3/20/2018 6:23 PM
61	no		3/20/2018 10:23 AM
62	Could do with being updated and a good clean		3/20/2018 8:33 AM
63	No hot water Not always clean		3/20/2018 7:52 AM
64	N/A		3/19/2018 11:53 PM
65	Born well kept, would be better off being shut down		3/19/2018 11:48 PM
66	Closed at the moment since staffing shortages hygiene very poor		3/19/2018 11:25 PM
67	No		3/19/2018 10:40 PM
68	Toilets are vandalised some doors can't be locked penicuik		3/19/2018 9:12 PM
69	Need attendants or small change entry system keep the people out that use and abuse with no respect		3/19/2018 7:52 PM
70	The public facilities provided by Midlothian Council have been badly run and maintained for years. No country that calls itself civilised should be without toilets for public use.		3/19/2018 7:36 PM
71	They are old and cold and just seem to be not very clean		3/19/2018 7:11 PM
72	Yes. It's a shame there aren't more, they aren't cleaner and easily accessible		3/19/2018 6:49 PM
73	They are in need of updating/refurbishment		3/19/2018 6:34 PM
74	- poor condition at Dalkeith - cost of manning these at times of extreme cutbacks - strange spread of facilities - why Gorebridge but not Newlongrange - comfort partner scheme		3/19/2018 6:31 PM
75	No		3/19/2018 6:09 PM
76	Upkeep of Penicuik toilets is very poor.		3/19/2018 5:56 PM

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77	No	Item 8.12	3/19/2018 5:49 PM
78	No		3/19/2018 5:42 PM
79	Try not to use public toilets, never sure if they are clean and hygienic		3/19/2018 5:27 PM
80	Too old		3/19/2018 5:25 PM
81	N/a		3/19/2018 5:05 PM
82	the toilets are always disgusting wouldn't use unless a really have to		3/19/2018 5:02 PM
83	I've used the facilities at Vogrie and sometimes are not as clean as I'd like.		3/19/2018 5:00 PM
84	n/a		3/19/2018 4:54 PM
85	They are dirty and smell bad and found druggies needles in them		3/19/2018 4:48 PM
86	They're always dirty looking. In need of upgrade. Be lucky to find a toilet where the door locks, the seat isn't cracked, there's loo roll and the toilet flushes after		3/19/2018 4:48 PM
87	Run down		3/19/2018 4:46 PM
88	The public toilets are disgusting, dirty and smelly and very run down		3/19/2018 4:45 PM
89	Not very nice -		3/19/2018 4:44 PM
90	Don't use because of the state of the Dalkeith ones it's junkie central		3/19/2018 4:44 PM
91	Opening/closing times not always convenient,		3/19/2018 4:41 PM
92	Nothing available in Bonnyrigg.		3/19/2018 4:37 PM
93	Public toilets in Dalkeith are a disgrace. Dirty & run down.		3/19/2018 4:37 PM
94	They are a bit outdated and always seem like a place for dodgy deals. I feel a bit uncomfortable using the facilities.		3/19/2018 4:36 PM
95	No		3/19/2018 4:33 PM
96	Not clean smell		3/19/2018 4:29 PM
97	No		3/19/2018 4:27 PM
98	Not very clean as not enough staff to clean them		3/19/2018 9:28 AM
99	I don't see them. Used to use Dalkeith years ago but they were unclean		3/19/2018 9:10 AM
100	Some of them stink and are just unpleasant to use		3/19/2018 8:31 AM
101	The toilets in Loanhead are dark and unhygienic. They don't smell very nice, unwelcoming.		3/18/2018 11:03 PM
102	Always dirty, Needs updated		3/18/2018 8:58 PM
103	I live in Loanhead and am not aware of any!		3/18/2018 2:54 PM
104	They are really rank		3/18/2018 1:46 AM
105	I only use the toilets if desperate. I find them to be less clean than they used to be, and frequently used by youths to gather as meeting place.		3/16/2018 2:03 PM
106	No		3/16/2018 1:19 PM
107	No		3/15/2018 11:56 PM
108	The toilets are becoming more and more run down. I use the one in Dalkeith and it used to be particularly well kept and clean but now it is cold and spartan.		3/15/2018 8:06 PM
109	.		3/15/2018 8:06 PM
110	Toilets out of order or dirty		3/15/2018 7:17 PM
111	No they require to be renovated & modernisation.		3/15/2018 6:53 PM
112	Cold and not kept in good order. Really gone downhill over the last 6 or 7 years		3/15/2018 6:32 PM
113	Not available 24 hours		3/15/2018 6:21 PM
114	At present, toilets in Bonnyrigg are cold, smelly, graffiti on walls etc and never any toilet paper in cubicles.		3/15/2018 5:25 PM
115	Never use them as they are horrible dirty and smelly		3/15/2018 5:11 PM
116	Gorebridge ones have been closed for ages.		3/15/2018 5:08 PM
117	No		3/15/2018 5:04 PM

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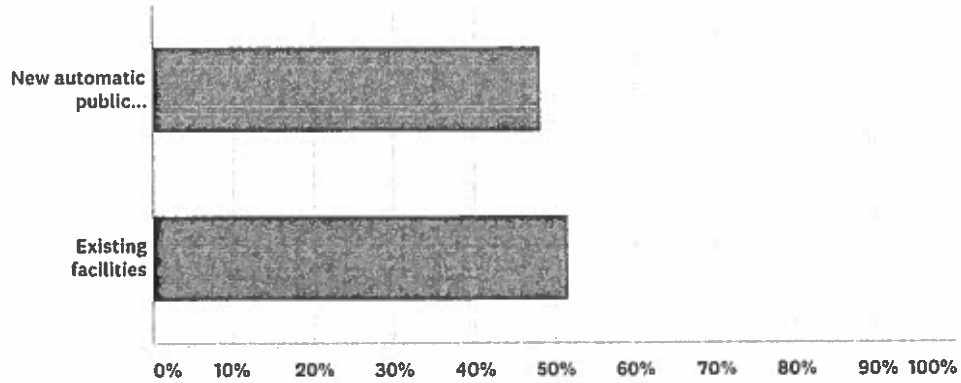
118	They are dark, dingy, never feel particularly clean and old fashioned.	3/15/2018 4:42 PM
119	Generally a poor standard of maintenance and cleanliness, Not helped by some of the clientele who also make use of the facilities. I have a chronic bowel complaint and sometimes access to toilet facilities is urgently needed, cleaner toilets are needed.	3/15/2018 4:36 PM
120	Dalkeith toilets are disgusting and in disrepair, opening hours needs to be reviewed also, as a runner I have to rely on public amenities and when not open early/late it can cause issues	3/15/2018 4:07 PM
121	No	3/15/2018 3:57 PM
122	Unclean and old.	3/15/2018 3:43 PM
123	Often not clean to a high standard.	3/15/2018 3:39 PM
124	Would use them if they were cleaner. Dirty & smelling. Dirty needles outside one in Penicuik. Outside is used at weekends to urinate down the side of the outside walls	3/15/2018 3:28 PM
125	N/a	3/15/2018 3:25 PM
126	Automatic toilets are a good idea	3/14/2018 5:17 PM

Midlothian Public Toilet Consultation

Item 8.12

Q6 Would you like to have new automatic public conveniences or would you prefer the existing facilities remain?

Answered: 288 Skipped: 3



ANSWER CHOICES

RESPONSES

New automatic public conveniences

48.26%

139

Existing facilities

51.74%

149

TOTAL

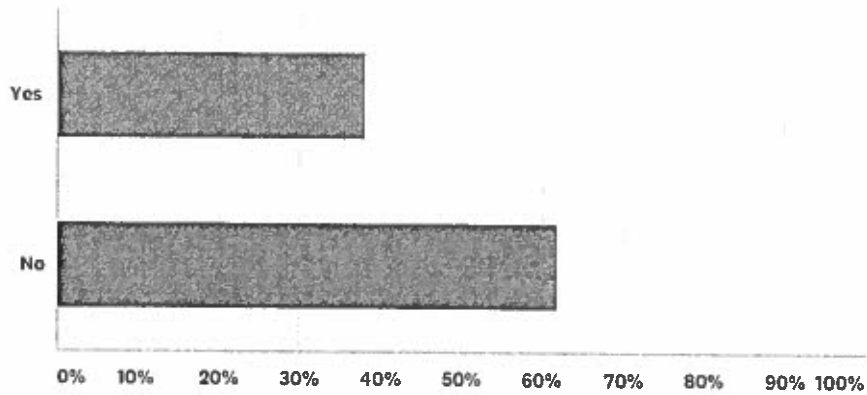
288

Midlothian Public Toilet Consultation

Item 8.12

Q7 If automatic public conveniences were installed would you be prepared to pay for these?

Answered: 289 Skipped: 2



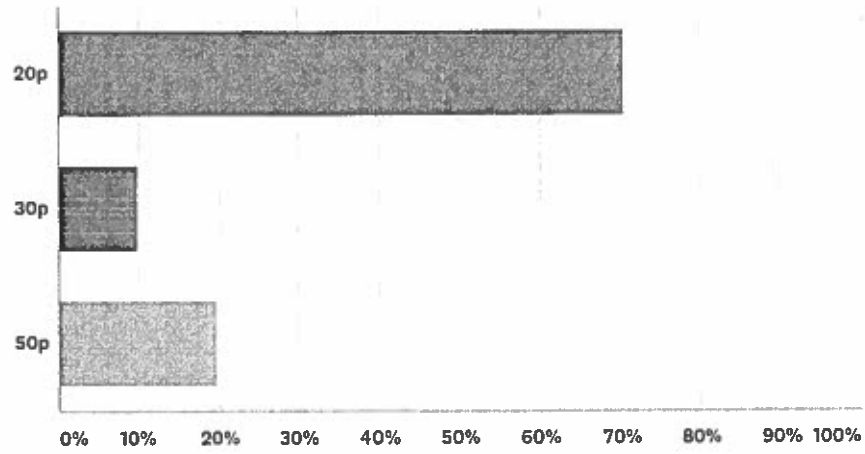
ANSWER CHOICES	RESPONSES	
Yes	38.06%	110
No	61.94%	179
TOTAL		289

Midlothian Public Toilet Consultation

Item 8.12

Q8 If yes, how much would you be willing to pay?

Answered: 142 Skipped: 149



ANSWER CHOICES	RESPONSES	
20p	70.42%	100
30p	9.86%	14
50p	19.72%	28
TOTAL		142

Midlothian Public Toilet Consultation

Item 8.12

Q9 If you would like to provide any other feedback please provide this in the comment box below

Answered: 134 Skipped: 157

#	RESPONSES	DATE
1	Prefer to retain existing facilities. If the issue is funding then introduce slot machines in existing toilets. I have experience of automated toilets in other areas and do not recommend them. They break down frequently. The automated door doesn't always lock so privacy violated. Elderly people would struggle with the automation. Please do not introduce these toilets. Thank you	4/5/2018 9:20 AM
2	The gala is already under threat due to lack of financial support. Local people are working hard to ensure this unique community event continues. If the public conveniences were to be demolished and replaced by a single unit then the town would not be in a position to meet the health and safety requirements and could not afford to pay for temporary conveniences.	4/5/2018 7:33 AM
3	Your a bunch of greedy Tories	4/4/2018 10:28 PM
4	These facilities need to be kept open for our local workers. E.g care at home workers	4/4/2018 5:00 PM
5	Automatic toilets will be a nightmare for families with children. Would there be space to take in a baby in a pram? How many kids would get in with a parent or would they have to leave vulnerable children outside? How big are the cubicles?	4/4/2018 4:44 PM
6	Proper conveniences are an essential function of local government.	4/4/2018 4:09 PM
7	We shouldn't have to pay for these facilities	4/4/2018 1:07 PM
8	In an increasingly cashless society having the correct change for automatic toilets is very unlikely. To get change you need cash. To get cash you have to go to the cash machine. Quicker to go to a cafe with toilets.	4/4/2018 1:04 PM
9	As I am getting older the need for public toilets are more prevalent	4/4/2018 12:40 PM
10	Improve the existing facilities.	4/4/2018 12:24 PM
11	No	4/4/2018 12:20 PM
12	Have a look at East Lothians toilets.	4/4/2018 12:15 PM
13	Just invest in the public toilets you have we don't need automatic public convenience	4/4/2018 11:58 AM
14	We already pay for public services like Toilets.	4/4/2018 11:33 AM
15	Apart from disliking automated toilets, a charge is a barrier to some people. The existing free toilets are fine and should be maintained going forward	4/2/2018 9:32 PM
16	In my opinion it would be unacceptable to have no free of charge toilet facilities and these are vital to Dalkeith Town Centre. Where are those who do not have money expected to go? It is all very well saying it would be a small charge for new facilities but it would be an expense some in our community could not afford.	3/30/2018 3:26 PM
17	Current facilities just need freshened up with paint and more modern driers and urinals/toilets installed.	3/30/2018 12:56 PM
18	Automatic ones are smelly and dirty and if break down take weeks to get fixed	3/30/2018 9:58 AM
19	Money would be better spent modernising the existing public toilets. I would think with automatic toilets there would be more cost maintaining/fixing these long term. I often use public toilets when out & caught short with little ones. Doubt automatic toilets would have space for buggies/prams. What about disabled people?	3/29/2018 4:22 PM
20	Question 8 did not let me skip even though I answered not prepared to pay in q7. I feel the plastic public auto toilets not necessary. Cause confusion to young or older people on how to use. Experience in other countries of them is not present, wet after cleaning, cause queuing as only 1. Not good when event on in the towns. Will not be adequate number of toilets. Technology not the answer for everything. Current facilities more suitable for all ages.	3/29/2018 3:42 PM
21	Need to consider disabled, babies, pushchairs etc	3/29/2018 2:54 PM
22	As someone who has a bladder issue it worries me greatly that public toilets are under threat, the existing facilities are not up to standard but I'm not sure automatic ones would be either from experience they're generally not in good condition and very unpleasant to use	3/29/2018 2:49 PM

Midlothian Public Toilet Consultation

23	Item 8-12 Your survey doesn't lend itself to giving real answers- I have pointed out the lack of changing facilities. Some Other vulnerable people will struggle to use automated facilities	3/29/2018 10:41 AM
24	This is, once again, an attempt by Midlothian Council to replace something that works with an inferior service.	3/28/2018 1:21 PM
25	I've used the automatic toilets when in France and don't like them at all. I only used them when I could station my husband outside the door in case the door 'automatically' flew open! I understand the financial pressures you're under but these toilets are particularly useful during civic events.	3/28/2018 10:26 AM
26	I don't think automatic toilets will benefit as a lot of our older generation will struggle to use them	3/28/2018 9:56 AM
27	Automated toilets would require cctv to be more operational as kids will destroy them at any opportunity	3/28/2018 8:56 AM
28	Public toilets are very necessary for a town like Loanhead. Elderly and young children would find portaloos very difficult to use.	3/28/2018 7:09 AM
29	I would be concerned as to how many toilets would be available. I personally couldn't afford nor have change for 4 of us to use public toilets. I also worry as I attend many public events that I would have to travel elsewhere to use a toilet, but I would rather buy a can of juice somewhere and be able to use the toilet than pay the same amount to use a toilet.	3/27/2018 10:38 PM
30	I know the public toilets in Loanhead are very well used and they are kept very clean	3/27/2018 8:31 PM
31	Just to improve public conveniences in any way possible as are terrible at moment dirty and unhygeinic	3/27/2018 7:07 PM
32	The only problem would be with drivers would they have change	3/27/2018 5:48 PM
33	School toilets too! It would be so much better!!	3/27/2018 5:06 PM
34	I wouldn't pay. I would walk to the nearest leisure centre, etc. Also, my children are terrified of these automatic toilets. Honestly, I've had children in tears over this issue in other villages.(and my children aren't autistic, or have other disabilities) It really is a nightmare for a family to dig up enough change for facilities. We think it should be something a community can offer to its citizens and guests. Pay toilets also invite people just to use the grass outside.	3/27/2018 12:52 PM
35	surely the decommission costs for existing facilities and installation costs for new ones would keep what we have going for a considerable time?	3/27/2018 7:50 AM
36	Unfortunately the New convienencies would more than likely be vandalised too. Perhaps installing hidden cameras would identify the vandals and lead to a serious prosecution.	3/26/2018 8:22 PM
37	Taking away another convenience does not help if trying to keep loanhead clean	3/26/2018 6:58 PM
38	As a member of loanhead community the removal of the public toilets would cause a nightmare. I have a small grandson and on the lead up and on gala day these would be a miss as you can't take kids into pubs-of-they-need-the-toile	3/26/2018 6:31 PM
39	I would not object to payments to use the existing facilities if this helped in their retention.	3/26/2018 6:28 PM
40	Please leave the toilets as they are. There is no need to change these. Function fine. No need to spend money.	3/26/2018 1:40 PM
41	As a Midlothian care worker i use theaw facilities constantly, also as a sog walker with children we uae on a regular basua.	3/26/2018 1:26 PM
42	To ask us if we'd prefer something you haven't give any details on, except a few pictures is a bit unfair, more information on the replacement would be required to make an informed decision. From the pictures they look very large, would this mean a bigger build to locate them in, or less facilities? You've asked about charging for the use of the new setup, has not changed issued the councils mind to adapt what is there and charge for them? Where would these charges go? scottsimpson8@hotmail.co.uk Any feedback or answers to the above would be appreciated.	3/26/2018 11:47 AM
43	We pay council tax, this should include paying towards all public services. My council tax went up an astronomical amount last year and up again this year.... where is this extra money going when all we seem to see are cuts to services or lack of care to sort out ongoing issues such as huge potholes!!	3/26/2018 11:30 AM
44	Changing facilities can have a wider impact of things for example public events in the towns.	3/26/2018 11:17 AM
45	I would prefer the existing public toilets, upgrade them if necessary and put coin operated slots on doors to help keep vandals at bay. They are less likely to vandalise premises if they have to pay to gain access.	3/26/2018 10:27 AM
46	None	3/26/2018 10:13 AM

Midlothian Public Toilet Consultation

47	Auto loos are a waste of space. They will be vandalised and totally mis-used. Keep what we have.	3/26/2018 9:54 AM
48	Automatic toilets can be vandalised and misused. The present facilities are looked after.	3/26/2018 9:41 AM
49	I'm strongly against the closure of public toilets as there are very limited facilities of this kind outwith licenced premises in Loanhead town centre.	3/26/2018 8:32 AM
50	Automatic toilets are not a suitable replacement option. Too costly, impractical for volume of useage and is a diminution of service	3/26/2018 8:31 AM
51	Gala events , fireworks nights etc all need more capacity than single person paid facilities.	3/26/2018 8:20 AM
52	I am a local street trader. I pay my license fees every year and these toilets are crucial to my business. I would be left to toilet in the street. Would you do this at your work? I would guess not.	3/26/2018 8:14 AM
53	I know my children are terrified of these automatic toilets and won't use them	3/26/2018 8:12 AM
54	I think these public amenities are essential to a lot of people and the council need to help communities rather than tear them down! A school was built on the bing to save money and children were not considered...what next? Appalling Midlothian council!!	3/26/2018 8:12 AM
55	The provision of public conveniences is a fundamental service which must be maintained. The automatic facilities being considered are an unacceptably poor and inadequate alternative to the existing excellent . facilities. Having used automatic public conveniences in other local authority areas, I have found them not at all "user friendly". Above all the standard of cleanliness has been dreadful and nothing near approaching the standard provided in more conventional facilities.	3/25/2018 10:02 PM
56	No	3/25/2018 11:23 AM
57	Do the ones up that you have. What happened to pride and winning awards?	3/24/2018 11:22 PM
58	I have used the self cleaning toilet in Loch Lomand, a place busy with tourists if they don't charge for use of their toilet don't know how Dalkeith can justify charging. People would just go to Morrisons instead	3/24/2018 11:21 PM
59	Those who have health conditions that may require them to find a toilet immediately. Certain health conditions are not visible, and access to toilet facilities me suddenlt be needed, Folk won;t visit public shopping ares'a where there are no facilities, so yet again only the big retail complexes get the public's money. Public toilets are a necessity and should always be available, this is not the third world where hygiene and lack of amenities is par for the course. This is Scotland, stop cutting our rights to pee in dignity :)	3/24/2018 9:00 PM
60	Would prefer not to have automated public toilets as there is a risk of malfunction (eg leading to loss of use of facility just because coin slot is jammed etc) and a fear of being locked in! These type of toilets are also often v claustrophobic environments and so not suitable from sufferers of claustrophobia, such as my partner.	3/24/2018 2:41 PM
61	I think if you where to pay for these new automatic toilets they where be less vandals	3/24/2018 11:05 AM
62	Resorting the toilets and making sure they have someone to look after it surely would be better and more inviting for people to use	3/24/2018 10:06 AM
63	I don't mind paying, but concerned about the less well-off or the elderly and infirm who may not carry change and may find strange automated machines, and those demanding payment, simply too much to deal with. A potential barrier to our senior citizens feeling confident to get out of their homes. Surely the county town of Dalkeith, as well as Penicuik, if they wish to be open to all citizens, and potentially more tourists and other visitors, can sustain an ordinary, small public convenience.	3/24/2018 12:37 AM
64	I think they should be free as they are at the moment as we pay taxes and council taxes and now a new tax for needing the toilet.	3/23/2018 11:24 PM
65	Would be unwilling to pay for use of toilet facilities as I pay my taxes & pay my national insurance & consider this an important public service.	3/23/2018 10:56 PM
66	I appreciate the fact that we are still dealing with ongoing austerity measures - obviously not working! That local government is bearing the brunt. Increased charges for services Increases in Council tax Changes to income tax system Along with reduction in services across the board - where does it end?	3/23/2018 9:41 PM
67	Toilets need to be manned to be kept clean and safe	3/23/2018 9:06 PM
68	Public toilets are a necessity for many people, not a luxury	3/23/2018 6:35 PM

Midlothian Public Toilet Consultation

69	The costs underlined above would in some cases be vandalised to collect the cash stored in the facility.	3/23/2018 3:35 PM
70	Toilets should be free	3/22/2018 11:26 PM
71	No	3/22/2018 12:18 AM
72	I would only want to see a change in facilities provided if the expense of providing these could be justified, particularly recognising that the Council is currently proposing significant cuts to exceedingly important services such as Outdoor Learning, school janitors and local football pitches, yet seems to have the money to invest in expensive alternative toilet facilities. I would not want to see any further cuts in jobs.	3/21/2018 11:37 PM
73	Current facilities should remain but be refurbished and staffed (even part time) how can people be attracted into town centres like Dalkeith and Penicuik if the facilities are AWFUL!!!	3/21/2018 6:01 PM
74	No	3/21/2018 5:47 PM
75	What if you're caught short with no money or can't afford the price. It should be a free service and all across Midlothian, not just in towns	3/21/2018 5:47 PM
76	We MUST have clean toilets in Penicuik if we are serious about re-energising the town. Currently, the toilet in Penicuik is embarrassing.	3/21/2018 2:47 PM
77	I have an overactive bladder and sometimes find the public toilets in Penicuik as a life saver	3/20/2018 6:23 PM
78	For the cost of installing and maintaining there electronics you could employ a number of staff to upkeep the current facilities....thereby creating jobs in the area for local people and it would still cost less long term	3/20/2018 2:57 PM
79	How about using the existing facilities but making them automated entry, like the ones in Peebles in borders. Need to pay for entry and door only unlocks once paid. Still need regular cleaning but income could pay for this.	3/20/2018 1:30 PM
80	This survey is confusing and not written well - the need to a comment in a box whether you answered yes or no ?	3/19/2018 11:53 PM
81	Close down the current public toilets	3/19/2018 11:48 PM
82	Keep public toilets clean these new ones will be wrecked in no time	3/19/2018 11:29 PM
83	Toilets available during shopping times 9 to 6pm with staff	3/19/2018 11:25 PM
84	I would rather pay a human attendant. Not some automatic rubbish.	3/19/2018 9:00 PM
85	Surely there is a way we shouldn't have to pay as a support worker in the area we already support individuals in our community and don't always carry money around for use of toilets. It's not just our job there are many other jobs delivery drivers etc who need access to public toilets	3/19/2018 7:52 PM
86	I've a feeling this is already a done deal but public facilities are a godsend for lots of older people and parents with children. Doing away with these will prevent lots of older people coming into Dalkeith, Bonnyrigg, Penicuik etc. Midlothian Council should be doing everything in its power to encourage people to get out and about and closing public toilets would not be helpful in that regard.	3/19/2018 7:36 PM
87	I'd be willing to pay for any type of convenience! Just so long as they were open and available to use	3/19/2018 6:49 PM
88	The existing toilets in Dalkeith are in an excellent location. Don't know why they can't be upgraded and maintained.	3/19/2018 6:49 PM
89	This is an essential service that should be maintained. An alternative would be to consider the kind of scheme other local authorities use where by pubs/restaurants are paid to allow the public to use their toilets	3/19/2018 6:34 PM
90	Automatic toilets would be more hygienic.	3/19/2018 6:20 PM
91	No	3/19/2018 6:09 PM
92	I worry the auto toilets will get vandalised and become unusable.	3/19/2018 5:49 PM
93	I think charging to use these would help with keeping them clean.	3/19/2018 5:27 PM
94	I am quite happy to pay for the use of new facilities as long as they are monitored and kept operational at all times.	3/19/2018 5:25 PM
95	Why should we pay the council anymore money the take enough from us it is bad enough the rent going up yet again.	3/19/2018 5:23 PM
96	changing tables for babies and a changing place for disabled people should be considered	3/19/2018 5:05 PM

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97	I think by requesting people to pay for these facilities you are discouraging people from using them. Also it's becoming a bit of a cashless society and I wouldn't want to get caught short with no means of paying to use the facilities.	3/19/2018 4:54 PM
98	Just upgrade existing ones and charge 20p	3/19/2018 4:53 PM
99	Just because I'm happy to pay doesn't mean you shouldn't take into account others. These are for the public, so disabilities should be taken into account. Will also still need to be cleaned and monitored as there are people who will abuse the premises with drugs. I think automatic is a good way forward but surely cheaper upgrading current facilities as automatics are going to require to same amount of maintenance, if not more.	3/19/2018 4:48 PM
100	The current consensus in the press at the moment is it is a travesty that anyone who needs to use a public facility should have to pay for it. For those with medical conditions that result in a greater chance of having to use a public facility the introduction of fees for this could have quite bad cost implications.	3/19/2018 4:48 PM
101	Not everyone can afford to pay for the use of the toilets.	3/19/2018 4:45 PM
102	No one should have to pay to use the toilet	3/19/2018 4:42 PM
103	I'd actually prefer the existing toilets to be updated and maintained. The automatic toilets would be great but I can see them being left to rot too. I've seen automatic toilets whilst on holiday work really well but they had an attendant which I can't see Midlothian Council providing.	3/19/2018 4:37 PM
104	I've used these type in many cities before and think they are good and value for money.	3/19/2018 4:36 PM
105	Get a company to put them in free for 12 months	3/19/2018 4:29 PM
106	Na	3/19/2018 4:27 PM
107	I find the automatic ones quite scary and I wouldn't want to use them - even though I might need to! Also, when I do need to use the current ones in Gorebridge, it is usually when I have dogs with me and we are at the end of a dog walk. The existing facilities are fine for taking the dogs in with me, whereas I can't imagine the automated ones being like that.	3/19/2018 12:03 PM
108	Sounds like money making scheme from the council	3/19/2018 9:47 AM
109	Having access to free public toilets is a basic need.	3/19/2018 9:37 AM
110	If you go ahead with this please make them sanitary	3/19/2018 9:10 AM
111	Please upgrade the toilet services in Loanhead. As a parent with a child with ASN who likes to be away from home and when needing the toilet becomes scared and uncomfortable because the toilets have poor lighting (dark). They smell awful inside. I do not feel comfortable using these toilets but I have no choice when my child is desperate. Please bring new changes to Loanhead!	3/18/2018 11:03 PM
112	I wouldn't use these because of the worry of a possible malfunction with the door which I have seen happen on a train. This may be irrational but I think about getting locked in/door doesn't lock properly or the door automatically opens when you're not ready.	3/18/2018 2:54 PM
113	No	3/18/2018 1:46 AM
114	No	3/16/2018 1:19 PM
115	Wish there were more toilets such as at big parks and walkways. There can be issues with the automated toilets such as coins getting stuck which is a nuisance. Would rather keep existing toilets in place but build automated ones in other places such as big parks like Gore Glen, railway line etc	3/16/2018 7:13 AM
116	Poor survey which meant I had to answer questions I said no too	3/15/2018 11:56 PM
117	Not sure how well looked after others are. If they are not looked after well then automatic ones would be preferable	3/15/2018 11:20 PM
118	I've seen these kind of facilities in other towns, and they get as grotty as the original conveniences - money should be used to upkeep original ones	3/15/2018 10:59 PM
119	Would the existing building in Penicuik be used for the new automated ones? Nobody should have to pay to use a public convenience.	3/15/2018 8:31 PM
120	We do not pay for a facility currently, I see no reason for any payment if changes are made	3/15/2018 8:03 PM
121	Would much prefer the old toilets to be updated. How easy would OAPs or Mum's with desperate children find automated toilets? I suspect not easy at all!	3/15/2018 6:32 PM

Midlothian Public Toilet Consultation

122	I suffer from ibs so access to public toilets is very important to me. The current ones, particularly in Penicuik are very dilapidated. The ceilings are mouldy, they've incredibly cold, they smell dreadful but sometimes I have no choice but to use them. I don't like the idea of paying as if I'm caught short and take ill how am I to access a toilet? I would end up messing myself which would be awful. What would the provision for the disabled be?	3/15/2018 6:02 PM
123	It's important to have space in public conveniences for adult carers to fit in a cubicle/stall with a buggy and an older child. Changing tables are vital	3/15/2018 5:04 PM
124	Take a leaf from Scottish Borders who refurbished toilets in Lauder into 3 unisex solo occupancy toilet cubicles. Wash down interior (like a wet room) and interior like automatic facility without ongoing maintenance of self cleaning.	3/15/2018 4:36 PM
125	I would be concerned that the facilities would be unstaffed and inevitably vandalised	3/15/2018 4:31 PM
126	Why should elderly people, children, pregnant woman have to pay to use facilities? It's ridiculous. I guess the bean counters are hard at work in Midlothian Council again and the vulnerable will suffer.	3/15/2018 4:29 PM
127	Public toilets should be free to all members of the public.	3/15/2018 3:39 PM
128	None	3/15/2018 3:25 PM
129	This consultation does not present the public with the facts and figures about the costs of keeping the existing facilities and replacing them. For the consultation to be meaningful this information should have been provided as it will influence how people respond. Otherwise this is simply a vote as to who likes automatic toilets. How will the finding of this consultation be communicated back to the public? Too often the council consult the public but the public never hear anything back as to what everyone thought and the conclusions. A report should be written summarising the views provided by the public.	3/14/2018 12:37 PM
130	As always, cost should be considered as well as the risk of creating more unemployment. Also, it's worth remembering we have an aging population who will need more facilities like this. Has the council considered using a scheme such as that in Richmond, where local pubs and cafes provide the service?	3/14/2018 10:30 AM
131	Should continue to be free, whatever the design	3/13/2018 7:11 PM
132	Toilets in the main towns of Midlothian are essential if you want to keep the town centres active. Some people would not go there if they did not know they had a toilet available if caught short and would rather go to an out-of-town store where public toilet provision seems to be universally available. I have a medical situation - if I go to the toilet last thing before leaving the house, then I should be OK for a couple of hours. Sometimes cold weather might shorten that time and then I need the public toilet. A journey to the town centre is not carefree - it needs to be planned with the location of toilets in mind before venturing out. I'm sure I'm not alone in this.	3/13/2018 6:49 PM
133	As long as they are kept stocked with toilet paper, soap and hand towels they will be ok. Why not promote use of toilet in Council facilities such as Leisure Centres? No information provided on whether these would be separate male/female or unisex. Some gentlemen are not good at aiming and women might be less inclined to use them for this reason. Also how can the facilities being used for drug use be prevented?	3/13/2018 6:01 PM
134	If the money went into upgrading the toilets , As I am disabled , you would need someone still there , I went to east Lothian (north Berwick) they pay 20p , They have upgraded them .	3/13/2018 4:17 PM

Comments Sheet

Item 8.12

I would like to see a Changing Places toilet provision - this is for disabled users who cannot use a toilet (even with assistance!) - They need full accessibility into the WC (wheelchair friendly) with a ceiling hoist and a changing table. Currently these people are not provided for and are changed while laying on a dirty toilet floor, so unhygienic and un dignified! Please visit
pamis.org.uk

Comments Sheet

Great idea to install something in the town, rather than relying on shops or a dirty existing facilities.

Some concern over the every-use cleaning, how much power/cleaning products etc are used.² Environmental + running cost concerns, as well as maintenance of the cleaning machinery.

Please consider making the changing facilities comply as much as possible with the 'Changing places' campaign.

Comments Sheet

GREAT IDEA CLEAN AND
SAFE FACILITY FOR LOCALS
AND VISITORS

(RESIDENT)

Comments Sheet

Great idea. The location proposed to be in Varner court is not suitable for a place to be the face of the town. Another location should be thought of. (eg: ~~between~~ the car park in the Whym).

Comments Sheet

ASSLADORE CLO-TALE
SIOOP NO S112C7 P11CS

Comments Sheet

NOT IN FAVOUR OF AUTOMATIC
TOILETS. DIFFICULT FOR DISABLED
OUT IN ALL WEATHERS. FISHING FOR
CHANGE. PREFER UPGRADE EXISTING
TOILETS. LIKE IDEA OF RESITING
BONNYRIGG TOILETS IN TOWN CENTRE.

IF WE HAVE TO HAVE AUTOMATIC TOILETS
THEY SHOULD BE PUT IN A BUILDING TOGETHER
SO RESIDENTS ARE NOT OUT IN ALL WEATHERS.

Review of Rights and Advice Services

Report by Mary Smith, Director, Education Communities and Economy

1 Purpose of Report

To present the findings of an external review of welfare rights and advice services funded by Midlothian Council and make recommendations for a way forward.

2 Background

2.1 Midlothian Council funds significant advice activity in Midlothian. In the financial year 2016-17 this amounted to £614,000. The Council funds a model that is relatively common in Scotland, with a mixture of in-house and external provision. Details of services included within the review are set out in Appendix 1.

An external review undertaken over 2016/17 and reported in April 2017 by Alan Cunningham, retired Head of Welfare Rights services in West Lothian Council, identified that the Council receives variable income maximisation outputs from different providers. The conclusion was in essence that the rights and advice services in Midlothian have become fragmented with many different providers having emerged to fulfil expectations of different service areas of the Council with varying levels of performance being delivered and varying approaches to monitoring impacts. It is clear from this report that things need to change. The 'one stop shop' approach which streamlines delivery and integrates service practice across the Council is suggested as a means of addressing these current limitations. The review recommendations are set out more fully in Appendix 2 but are summarised here:

- Commission current providers of CAB delivered advice services funded by the Council to deliver through a single contract.
- Cease externally commissioning 'specialised' client group advice services.
- Improve internal referral and joint client centred mechanisms for agencies / staff working with specific service user groups to the Council Welfare Rights Team. ('One stop shop' model).
- Establish appropriate IT systems support to facilitate internal personal data transfer.

The external evaluation report confirmed financial gain to residents (based on 2015/16 full year figures)

Organisation	Council funding (£)	Client financial gain (£)	Gain per pound spend (£)
Welfare Rights	165K	2.55M	15.50
Dalkeith CAB	160K	970K	6.10
Penicuik CAB	166K	2.05M	12.30
Midlothian TAP	40K	178K	4.50
Salvation Army	40K	Not commenced at the time of review	Not commenced at the time of review

- 2.2** Since the review the internal welfare rights service in the 2017/18 financial year, the team ensured £3,408,151 of entitlements have been brought into individuals in the overall benefits system, now providing a return on Council investment of £20.47 per £1.00. The Council in-house team is an internal referral only service dealing with complex cases and particular client groups such as Cancer sufferers, people with mental health conditions, and people with disabilities.

At the point of review, the externalised Midlothian Temporary Accommodation Project returned approximately £4.75 per £1 spent to the client, although outcomes in reduction in rent arrears through income maximisation and personal budgeting support to occupants, reduced debt due, from £57K in 2011, to £35K in 2016. However, Universal Credit changes from April 2017 have reversed this trend and debt is now rising rapidly.

The two CABx, funded by the Council at combined cost of £272,212 returned approximately £10 per £1 spent. This is not a direct comparison with the Council's welfare rights team, as there are different roles ascribed to each service as agreed in annual Service Level Agreements with the CAB's and wider partnership working arrangements through the Midlothian Financial Inclusion Network (MFIN) a part of the Community Planning Partnership; CAB's are a walk -in universal access and wide ranging service beyond welfare benefits.

In addition to the above there are specifically targeted advice providers in areas of housing, fuel poverty, mental health, cancer support, etc. Some of these are part of Council in-house services, whilst others are commissioned from external providers. This includes a requirement to deliver 'advice' in a number of externally commissioned services in social care, and also housing. The external review could not quantify the income gains in these services as they were not required to record this information under their contracts, and in most cases 'advice' giving was included in general expectations of staff providing social care rather than having identified remits or financial targets to deliver .

Whilst each is effective in its own area of expertise, these arrangements have developed over time in an 'ad hoc' way. As the Council continues to face severe reductions in its overall budget, together with a number of legislative and external influences in the delivery of public services, the context within which these services are operating is currently experiencing a notable change and there is potential for significant improvements in efficiency and effectiveness.

2.3 Impact of Welfare Reform

The continuing process of welfare reforms that national research indicates will take out £12.5 million of benefit income from most vulnerable people living in Midlothian this year. This includes the transfer of all Disability Living allowance claimants to the revised Personal Independence Payment system, with a UK Government stated target of reducing the cost of this area of the system by 20%. The full roll out of Universal Credit began in Midlothian in March 2017. The evidence from East Lothian Council, which began a year before Midlothian is that Council tax debt has doubled, Housing debt has more than doubled, and Foodbank use has rapidly increased. There is also concern that confusions are likely to arise for many clients as the new Scottish Social Security Agency comes into being in the next few years, creating a separate national system dealing with most disability benefits and with the power to amend aspects of Universal Credit in Scotland such as frequency of payment, and direct to landlord rent payment.

- 2.3 The primary aim of the advice and rights services funded by the Council is to reduce inequality by maximising income. This is the top strategic priority of the Single Midlothian Plan 2016-19. As the external review states Item 8.13

“All the evidence tells us that the single most important factor that will reduce inequalities is increasing income for people who are most at risk of poverty. Maximising income through benefits take up is a targeted and low cost way of doing this”.

For the working age population this needs to work alongside effective employability services especially for those facing barriers to recruitment, increased qualification levels, appropriate careers guidance and economic growth in the travel to work area. For those over or under working age, this requires housing, revenues, social work, and health partners' active support and early preventive referrals.

- 2.4 Midlothian Council's role goes beyond investing monies in the delivery of walk- in 'universal' advice services by third sector partners:

- **It is the administrator of benefits:** Council tax rebate, social welfare fund, free school meals and school clothing grants. This role may expand with the new Scottish Social Security System. The Council is dependent on revenue from benefits for rents, Council tax and service charges.
- **It requires income maximisation**, as this has the potential to reduce demand on Council services for the most vulnerable groups e.g. loss of income is key risk for family carers; targeted income maximisation supports family carers to continue caring for longer and reduces demand for Council services. Low parental income levels have a demonstrable, and well researched, effect on parental capacity to support their children's development and on child physical / mental health and wellbeing, leading to higher costs for children and families services, and affecting the attainment gap in learning, perpetuating inequalities through generations.
- **It will be legally required to reduce child poverty.** This is a new legislative requirement currently passing through Scottish Parliament which will specify the Council's duties in this regard. The Community Empowerment Act already specifies a duty to work to reduce inequality. The new duty to 'consider socio economic impact' arising from the revisions in Scotland to the Equality Act also specifies a whole Council duty to act to reduce inequality and to show that it has considered this impacts across all policy, strategy and planning decisions equivalent to the duties around other protected characteristics groups.
- **It has access to the most income deprived groups** (homeless, benefit dependant single parents, single elderly on only state pension, unemployed single young people) in our community. It also holds detailed information on their financial circumstances which is an important asset in work to maximise assets.
- **In its debt collection activities and wider charging policies it has the potential to exacerbate or mitigate the circumstances of people at risk of poverty.** This includes rent and Council tax levels, charging for access to learning for adults, childcare service costs (including afterschool care) , charging for access to physical activities that maintain health, and even as far as charges for bulky waste uplifts for low income households .

- **It currently has expert benefits advice and responsive services to support front line staff in their professional roles when dealing with service users** who are facing destitution etc. For example, internal referral of people facing transfer from DLA to PIP, and redefinition of level of ESA payments. The Council welfare rights team achieved £360,409.00 for disabled residents in 2016/17 by reinstating disputed payments through the appeals and tribunals system, 21% above the financial gain in 2015/16, based on 159 appeals. 56% of total appeals related to DLA-PIP transfer.
- **It currently has in-house expertise to inform and contribute to its response to the risks of welfare reform for the Council and local residents.**
- It holds personal data in housing, revenues, and social care and children and families databases which is presently used with client consent by the in-house service to maximise income. **External providers do not have access to this information, and with the new General Data Protection Regulation (GDPR) coming into force, sharing personal data with external providers, with informed consent will be a challenge.**

2.6 Key principles in Welfare Rights and Advice Provision

The Corporate Management Team having held discussions with the external reviewer, established a shared view of key principles to consider when deciding on future delivery arrangements of funding for rights and advice services:

1. **Income maximisation is primary focus**; investment should be prioritised in accordance with the capacity to generate income for most income deprived citizens.
2. **Equity** of access is key to those groups and individuals who are most at risk and hard to reach should be prioritised.
3. The Council recognises working in **partnership** with voluntary sector and community planning partners is critical.
4. We will build on the **considerable strengths** that we have already in the system. This includes the role of Midlothian Financial Inclusion Network (MFIN) in strengthening partnership working, poverty awareness training for professionals and volunteers, and supporting the capacity of the voluntary sector to access external funding.
5. We need a **whole system approach** that harnesses the contribution of people in many and varied roles to income maximisation. This includes awareness raising across all staff groups on the impact of poverty and the provision of basic support by professionals, volunteers and members of the public to ensure people at risk of poverty get the right support at the right time. We need to see specialist advice services as being the top layer of this pyramid.
6. We need **flexibility** in the model of service delivery. We will see significant changes over the next 2-3 years with the impact of the full implementation of Universal Credit, the transfer of disabled residents from DLA to PIP systems, and the introduction of the new Scottish Social Security System.

3 Report Implications

3.1 Resource

Item 8.13

The Budget options proposals included a proposal to reduce expenditure by £143,000 by closing the Council internal welfare rights service, with the exception of the post funded 50% (£20,000 including a management fee), by Macmillan Cancer Care which works specifically with cancer patients and their families. The budget options paper suggested an option of transferring the current responsibilities of the internal service to CABx. This option was rejected by elected members in February 2018.

Following a number of discussions with CAB Board chairs, MFIN members, between Heads of Service and with the Corporate Management Team, an alternative approach has been identified to improve coordination of services and achieve a level of saving.

This proposes the establishment of a single point of advice within the Council (a One Stop Shop) on the full range of welfare and related matters affecting Midlothian residents.

In order to be effective it will need commitment from all the relevant public sector and third sector partners to agree financial and operational arrangements for a comprehensive service to customers and to deliver savings. The expectation would be that the Council would co-ordinate this work, to include:

- Preparation of a brief and proposals.
- Engagement with all current scoped advice providers.
- Agreement on the role and funding of the Citizens' Advice Bureaux.
- Clarity on the involvement of the Integrated Joint Board as a primary partner.
- Identification of any 'overlaps' and priorities.
- Detailing of operational arrangements including premises, management and reporting structures, and overall governance.

Any financial savings are only likely to be made from 2019/20 onwards. The exact level of savings can only be established through the process outlined above.

3.2 Risks

The external evaluation states the following overall risks:

"At a time when budgets are being cut, there are significant new challenges facing people needing financial advice.

- *The continuing process of welfare reforms that will take out £12.5M of benefit income from mostly vulnerable people in Midlothian this year.*
- *The roll out of full service Universal Credit in Midlothian in March 2017.*
- *The confusions that will arise as the new Scottish Social Security System comes into being in the next few years".*

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

- ☒ Community safety
- ☒ Adult health, care and housing
- ☒ Getting it right for every Midlothian child
- ☒ Improving opportunities in Midlothian
- ☒ Sustainable growth
- ☒ Business transformation and Best Value



3.4 Key Priorities within the Single Midlothian Plan

The delivery of welfare rights services is a core component of the reducing inequalities outcomes set by the Single Midlothian Plan. Item 8.13

3.5 Impact on Performance and Outcomes

The external independent review identifies ways in which greater impact can be achieved across current delivery arrangements.

3.6 Adopting a Preventative Approach

Ensuring residents receive the correct entitlements reduces or prevents escalating demands on other aspects of public services, including homelessness, arrears and evictions, care services and ensuring charging income. Improving household financial circumstances affects stress and family breakdown, mental health and wellbeing, ability of carers to continue to deliver support and reduces the likelihood of financial harm and exploitation of vulnerable adults. Supporting cancer sufferers and their families prevents the most negative financial impact of loss of employment income, care costs or bereavement costs. Ultimately the economic impact of loss of household income affects the wider economy of Midlothian especially small scale retail providers.

3.7 Involving Communities and Other Stakeholders

The external review includes all stakeholders in its process, the draft review report was amended following feedback from stakeholders to add information and correct any factual inaccuracies identified. The Budget proposals were the subject of a separate engagement process.

3.8 Ensuring Equalities

An impact assessment has been completed and is attached.

3.9 Supporting Sustainable Development

An impact assessment has been completed and is attached.

3.10 IT Issues

Internal databases holding personal information relevant to ensuring the early identification of residents in need of assistance, share relevant information to enable targeting of interventions and avoid repeated questioning of service users exist but data is held in a variety of different systems. With informed consent from service users, and ensuring compliance with regulations, steps are required to improve data sharing internally within the Council.

4 Summary

The four review recommendations are to:

- **Commission current providers of CAB delivered advice services funded by the Council to deliver through a single contract.**
- **Cease externally commissioning 'specialised client group advice services.**
- **Improve internal referral and joint client centred mechanisms for agencies / staff working with specific service user groups to the Council Welfare Rights Team ('One stop shop' model).**
- **Establish appropriate IT systems support to facilitate internal personal data transfer.**

5 Recommendations

Item 8.13

Given the position set out above, Council is recommended to:

- Note the recommendations of the external evaluation report.
- Agree relevant Council staff work together with procurement staff to establish an agreed contract specification to re-commission existing CAB delivered grant aided services as a single service. Commencing April 2019 when the extension to current grant aid comes to an end.
- Cease externally commissioning 'specialised client group advice services', as standalone services or elements of wider external services that include "advice", as each such contract comes up for renewal , noting that housing and revenues elements have already been included in the wider budget proposals as savings.
- Create a "one stop shop" including staff working with specific service user groups and the Council Welfare Rights Team. In doing so transfer sufficient resources from the commissioning budgets to support the service while achieving the £140,000 saving target set out in the budget options paper.
- Establish appropriate IT systems support to facilitate internal personal data transfer between Mosaic (the current welfare rights system is embedded in this social work database to assist referrals) and equivalent data bases across Council. This will require data transfer arrangements compliant with GDPR.

18 April 2018

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Background Papers:

Summary of Provision - Appendix 1
External Evaluation Report Extracts - Appendix 2
Review Recommendations, Summary and Progress - Appendix 3
Outline of One Stop Shop Proposal - Appendix 4

APPENDIX 1 - SUMMARY OF PROVISION

The table below sets out the resources allocated by the Council to advice services at the time of the review: Item 8.13

Function	2018/19 Budget	Description
Corporate resources -Changeworks contract	£25,000	External contract to deliver energy advice, this work also funded by Scottish Government.
Housing -Places for people contract	£40,000	External contract to provide tenancy support service includes advice.
Housing- Salvation Army Contract	£40,000	External contract to provide support to homeless unit residents in Penicuik
VOCAL -IJB contract	£12,000	External contract from NHS /IJB to provide advice to carers – work allocated to CAB's by VOCAL.
Housing and arrears internal posts	£58,704.0	Internal Arrears recovery staff
AHC additional funding to provide advice in the Orchard Centre	£6342	External contract to provide advice to Orchard Centre mental health service users- contract awarded to Dalkeith CAB
AHC additional funding to Dalkeith CAB 'Menshare' project	£2533	External contract awarded to Dalkeith CAB to provide advice to Menshare service
TCAT post mainstreamed by AHC	£35,000	Advice for people who have survived cancer-temporary project funded by Macmillan Cancer Care, post now mainstreamed into AHC staff team
Council Welfare Rights Team	£169,778.38	Referral based system supporting council service users of adult health and care, children's services, LLE, Housing and Revenues.
Citizens Advice Bureau	£272,212.00revenue grant and rent costs	CAB offer income maximisation, money advice and housing advice as well as a range of other services such as employment, legal, relationship advice.
Total	£661,569.00	

APPENDIX 2 - SUMMARY OF SERVICE REVIEW RECOMMENDATIONS

Review Process

Item 8.13

An external review was undertaken by the retired former manager of West Lothian Council Rights and Advice Services, who had previously undertaken similar work for East Lothian and Angus Councils. The full review is available. A definition of 'advice' designed to alleviate poverty has been created by Scottish Government and is stated in the report as follows:

(1) "Debt and money advice"

Debt is a significant social problem that is strongly linked to poverty and low income. Following a long period of economic growth, fuelled by increased consumer spending and borrowing, the 'credit crunch' was quickly followed by a recession in 2008. The backdrop to this recession is one of unprecedented levels of personal debt, including a rising level of mortgage arrears. Debt can significantly impact on the health and wellbeing of people in poverty, so access to debt and money advice is an important element in supporting families to maximise their income.

(2) Income maximisation through benefit entitlement

The Scottish Government Child Poverty Strategy states that 'a family income significantly influences the opportunities that children have to thrive'. Individuals need support to ensure that they are receiving the benefit that they are entitled to and to make the most of the resources that they have available to them. Offering advice on income maximisation fulfils this requirement.

(3) Tackling financial exclusion and increase financial capability and resilience

Without access to the appropriate financial services and products many people will struggle to effectively manage their money and deal with unexpected financial pressures. Having the skills and confidence to manage finances and to deal with banks and other financial services e.g. insurance companies is also important. Financial capability can be an early intervention approach to tackling poverty. The Midlothian Financial Inclusion Network is the focus for this work in Midlothian. As a landlord, Midlothian Council needs to work with tenants to support them to be more financially capable and resilient e.g. by supporting people to develop budgeting skills and to understand financial products. Housing Services funds the financial inclusion team of Castle Rock/ Edinvar to deliver the Midlothian Tenants Advice Project to work with those tenants identified as at risk of homelessness. Midlothian Council has the best tenancy sustainment levels in its landlord peer group in both temporary and mainstream housing at near 100%.

(4) The negative effects of welfare reform.

The financial loss to people in Midlothian, and to the Midlothian economy, as a result of welfare reform changes has been estimated to be £12.5 million each year from 2015. (Research: People, Councils, the Economy; the Scottish Local Government Forum against Poverty and Rights Advice Scotland, 2013). Midlothian Council has an ongoing welfare reform group dealing with the issues arising from the reforms. There has been major impact on vulnerable people after Universal Credit was introduced as a full service from March 2017. Advice issues are likely to be extremely challenging for claimants and advice agencies. Experience in East Lothian, where the benefit went live in 2016 suggests real pressure on agencies.

(5) Digital Exclusion

Large sections of the community are unable to access digital technology in the privacy of their homes because they cannot afford the cost of a computer or maintaining internet access, they lack the skills and confidence to use IT, they have low digital literacy or they don't have the motivation to understand the benefits that using IT can bring (termed 'digitally dismissive'). The correlation between poverty and digital exclusion is significant. People in poverty in Midlothian will continue to need help to manage financially online. Again, being 'internet savvy' provides many opportunities to save money and therefore increase disposable income. It is important that advice agencies and their customers are aware of the help and support available, and people at risk of poverty are positively referred for digital support. The Council contracted externally to deliver the Personal Budgeting Support Service implemented for Universal Credit, and has increased capacity for digital access at all libraries and the mentoring training to library staff to assist claimants.

The level of service provided by advice services is categorised by the Scottish National standards for advice and information providers. These standards define the type of help given to customers:

- Type I - Active Information, Sign-posting and Explanation
- Type II – Casework
- Type III -Advocacy, Representation and Mediation at Tribunal or Court.

Services can be accredited by the Scottish Government to deliver the different levels. There is a range of levels of provision in Midlothian; however Melville Housing is the only local organisation at present accredited. Other agencies, working through MFIN, are working towards accreditation”.

It was also suggested by the external evaluation that the targeting of resources by Council funded external advice services does not match this pattern of need sufficiently closely. The evaluation explains resource use and impact as follows:

“The Council service is not available to the public directly, this general advice service being provided by the two CABx. Referrals are taken from other agencies, such as CABx (for complex cases going to tribunal/ appeal), but mainly from other Council services. In 2015-16, 670 clients were helped by the Council internal service. The Council service is the main provider of representation at Social Security Courts for claimants who have been taken off benefits or been refused them. Staff undertook 191 appeals in 2015-16, increasing claimants’ income by £298,000 as a direct result.

The work with tenants of St Joseph’s service

The programme of welfare reforms has had significant impacts on the benefits entitlement of individuals such as those supported through St Josephs. Service commissioned by Adult Health and Care. Approximately 90 people have had their benefits affected and many have lost money. Of the 13 where work has been completed, only two had the correct entitlement to benefit. The other 11 have so far shared extra benefit of £79,000. (This inaccuracy rate affects the Council as in some cases we are the guardian of these adults’ financial affairs, and in all cases the ability of service users to pay care charges is affected by their benefit entitlement).

The work done with people whose lives are affected by cancer

The Council is in partnership with Macmillan Cancer Support, jointly funding one member of staff who helps people affected by cancer to maximise their income. In 2015-16 people affected by cancer were assisted to increase their incomes by £1.4M per year. (This affects the ability of families affected by cancer to pay Council rent, Council tax, Council care charges and in some cases funeral expenses).

The work done with adults with mental health issues, potentially affected by the welfare reform programme

This programme has been running since 2013, initially funded through the Lottery. Because of its success, the Council continues to fund the work after lottery funding stopped in 2015. The post was embedded within the Joint Mental Health Team (JMHT) and the officer works alongside the health professionals and social workers and has developed a seamless referral system which assists this vulnerable group to access benefit entitlement which they would not be able to do due to their mental health problems. This post has provided income maximisation of benefit income of £351K in the financial year 2015/16.

Clients report that their money, debt and welfare issues have improved and practitioners see that their patients are more resilient to the effects of welfare reform"

"Independent Services Providing Advice:

Dalkeith CAB

Dalkeith CAB offers income maximisation, money advice and housing advice as well as a range of other services such as employment, legal, relationship advice. Debt, benefits and housing, key elements in anti-poverty activity, account for about 80% of enquiries.

In 2016 – 17 Dalkeith CAB was receiving £151,315 in grant funding from Midlothian Council. This reduced to £121,690 in 2017-18. Approximately 75% of costs are staff costs. The CAB is also given £6342 pa from Midlothian Council to provide a valued service in The Orchard Centre, and £2,533 pa for its work with the Menshare project. The bureau considers it has good links with key services in Midlothian Council. Dalkeith CAB employs 4.3 FTE staff at January 2017. The initial face to face generalist service is provided almost exclusively by volunteers. (16 volunteers, giving the equivalent of 2.7FTE staff).

Dalkeith bureau in 2015/16:

- Dealt with 4028 customer enquiries. The vast majority of enquiries were dealt with face to face (73%). 18% of enquiries were by telephone, low compared to the Scottish CAB average of 30%. 38% of the issues raised related to benefits and 35% to debt.
- Utilised 24 volunteers, working on average 7 hours per week each, with a staff value of £101K if the volunteers were paid.
- Worked with over 2,000 people.
- Helped these people increase their incomes by £1.35M (£980K through benefits and £370K because of reducing debt repayments).
- Dealt with new debt totalling £540K on behalf of 44 clients.

Penicuik CAB

In 2016-17 Penicuik CAB received £153,539 in grant funding from Midlothian Council. This reduced to £121,690 in 2017 – 18. Approximately 75% of costs are staff costs. The CAB is also given £12,542 to provide advice to carers in Midlothian. Funding for this comes from NHS Lothian. This work shows a financial gain of £49 per £ spent, showing the exceptional results that can be achieved when working with targeted groups. According to Voice of Carers Across Lothian (VOCAL), carers and those they care for are among the groups least likely to be claiming their correct level of benefit

In 2015 – 16 Penicuik bureau:

- Dealt with 6,072 client enquiries. 31% of the issues raised related to benefits and 42% to debt.
- Utilised 17 volunteers, working the equivalent hours of 3FTE staff.
- Worked with over 1,800 people.
- Helped these people increase their incomes by £2.65M (£2.05M through benefits and £600K because of reducing debt repayments).
- Dealt with new debt totalling £1.42M on behalf of 72 clients.
- Penicuik CAB provides a representation service for clients. In 2015-16 representatives from the bureau helped 63 clients achieve benefit gains of £187K.
- The CAB was very successful in attracting £85,943 in external funding.
- In 2015/16 the bureau employed 5.75 FTE paid staff, 3.0FTE from Midlothian Council funding.

Figures from Citizens Advice Scotland show that, for 2015 – 16:

- 39% of enquiries related to debt, 34% to benefits and tax credits, 8% to employment and 4% to housing.

Changeworks:

Changeworks provides detailed statistical quarterly reports to Midlothian Council on the Warm and Well project. In 2015 – 16, Changeworks worked with 125 clients and helped them make significant energy savings (£31.5K, including £1K through installing/ fitting various measures. However, savings through efficiencies and measures installed will repeat for the life of each measure, e.g. a new Gas Central Heating system lifetime equates to 15 years of savings. The figures above only include one year of savings from measure, although a further 14 years will be possible. Carbon emissions are reduced by 9,868kg.

Midlothian Temporary Accommodation Project (MTAP)

This service is provided by Castle Rock/Edinvar Housing Association's Financial Inclusion Service as part of a commissioned service by the councils housing service. The council pays £40,000 pa for advice to those council tenants deemed to be at risk of homelessness. MTAP estimates that this is just under 1000 tenancies, out of a total housing stock of 6,800. This includes people in the various supported accommodations managed by Places for People on behalf of the council. Given the average income gain per customer achieved by the advisers for customers, this seems to be a quality service. However, numbers assisted, and so the total financial gain is small, with only 44 clients in the five months between December 2015 and May 2016. Based on these figures, annual financial gain will be approximately £178,000 pa. Outcomes were evidenced in a reduction in rent arrears through income maximisation and personal budgeting support to occupants".

The review also comments on the wider non-Council funded services identifying their resources and roles.

The review recommendations (published in April 2017) are set out below:

"For the Council's internal services

The Council needs to review all the services it commissions that include financial advice, quantify what it spends on these services, decide the level of financial outputs it gets and fund accordingly. The Council should then consider whether the service can be delivered in house for less cost/ higher outputs. Funding to VOCAL (NHS funding) should be evaluated in the same way.

The Council should review the work of its welfare rights service and agree what other Council services will most benefit from income maximisation input, both for vulnerable clients and for the Council itself and its finances. This needs to include clients of revenues, housing and home care charged services. At present there is

little income maximisation for most Council tenants, for clients of revenues and for people being assessed for home care. It also should include a cost benefit analysis of the welfare rights service's representation role.

There is much good practice in these areas among other Scottish Councils that can easily be adapted to suit Midlothian, including providing advice to Council and other staff by telephone through an 'Advice Line'. At a time of severe financial pressures, the Council needs to consider the 'spend to save' potential of income maximisation. When the review is completed the internal service should aim to deliver £25 per £1 pound spent, up from its present level of £15.50.

There are resource implications for the welfare rights service in taking on extra work, here the Council should note the practice in Angus, and in other Councils, where welfare rights teams are funded internally from user services, e.g. housing services.

For external services funded by the Council

Midlothian Council benefits from some financial advice services at no cost. While this is desirable financially in many ways, the Council needs to find ways to 'quality assure' these services where Council clients are referred onto, e.g. with Christians against Poverty.

External provision of income maximisation and money advice services, at present mainly provided by the two CABx through grant funding, should be tendered. The tender should be based on an output/ outcome specification. This specification should give detailed, challenging targets based on the financial input. The specification should set out recommended payments for money advice, generalist and income maximisation services. It includes a measure to improve geographical advice coverage in Midlothian, which at present is very poor.

Midlothian Financial Inclusion Network (MFIN) should retain its funding. The role it plays in coordinating and improving advice services is unique in Scotland. The Council should work with MFIN to agree a better focus in its Council funded work"

It highlights the following areas of risk around use of resources by the Council from which the "One stop shop" concept has been derived:

"There should be an internal review of what the WR team does in partnership with other parts of the Council, and where the opportunities are to maximise income for clients, and for the Council.

This should include:

The Revenues service. Revenues deals directly with many of the people most at risk of poverty in Midlothian, through claims for Housing Benefit, the Scottish Welfare Fund, Discretionary Housing Payments etc. The service is also in contact with people affected by the Benefits Cap. At present, there seems to be no coordinated partnership working between the services.

The Housing service. Housing buys in income maximisation services from external providers through its commissioning process. At present these services cover only tenants deemed at risk of homelessness. There is no systematic take up among the rest of the tenant population (approx. 6,000 tenancies). Revenues & Housing staffs work together in the same building and jointly discuss common cases, and there are mandatory pre- court requirements for recovery cases that require cross service intervention and support to be demonstrated. The Contact Centre has a formal referral process through Scottish Welfare Fund applicants making a claim, where the Contact Centre as the access gateway to services check for active case engagement to alert those services of potential intervention required to a household.

Note: Take up work in West Lothian among council tenants brings in extra income of about £6M a year for tenants. West Lothian Council has about 13,500 tenancies. Income maximisation work with the 2,000 tenants of Melville Housing bring in more than £500K in extra income for tenants and helps keep rent arrears to 3.2%. Item 8.13

Health and Social Care. People being assessed for home care services by the Council are among the most vulnerable people the council will deal with. Many are elderly and not receiving the means tested and disability benefits they are entitled to. There is a great opportunity to maximise income among this group. There is also potential to increase income to the Council.

Note: In the period 2010 – 2015, income maximisation workers in North Lanarkshire Council helped this group gain £19.88M. The council increased its own income from this by £4.82M (24%). (North Lanarkshire Council presentation to COSLA on Charging for Non Residential Services in December 2015) Note In 2015 – 16 Angus Council helped clients of charged for services gain £1.8M extra income.

Employability services. The value of good financial advice to people considering opportunities to enter training or work is well documented. A standard process for supporting people in transition through training to employment to avoid benefit issues should be established.

Children and Families services do not appear to make a practice of referrals to the Council welfare rights services. There are opportunities here to work more closely on topics such as “healthy start vouchers”, and to develop links with frontline contracted services such as Surestart, internally managed family learning centre staff, early year’s practitioners, out of school care providers’ schools and children’s services social workers.

Drug and Alcohol services (MELDAP) do not appear to make a practice of referrals to the Council welfare rights service, and should consider this as part of their recovery model.

The Welfare Rights service could improve the service they offer other Council staff by operating a telephone advice line for staff and for staff from partner agencies at certain specified times in the week”.

For external services funded by the Council the following risk areas are identified:

“Given the current and future uncertainties about all sources of funding, it is vital that the Council quickly decides what outcomes it wants, and engages with providers such as the CABx as they redesign their services. This is especially important regarding the outreach sessions provided. There is no appetite at present from the two CABx to become one Midlothian wide CAB, and any attempts to engineer this, or to interfere in the internal operations will, in my view, likely to be unsuccessful and counterproductive. However, it is legitimate for the Council as funder to request that they and other potentially funded organisations work together to deliver an area wide, geographically fair, service.

From April 2018 funding for the delivery of income maximisation and money advice services through grant funded services should be subject to satisfying an output/ outcome specification. To enable this more detailed specification, funding should be delivered through a contracting arrangement rather than a grant. The contract specification contains provision for the development of a voluntary sector telephone advice service available to the general public. This is vital to redress the balance in geographical coverage by drop in services, particularly given the Midlothian Community Planning Partnership’s aim of concentrating activity in key areas of deprivation.

This specification should be agreed and developed between Midlothian Council and members of MFIN. The two local CABx should be invited to jointly apply for the funding allocated to deliver the specified elements of advice. The agencies successful in being funded to provide advice should be funded for three years, beginning in April 2018, provided that annual performance meets the defined outcomes.

The implementation of the service being provided by the Salvation Army, commissioned through housing services, (offering site specific provision at Pentland House and Polton Centre (Midfield House)). The commission for this service, should be expanded to include relevant, challenging targets and performance indicators relating to financial outcomes and outputs. The welfare rights service should be involved in defining this.

Other commissioned services for the Council, including previous successful bids, should be scrutinised to determine if there are elements of advice in the service to be provided. If so, costs for this need to be quantified, and appropriate financial indicators/outcomes included.

The funding given to Penicuik CAB by the NHS (the Council's partner in the Integration Joint Board), and to Changeworks by Resources Directorate should be reviewed. The Council should aim to develop outcome based specifications for the services they provide. These services should also be commissioned. Preferably they should be included in the overall outcome based specification.

Services deliver advice with reference to Scottish National Standards levels, and it is likely that funders, including the Scottish Government, will require services to be accredited at the levels they claim to advise to. At present organisations in Midlothian are not accredited. All organisations, working through MFIN, should strive to become accredited to Level 2 in income maximisation and to Level 3 in money advice.

Service providers need to measure, monitor, report on and use for improvement agreed, consistent outcome indicators, measuring their performance by these."

APPENDIX 3 - REVIEW RECOMMENDATIONS SUMMARY AND PROGRESS

Review Recommendation	Progress so far	Recommended next steps
<p>Review all the services currently commissioned by the Council that include financial advice, quantify what is spent on these services, clarify the level of financial outputs it gets and fund accordingly.</p>	<p>Some progress has been made in clarifying statements about 'providing advice' in adult health and care contracts , in that these are general expectations that care providers should assist clients to get good advice on financial issues , rather than detailed contractual expectations with targets for income to be gained per client.</p>	<p>Revise commissioning documents to make clear the expectation on care providers that clients will be referred to the Council 'one stop shop' service to ensure income maximisation, with a reporting requirement to demonstrate that this is taking place, and what the income gains have been.</p>
<p>Consider whether these services can be delivered in house for less cost/ higher outputs. Funding to VOCAL should be evaluated in the same way.</p>	<p>The 'In house' service has demonstrated that it can support commissioned services to re assess client entitlements and correct errors by the St Joseph's pilot piece of work.</p>	<p>Contract values for commissioned services should be adjusted going forward as contracts are renegotiated to allow for enhancement of in house service capacity to deliver further support across this sector.</p>
<p>Agree what other council services will most benefit from income maximisation input. Increasing income maximisation for council tenants, for clients of revenues and for people being assessed for home care</p>	<p>Agree a work programme focussed on use of data systems to target advice to clients.</p>	<p>Work to achieve linkage of Mosaic and Revenues client record systems to flag early warnings of financial distress.</p>
<p>Undertake a cost benefit analysis of the welfare rights service's representation role.</p>	<p>A review of proportion of time spent on representation and level of income gained has been completed. Work with tribunal service to schedule more efficiently has been undertaken.</p> <p>Boundaries on 'unwinnable cases' have been reviewed to improve efficiency, reducing the proportion of time spent by team members on tribunals .</p> <p>The value gained is now recorded and reported regularly.</p> <p>2017/18 April-July, £1,051,431.52 has been gained for 356 people, an increase of 26 referrals over the same</p>	<p>Completed</p>

	period the preceding year £126,588.00 of this was gained through appeals.	Item 8.13
Provide advice to Council and other staff by telephone through an 'Advice Line'.	Welfare Rights team advice line number created, staff team allocated to work part of week in children and families to improve access to colleagues in this service	Established, but with "one stop shop" can be taken further to a multidisciplinary co-located service user centred point of access.
Consider the 'spend to save' potential of income maximisation.	Further data analysis is needed, and this is a further recommended switch placement task for staff formerly employed in the performance section.	Service managers and data system managers support is needed to progress this.
Deliver £25 per £1 pound spent on the internal service, up from its present level of £15.50.	Last figures gathered showed £17.70 achieved per £1 of Council spend (Q2 2017). Given outstanding data to be entered from current caseloads, further progress is expected in the rest of this year	New target to be set.
Council should note the practice in Angus, and in other councils, where welfare rights teams are funded internally from user services, e.g. housing services	No action as yet taken	Requires a Council decision to proceed
External provision of income maximisation and money advice services, at present mainly provided by the two CABx through grant funding, should be tendered. The tender should be based on an output/ outcome specification	Tendering documents await Councillor decision before final preparation.	Requires Council decision to proceed
The specification should set out recommended payments for money advice, generalist & income maximisation services.	In preparation as part of drafting tendering documents.	Requires Council decision to proceed
It should include a measure to improve geographical advice coverage in Midlothian.	In preparation as part of tendering documents.	Requires Council decision to proceed
Midlothian Financial Inclusion Network (MFIN) should retain its funding. The role it plays in coordinating and improving advice services is unique in Scotland. The Council should work with MFIN to agree a better focus in its Council funded work	Discussions are ongoing within MFIN	National standards for advice agencies are being updated by Scottish Legal Aid Board, and MFIN may have a role in developing a Midlothian approach to this.

APPENDIX 4 - OUTLINE OF ONE STOP SHOP PROPOSAL

'One stop shop' Proposal	Item 8.13
<p>With the introduction of universal credit, rent arrears in the council have risen. The Housing Revenue Account Financial Model has been updated to reflect the anticipated increase in rent arrears of £1.5 million per annum, evidence from East Lothian suggests that this may be an underestimate.</p> <p>Concurrently with universal credit roll out , all residents receiving Disability Living Allowance are being transferred to Personal Independence Payments , and a new Scottish Social Security Agency is being created that will in future work alongside DWP and manage disability benefits in Scotland and a range of other specialist benefits , such as funeral costs , baby boxes and Healthy start vouchers .</p> <p>Research evidence confirms that lack of income and debt impacts negatively on affected individuals and families capacity to support their child's learning or take up their own learning or employment, with clear evidence of adverse mental and physical health issues due to stress, depression, anxiety, poor diet or worry about heating the home or maintaining a tenancy affected by lack of income.</p> <p>Evidence is also clear that many service users don't fully understand the child care options available to them or the changes taking place under welfare reform; increased proportions of benefit claimants are being sanctioned for failing to meet new expectations and changing regulations; reassessment through complex systems has seen a reduction in people deemed eligible for benefits associated with disability, with evidence showing that around 40% of these assessments have been incorrect and are revised at appeal.</p> <p>This proposal is to create a Council "one stop shop" advice service. A multi-disciplinary team available to service users, able (with consent) to share information held by the Council across its client databases to really get an understanding of all the factors affecting the service user and to share the delivery of solutions. This will offer individuals and families support to get the most appropriate income maximisation , employability, health, arrears, homelessness , child care services thereby reducing the impact on other parts of the Council .</p> <p>A new venue within Council front facing premises will be required to allow for co-location of the staff involved from across children services, housing, revenues (arrears) , early years , LLE, Welfare rights , Adult Care NHS wellbeing staff on a rotating basis . The aim is a joined-up client facing single service contact point backed by multidisciplinary working supported across the Council and IJB at a managerial level and by better use of data systems to spot and refer early , reducing crisis interventions and including support and training to identify financial issues in front line practices.</p> <p>A core staff team will be complemented by other post-holders operating from this venue on a part time basis from partnering services. The aim is to reduce onward referral of service users from on part of the Council to another, and enable staff to work with better shared understanding around each service users' needs. The core idea of the "team around the service user" is similar to NHS/ Children Services / Education "team around the child "which has proven very successful.</p> <p>The proposal brings together all Council expenditure on advice by ceasing other external contracting except the core funding of CABs 'universal walk in advice services' , which it is proposed concurrently be commissioned as a single service.</p>	