

# Place Performance report

Performance Review and Scrutiny

Tuesday 19 September 2023

Place is where people, location and resources combine to create a sense of identity and purpose. The Place service ambition is to deliver joined-up, collaborative, and participative approaches to services, land and buildings, across all sectors within a place, enabling better outcomes for everyone and increased opportunities for people and communities to shape their own lives.

Item No: 5.5

Place Services encompasses Building Services; Housing Services; Neighbourhood Services; Planning, Sustainable Growth & Investment; Property & Facilities Management; and Protective Services.

## Transformation Blueprint (2023-2028)

As we move into a new post pandemic world, we are committed to building on the learning and new ways of working that were adopted during this time and renew our focus on delivering our key priorities at the most local level possible. Rooted in the creation of a wellbeing economy, the vision of our new 5 year strategy focuses on reducing inequalities at the same time as looking after the health of our planet. Specifically we have three main aims:

- Individuals and communities have improved health and learning outcomes
- No child or household live in poverty
- Significant progress is made towards net zero carbon emissions by 2030

The pandemic has accelerated the financial challenges that we are facing. Reprioritisation and redesign is crucial to balancing the financial position, as well as preparing for further challenges and changes that we will face.

The strategic plan sets out our biggest challenges that need to be addressed over the next five years. We will continue to work to address the inequalities that our communities face, respond to the demands of being one of the fastest growing local authorities in mainland Scotland, and delivering our vision of being a great, green place to grow.

### **Transformation Blueprint Objectives**

1. Support the Council to address the 5 year funding gap of outlined in the MTFs.
2. Follow the Money to ensure that the services we commission, contracts we manage and digital solutions we use deliver value for money.
3. Develop an organisational workforce that is flexible, ensuring the all staff have the necessary skills to work effectively, supported by digital technologies that fit for a 21st century workforce
4. Design a workplace for the future delivering services in a holistic and integrated way.
5. Drive forward multi-agency transformation to deliver systems-level change resulting in joined-up service delivery which improve outcomes

## **Environmental**

Midlothian Council was one of the first local authorities to sign Scotland's Climate Change Declaration, publicly acknowledging the challenges and opportunities that climate change brings with a commitment to make the Council's activities net zero carbon by 2030. Work continues to implement the Council's Climate Change Strategy and focus continues within Place services to achieve future emissions targets. The ambitious strategy sets out how we will reduce our greenhouse gas emissions, encourage and work with others in our community to mitigate and adapt to changing climate. The strategy incorporates an action plan with a number of initiatives and ongoing programmes which together are helping to reduce our emissions and carbon footprint. The annual progress report on Climate Change was last presented to Cabinet at its meeting of 18 October 2022.

Economic Development continues to promote the Midlothian Business Green Pledge. Last year 50 businesses committed to the Pledge and a further 3 this quarter. The team worked with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers

are starting to share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding.

The Scottish Government's Heat in Buildings Strategy (2021) sets out its aims and objectives for achieving net zero emissions within the entire building stock in Scotland by 2045, including addressing poor energy efficiency as a driver of fuel poverty. As part of this Strategy, Local Heat & Energy Efficiency Strategies (LHEES) will set out the long-term plan for decarbonising heat in buildings and improving energy efficiency across an entire local authority area. The Strategies will draw on a standardised methodology to:

- set out how each section of the building stock needs to change to meet national objectives, including achieving zero greenhouse gas emissions in the building sector, and the removal of poor energy efficiency as a driver of fuel poverty;
- identify strategic heat decarbonisation zones, and set out the principal measures for reducing buildings emissions within each zone; and
- prioritise areas for delivery, against national and local priorities.

In conjunction with consultants, Midlothian are now at Stage 4 of the methodology and are currently reviewing the findings and in discussion with key stakeholders regarding the confirmation of data, and identification, review and potential priorities. A LHEES lead officer post has been advertised this quarter.

The annual Capital Works Programme for carriageway resurfacing combined with the Residential streets programme continues this quarter with 3.82km of carriageway resurfaced, representing 0.55% of the total road network. Footpath resurfacing is slightly behind target at 0.26km of footways were resurfaced this quarter (0.03%) however footway schemes currently in progress and programmed should bring progress up to target for next quarter. 417.16 tonnes of material was used this quarter to fill potholes. 233.76 tonnes of material was used for temporary repairs and 183.4 tonnes for pothole pro permanent patching. It is not possible to provide accurate figures on the number of potholes this equates to.

The annual performance report from the Scottish Roads Network commissioner achieved "well managed" performance rating for a second year in a row.

Due to late procurement of the lighting capital contract last year, funding was diverted to the delivery of 1,796 new LED lanterns which were completed this quarter. In addition, 304 lighting column replacements were installed this quarter.

The Circular Economy (Scotland) Bill was published in June. It provides local authorities in Scotland with significant additional powers to tackle misuse and contamination of household kerbside recycling systems, including obligations on householders to *“place the waste for collection in receptacles of a kind and a number specified.”* It also requires local authorities to comply with the Code of Practice (CoP) on household waste, which until now has been voluntary, and provides Scottish Ministers with powers to set recycling and reuse targets for local authorities.

An Options Appraisal was presented to members to determine how best to transform waste and recycling collection services to comply with the Code of Practice, and a funding application will be made to the Zero Waste Scotland Recycling Improvement Fund for the capital costs associated with proposed service changes.

External funding of £20,030 awarded from the Material Focus Electrical Recycling Fund to allow a trial kerbside collection of small electrical appliances and batteries to be introduced.

Six new 12 tonne food waste collection vehicles have recently been delivered, including one funded from the Zero Waste Scotland Recycling Improvement Fund to allow the introduction of this service in rural, and previously excluded areas. A dedicated Project Officer will develop new collection routes during Q2.

The Garden waste service re-started in March with 17,839 customers signed up to the service by the end of quarter 1, totalling 18,840 garden waste bins to be collected. Customer sign ups have reduced by 2.2% compared to the same period last year.

Work continues on our parks and greenspaces with 21 improvements/new facilities completed up to the end of quarter 1 with a further 29 improvements planned for this year. Completed park improvements to date include North Middleton Park, Kings Park, Ironmills Park, Vogrie Country Park, Mayfield Skate Park, Roslin Glen Country Park, Waterfall Park and Auld Gala Park. Works in progression include Burnbrae Primary School play facilities, Millerhill Park loop path and Rosewell and Roslin Asphalt Pump Tracks. Completed green space improvements include work at Rosewell on the Dalkeith to Penicuik walkway, Straiton pond, Roslin gun powder mill, Roslin Walkway and the Miners Memorial at Penicuik.

The Countryside Ranger Service continues to engage with communities and volunteers on various initiatives and events such as the Coronation tree planting volunteer event and various pond dipping sessions. This quarter 1,962 volunteer hours were spent in countryside sites ensuring an attractive, safe and welcoming environment for all to enjoy. School and group ranger led sessions have significantly increased from the same period last year. The Land and Countryside service continues to work with community groups such as the Danderhall Guerrilla gardeners, Dalkeith Guerrilla gardeners, Newtongrange Guerrilla Gardeners and groups in Bonnyrigg, Loanhead, Roslin, Gorebridge, Easthouses, Mayfield, Newtongrange, Cousland and Pathhead. Also the newly formed Penicuik Guerrilla gardeners. In addition, the ranger service completed all 7 countryside site checks and Green flags status bids were submitted for Kings Park and Straiton pond.

Public Health and Environmental Protection implemented the short-term let licensing scheme within the time scales prescribed by Scottish Government. The team have begun to issue licences to applicants this quarter and plans are in place to proactively contact known short-term let hosts to remind them of the deadline for their license application and publicise the scheme further on our social media platforms to increase the number of applications by the 1<sup>st</sup> of October 2023.

Air Quality Progress Reports for 2020-21 and 2021-22 were accepted by Scottish Government and SEPA. Our Air Quality monitoring programme which had been suspended due to resourcing issues has been successfully restarted. Work has now begun on the 2022-23 report.

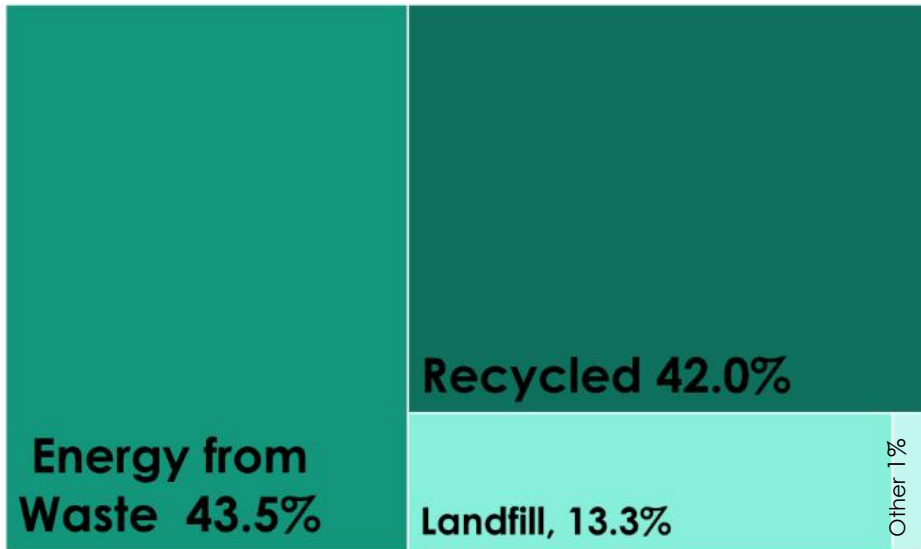
Protective Services: Business Regulations: A 'Food Alert for Action' was issued by Food Standards Scotland regarding the possible distribution of meat from a supplier, with food hygiene, labelling and traceability contraventions. 21 Midlothian food businesses were assessed over a weekend, with none of the food businesses provided with products by the named supplier. In addition, officers in the Food and Safety team secured a voluntary food surrender of American style sweets from a Midlothian retailer. The products were found to be labelled incorrectly with insufficient information on the additives they contained, in non-compliance with Food Standards legislation.

Following Trading Standards involvement, £8,780 has been returned to Midlothian consumers and businesses. This includes refunds as well as repairs and replacement goods.

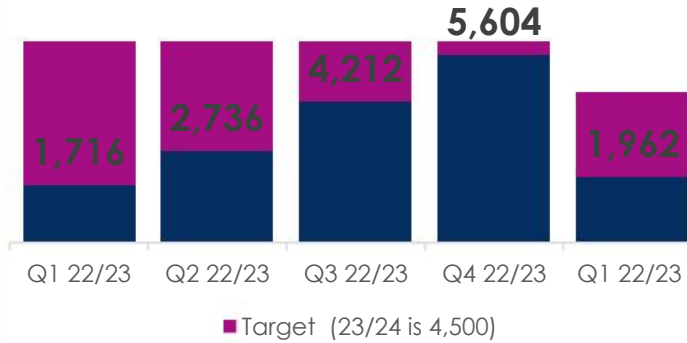
This quarter approximately 1,400 disposable vapes were been seized from 6 shops in Midlothian. The largest seizure was 933. Vapes are seized due to contraventions of the safety law, mainly concerning the maximum quantity of nicotine. In addition, following complaints, under-age sales test purchase of vapes was attempted at two premises with volunteers supplied by West Lothian Council. One shop sold vapes to the under-age volunteers after which fixed penalty notices were issued.

# Neighbourhood Services – performance

## % OF ALL DISPOSED WASTE



## Number of vounteer hours in countryside sites



2

Environmental Green flags submissions made for Kings Park and Straiton pond

21 park and greenspace improvements/new facilities complete up to end of Q1 out of 50 planned

## Number of street lighting columns replaced

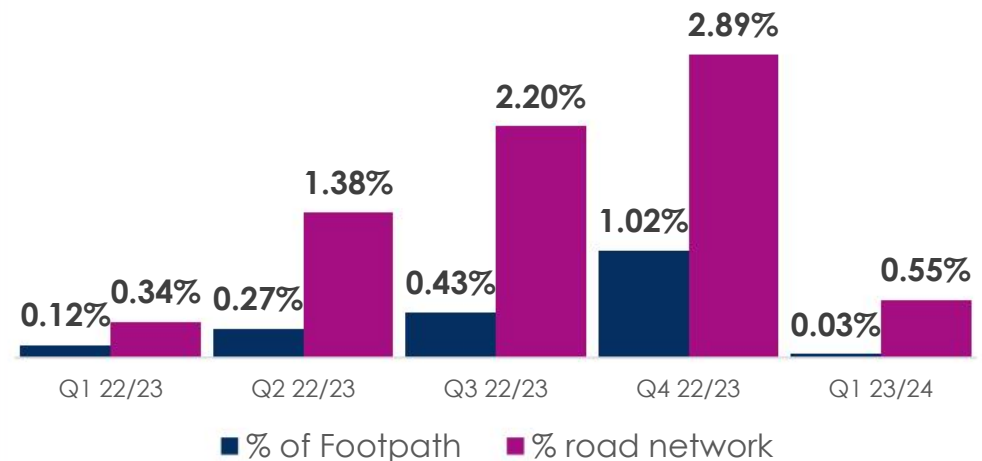


187 tonnes of carbon emissions saved from street lighting this quarter.

417

tonnes of material used to fill temporary and permanent potholes in Q1

## % of Roads and footpath resurfaced



# Protective Services – performance

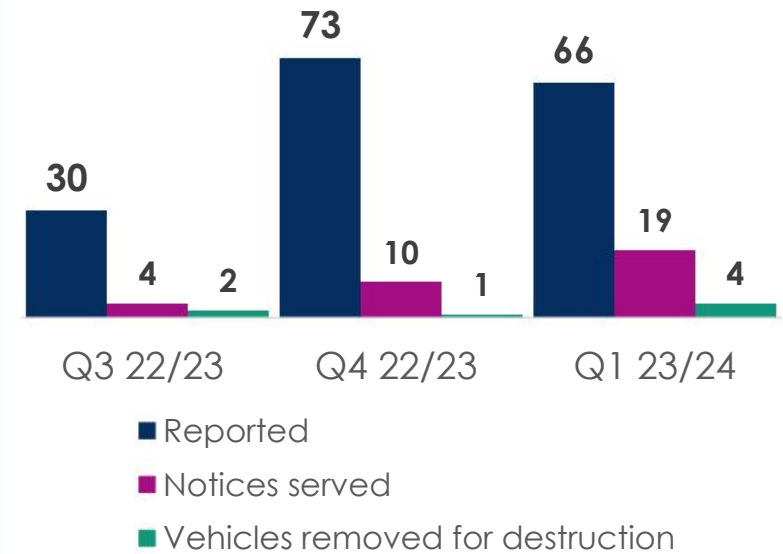
## Food Standards

**87%** of food related service requests from mid residents and Businesses responded to with target of 5 working days

**89%** of Priority 1 and 2 premises receiving completed food law intervention in line with the service plan

**60** food law service requests received this quarter

Number of abandoned vehicles



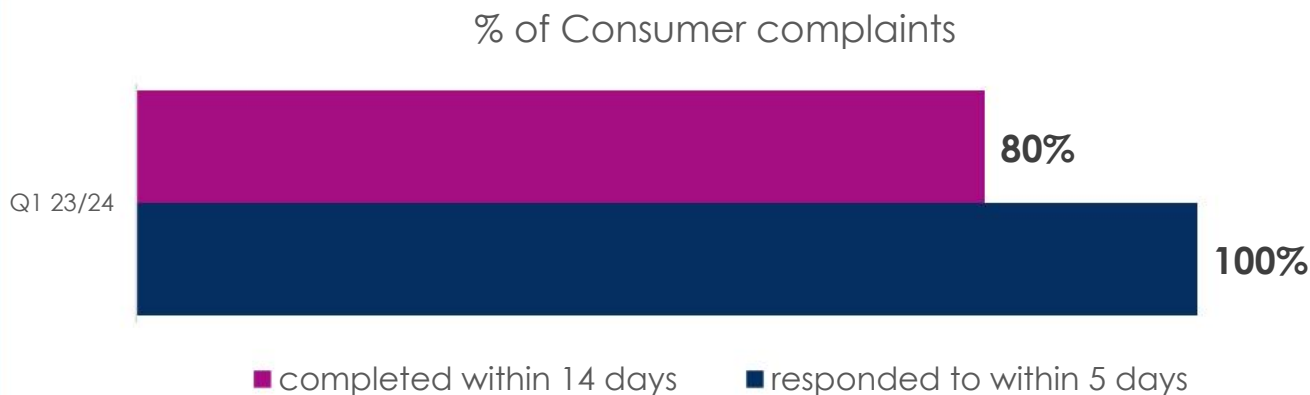
## Public Health

**345** Public Health service requests received from residents and businesses

**52%** of Public health complaints receiving first response within timescale

## Trading Standards

**58** consumer complaints received in Q1



**11%** of businesses registered for tobacco/vapes in Midlothian visited this quarter

**16** interventions carried out where products seized from 6 premises

# Housing

Midlothian Council's updated Rapid Rehousing Transition Plan (RRTP) sets out key actions for delivery this year and addresses the next phase in transforming the services provided to meet housing need. These activities are crucial to reduce the time spent in temporary accommodation, improving the quality of temporary accommodation provided, continue to deliver Housing First and improve the health and wellbeing of those most vulnerable households. The plan also explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need by developing initiatives with an emphasis on the prevention of homelessness, tenancy sustainability and early intervention.

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge will be an increase in homelessness as the financial measures put in place to protect households during the pandemic are now withdrawn, alongside the recent increase in energy, food and fuel costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan. Homelessness is not inevitable and can often be prevented. Our vision is for everyone to have a safe, warm and affordable home that meets their needs. Working with our partners to prevent homelessness from happening in the first place.

On 29 November 2022, the Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022 came into force. This gives people in housing crisis the freedom to settle where they choose with access to the support they need, and aims to help them integrate more fully into the local community and to reduce repeat homelessness. With both of these significant changes to homelessness legislation adding challenges to the service, we continue this quarter to avoid any breaches of the unsuitable accommodation order.

This quarter there is a 3% decrease in the number of live homelessness cases compared to last year due. During 2022/23, 114 households had their temporary accommodation converted to a permanent tenancy, all households who have been in their current accommodation, and accommodation suitable to be converted for over 3 months have been offered the opportunity to do so, leading to a 12% decrease in households in Temporary Accommodation. The Housing team are currently trialling a dedicated member of staff supporting tenants at risk of eviction.



The number of homeless cases provided with advice and assistance this quarter was 448 and prevented from homeless was 114. We continue to promote this service to ensure early successful intervention when possible.

There were 4,714 active housing applicants placed on the Common Housing Register at the end of this reporting period. The total number of lets made to the general needs applicants this quarter was 90 and 55 made to homeless applicants.

Re-let time for permanent properties has increased slightly to 27 days this quarter however remains significantly lower compared to this period last year at 45 days. The length of time homeless applicants waited until receiving a permanent housing outcome has further decreased this quarter to 58 weeks.

The Housing team continue to make good progress on better communications with our housing applicants and tenants. This quarter the team held a successful housing pop up day and have carried out a number of walkabouts throughout Midlothian.

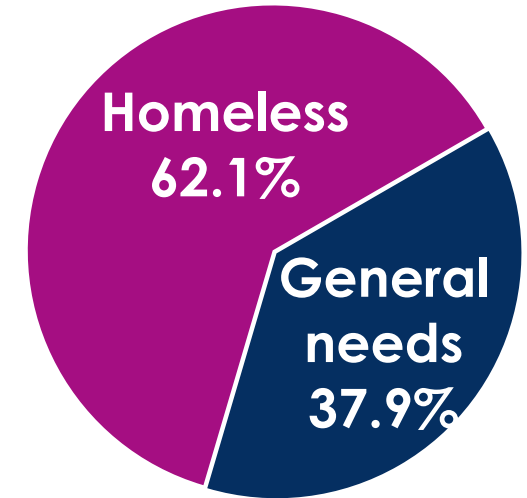
# Housing – performance

**4,714** applicants on housing waiting list (General needs and Homeless)

**41** Lets to new build and open market purchases

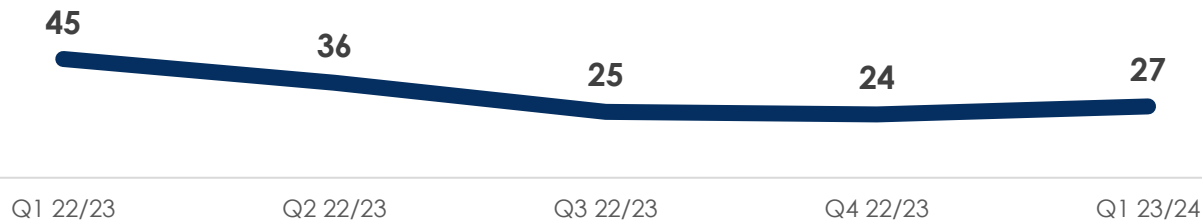
**3** Lets to Housing First applicants

**145** housing lets in Q1

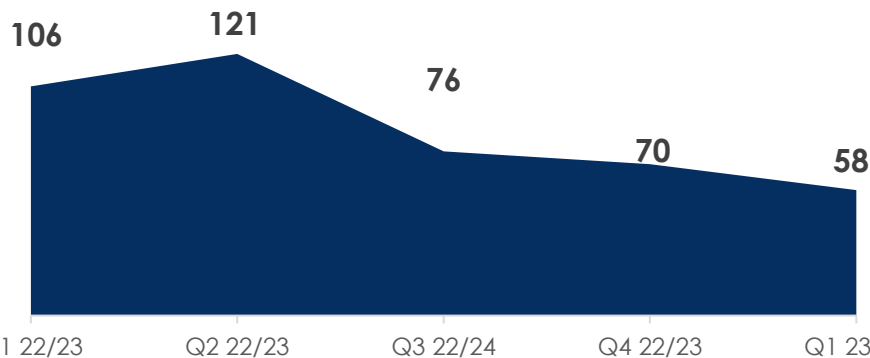


% of lets made to applicants

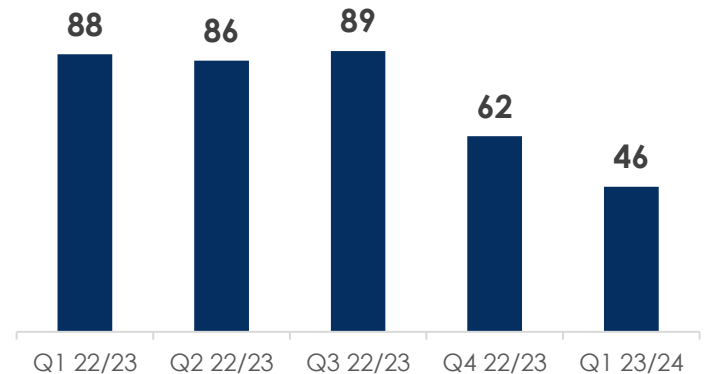
Time taken to re-let permanent accommodation properties (calendar days)



Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome



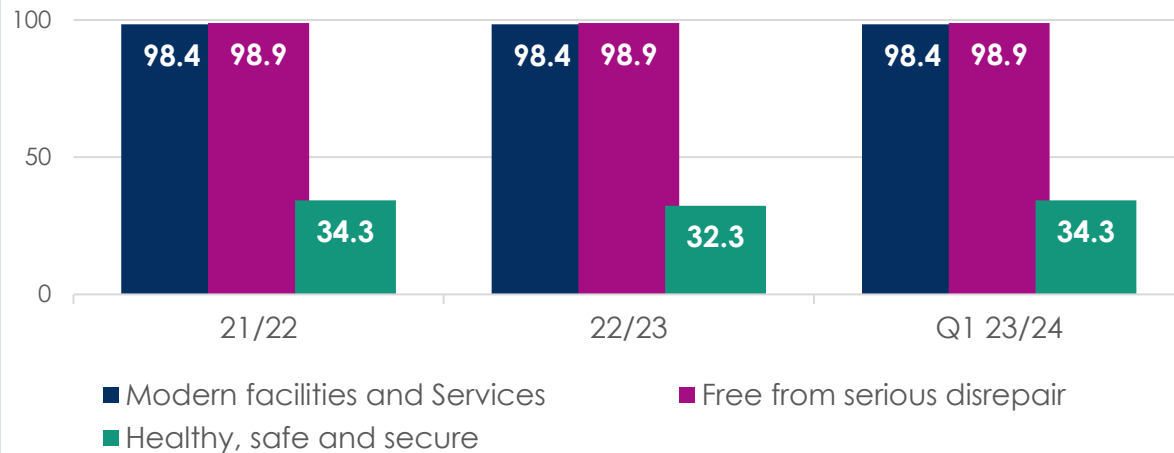
Length of time (weeks) homeless applicants spend in temporary accommodation



**95.9%** of Homeless applicants sustaining a permanent tenancy after 1 year

# Building Services – performance

**% of Council housing meeting Scottish Housing Quality Standards (SHQS)**



Percentage of jobs completed within time is lower than expected due to a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the target date. (E.g. standby work carried out over weekends). As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting.

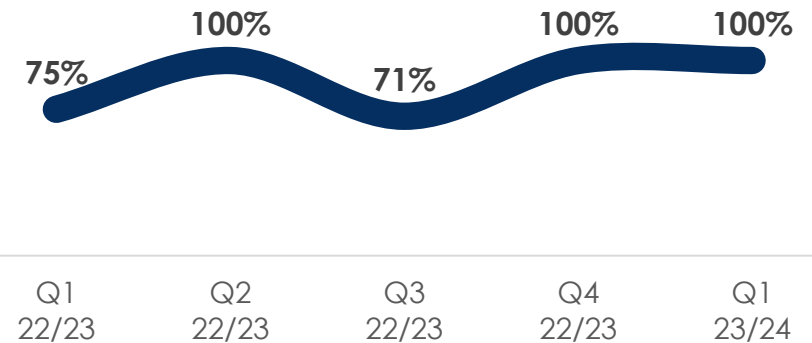
**% of Housing repairs completed on time**



## 19.37 days

Average time taken to complete non-emergency repairs

**% of Building warrant assessments processed within 10 days**



The nationally adopted target for processing warrant is 20 days, Midlothian aim to process all applications in 10 days.

Building standards customer satisfaction rate: **100%** for Q1.

# Economy & Regeneration

Midlothian Council's Economic Renewal Strategy sets out our ambitious approach to managing the transition from lockdown and planning for the longer term challenges the local economy will face. The strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery. A report on EU-Exit impacts and the economy was presented to Council in October and work is ongoing with Ekosgen which will inform the refresh of the Economic Strategy to be presented for approval to Council later in the year.

The Business Gateway team continue to promote localised procurement with clients, encouraging registration with the Supplier Development Programme and Public Contracts Scotland (PCS). We actively encourage businesses to register with the Supplier Development Programme which provides access to free training and support in all aspects of public sector tendering to improve the tender readiness of local suppliers. This quarter 16 new Midlothian businesses were registered with the Supplier Development which is a significant increase compared to a total of 20 during 22/23. The increase could be attributed to increased local engagement through targeted promotion of the national meet the buyer event held Edinburgh.

Working with our Procurement Team, Economic Development continue to identify upcoming procurement opportunities, promoting local procurement opportunities via digital channels and for any that suit a specific business the client is contacted directly. Support via the teams Procurement Mentor is available to clients via the Business Gateway adviser. The team also proactively identify regional and national opportunities that suit our client base on PCS.

Two officers were recruited this quarter via the Shared Prosperity Fund to progress our Community Wealth Building activities. Once appointed, resource will be used to go out into our communities via the Community Planning Partnership and work with procurement to analyse contracts to identify pipeline opportunities, liaising across the team to stimulate the local business/third sector base for access linking into the business associations.

The Business Gateway service continue to promote the social enterprise model to clients where their plans, objectives and values align to the model. Contributing to Community Wealth Building objectives, the team continue to support the projects from Social Enterprise Conversation sessions as they develop. 15 third sector organisations/enterprises were supported this quarter, one business claimed as a start up, 4 are exiting private business owners exploring the model for wellbeing of the workforce or community services and 10 are existing organisations requiring support.

The total number of new Business start-ups this quarter was 24. This should realise a forecasted creation of 39 jobs, with estimated turnover in year 1 of £1.25m.

44 'Planning to Start' enquiries were received this quarter from individuals that are considering setting up a business but need support to achieve this, these clients tend to have numerous sessions with their advisor covering areas such as business planning, access to finance, regularity compliance, routes to market and can take from 3 months to a year to reach the trading stage. To stimulate interest in starting a business the team will be delivering presentations in the community through the Single Midlothian Plan from September 2023. In addition, will provide Enterprise Hubs in community and educational facilities. Work is ongoing with our Library services where advisers will be on-site for drop in support, delivery is scheduled from Q2. In Q1 the team delivered a session at Edinburgh College to students that may consider self-employment on completion of their course.

The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support with 58 property enquires received via the site during Q1, all enquirers contacted by Business Gateway advisors to offer wider support. This quarter, Property and Facilities updated their 'Estates' webpages resulting in an improved general enquires section and introduction of a new GDPR compliant offers invited page, both pages are now on our Locate in Midlothian website.

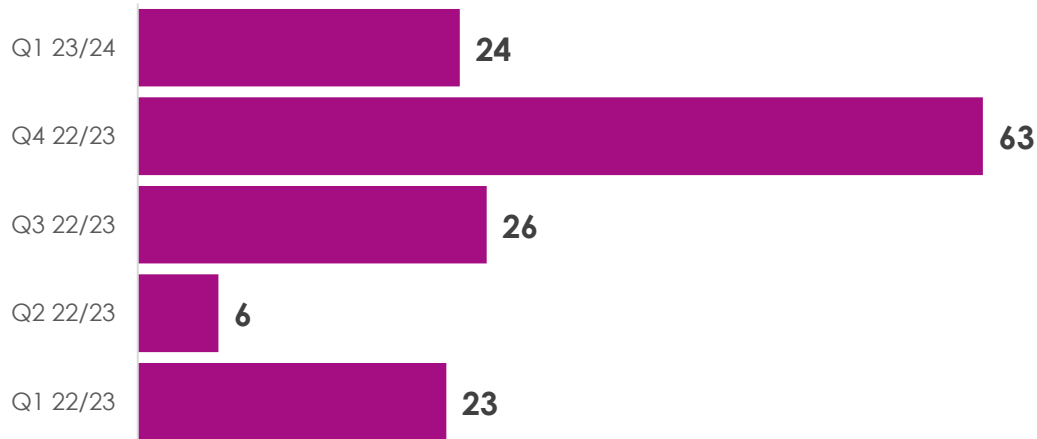
Our Estates team have had continued success in letting a number of properties within the existing PIA estate including two at the recently acquired Hardengreen Industrial Estate. Letting of office space at Hardengreen Business Centre and the newly acquired Hardengreen Business Park. Agreement in principle has been reached with a major retailer for the leasing of a new supermarket unit at Burnbrae in Bonnyrigg. Successful marketing and receipt of offers has been achieved for the former Orchard Centre in Bonnyrigg with Legal Services now instructed to formalise the sale which is subject to agree suspensive conditions.

Following the adoption of the National Planning Framework No.4, this quarter, the planning service has formally commenced its review of the Council's adopted spatial strategy, the Midlothian Local Development Plan 2. The first phase consists of engagement with community groups, key agencies, the development industry, local residents and elected members. This engagement will be ongoing throughout the year.

At its meeting in May 2023, the Planning Committee determined to adopt a Discretionary Charging Charter for its Planning Service introducing fees for providing pre application advice, requests to consider non-material variations, discharging conditions attached to a grant of planning permission and enhanced charges for retrospective planning applications. The Committee also confirmed a Tree Preservation Order to protect eight individual trees and four groups of trees on land at the Kiln, Quarrybank, Cousland and land at Northfield Farm, Cousland.

# Planning, Sustainable Growth & Investment-performance

Number of new Business starts ups



## Social media

**1,503** Locate in Midlothian followers

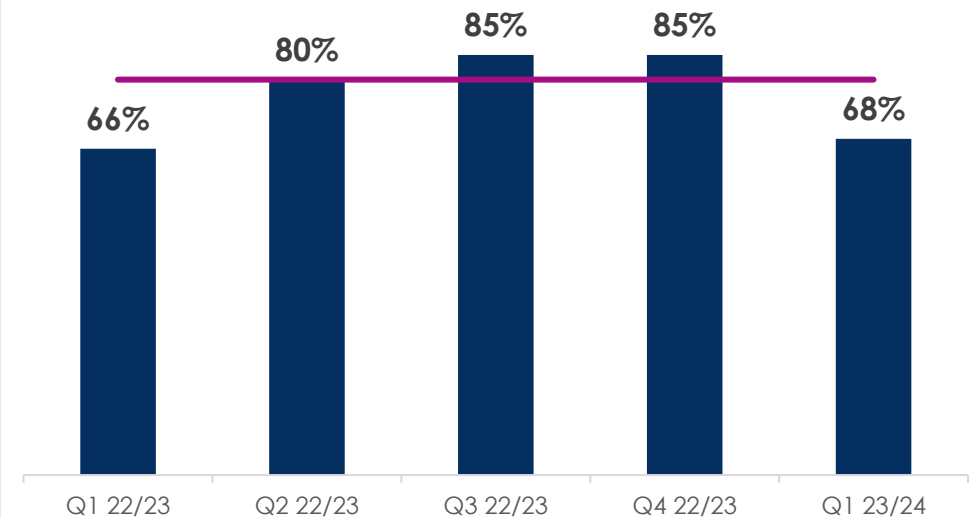
**1,970** Business Gateway followers

**3** Businesses signed up to the Midlothian Business Green Pledge in Q1

**15** Social enterprises supported in Q1

**44** 'Planning to Start' enquires/submissions in Q1

% of planning applications completed within target of 80%



**102.42** weeks

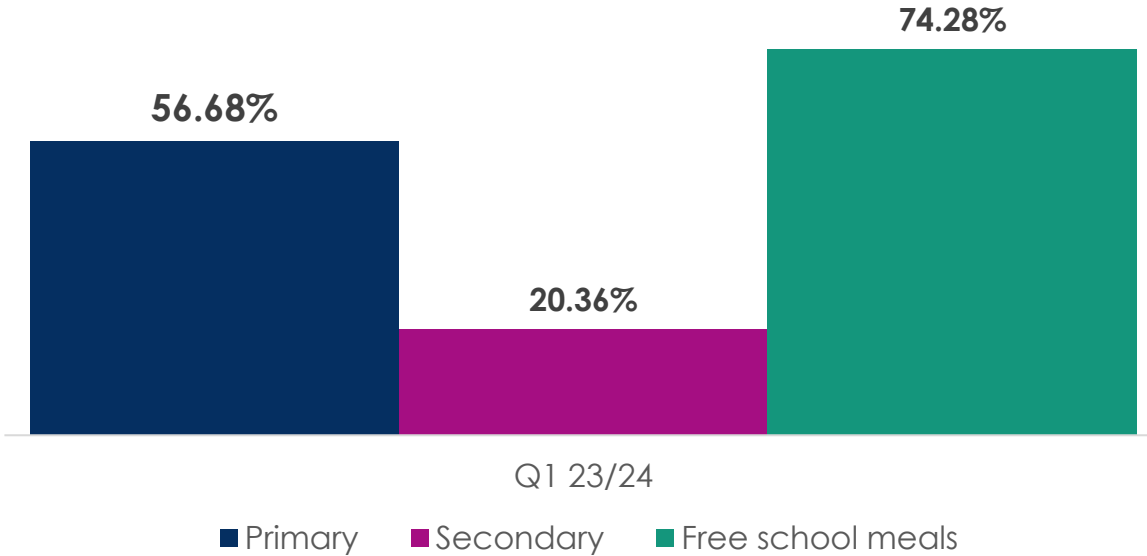
Average time to determine planning applications for **major** developments

**8.61** weeks

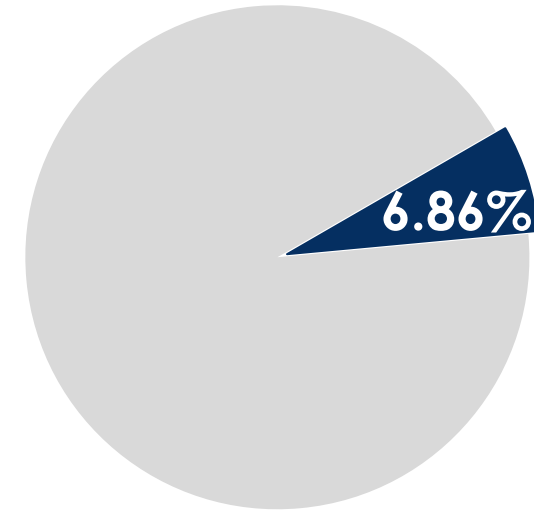
Average time to determine planning applications for **minor** developments

# Property and Facilities – performance

% of school meal uptake



Percentage of school meal food waste Q1



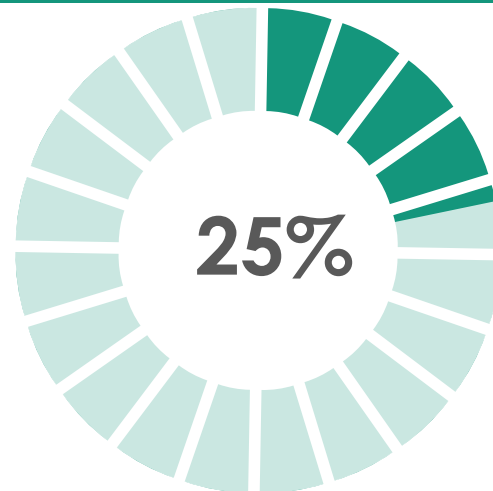
**7.13** nursery and primary meals prepared per hour

**TARGET:** APSE national average 8.84 meals prepared per hour

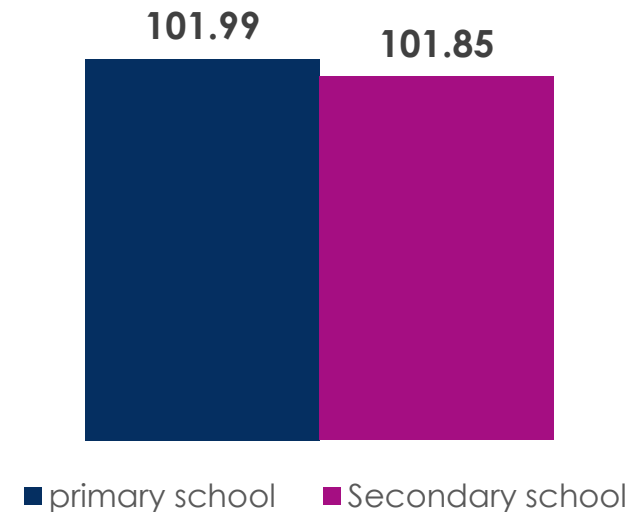
**4.33**

Secondary school meals prepared per hour

% of Local Heat & Energy Efficiency Strategies (LHEES) complete



Percentage of cleaning hours against budgeted hours achieved in Q1





## Capital Investment Programme

As Scotland's fastest growing local authority area, it is critical to delivery that investment in community infrastructure, such as housing, the learning estate, economic investment and green infrastructure, is in the right place at the right time. This will help our communities to live well, live locally and prosper.

How we invest in community infrastructure must also respond to changes in our working and living patterns brought about by the COVID-19 pandemic. Communities need to be able to readily access the services they require. Capital investment is also an opportunity to support our local economy through job creation and skills enhancement, particularly in relation to supporting a transition to a green economy as we invest in sustainable, highly energy efficient buildings.

As a growing Council, we have the opportunity to transform parts of Midlothian in a way that reflects how we live now. We will invest in community infrastructure with a focus on place-making, reducing inequalities, improving economic opportunities and improving education and health and wellbeing outcomes.

The Capital Investment Strategy brings together many strands of the Council's activities to build upon our past successes and drive forward innovation in a co-ordinated and achievable manner for the benefit of Midlothian and its citizens.

The Capital Investment Strategy sits centrally within the Council's future planning activities and in doing so has to reflect the demands of Council services to ensure positive outcomes are achieved in the right place, at the right time for the maximum benefit to Midlothian. The extensive capital programme delivers new schools, a record investment in council housing, improved community infrastructure, investment in the local transport network and innovative developments such as the new low carbon heat network in Shawfair.

To ensure Midlothian is 'building back better', this investment is also creating new jobs, apprenticeship opportunities, opportunities for businesses and communities and families hard-hit by the impact of the pandemic. These new opportunities help lead the way out of the pandemic and towards a better future for Midlothian.

The Education Learning Estate Strategy programme has been developed and is subject to regular review meetings with Education and stakeholders to ensure effective monitoring, reporting and delivery of improvement and expansion of the Education estate including Early Years provision. This currently covers approximately 30 projects at various stages of development.

Midlothian Council is overseeing a significant housing programme. Phase 1, now complete, provided 864 additional houses within Midlothian. The total number of new homes from phase 2, 3 and 4 is currently estimated at 1201, comprising of 489 from phase 2 budget and 712 from phase 3 and 4 budgets. Progress continues with 661 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. This includes the largest Passivhaus programme in Scotland, with 189 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents.

## Challenges and risk

Over recent years, innovative ways of working have been introduced and services adapted at pace to respond to the needs of our citizens, in particular those experiencing the greatest levels of poverty and inequality. Our services are continuing to build on this learning moving forward, harnessing the energy, flexibility and creativity demonstrated by our workforce, to embed a culture of continuous improvement and innovation across Place.

### **Growing Council**

In addition to the financial sustainability challenges, other challenges for Midlothian continue with our recovery from the pandemic, the cost of living crisis, the growing and ageing population and the increasing demand for services that this brings.

Midlothian is consistently projected to have the highest percentage change in population size of all mainland council areas in Scotland. From 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to

a projected increase of 1.8% for Scotland as a whole, with a 40.9% increase in older people over 75. In addition, Midlothian has 10 zones which fall into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland.

This growth creates the opportunity to meet the housing need with 25% of new homes being built in the affordable housing bracket, in addition to the expansion in Council house building. This construction will directly support employment and will see a steady increase in the value of Council Tax income received over time.

The approved Capital Strategy sets out the infrastructure required to meet those demographic pressures and includes the financial contributions Midlothian will make to the Edinburgh and South East Scotland City Region Deal. Encompassing five main themes the City Region Deal will bring significant investment across the regions with total investment of circa £1.3 billion across:

- Research, Development and Innovation: £751 million
- Integrated Regional Employability and Skills: £25 million
- Transport: £156 million
- Culture: £45 million
- Housing: £313 million

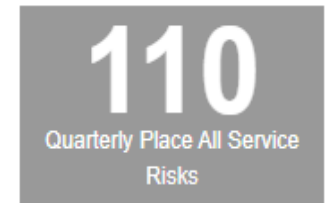
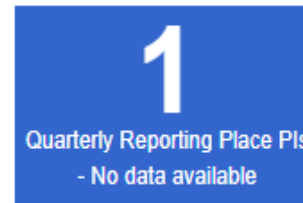
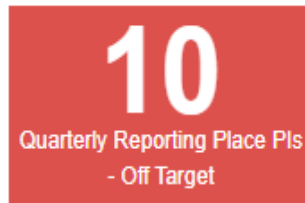
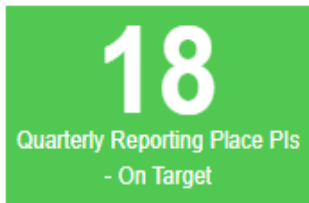
Through the Data Driven Innovation strand the Deal will leverage existing world-class research institutes and commercialisation facilities in order that Easter Bush becomes a global location of Agritech excellence. The Easter Bush project includes significant investment in transport infrastructure along the A701/2 transport corridor. In addition, by improving on-site infrastructure at Easter Bush and transport infrastructure, The University of Edinburgh expects commercial partners will be able to co-locate at scale to commercialise Agritech breakthroughs.

### **Risk**

The Council's Strategic Risk Profile is presented retrospectively to Audit Committee quarterly. The most critical risks to the Council are Financial Sustainability, Climate Change and the Change Programme. Corporate Solutions is key to the delivery of mitigating actions to these risks; through strategic planning and the Medium Term Financial Strategy and driving forward the Council's transformation programme to derive change and redesign services.

# Pentana Performance Dashboard

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



## Quarterly Reporting Place PIs - Off Target

Code & Title	Gauge	Value	Target	History
HSN3 Corporate Indicator - Percentage of the Council's housing stock meeting the S...		34.3%	100%	
PLACE.MPI.01 Performance against revenue budget		£41.601m	£39.977m	
PLACE.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)		86%	90%	
PLACE.MPI.05 % of Service PIs that are on target/ have reached their target. (does ...		88.79%	90%	
PLACE.MPI.07 % of internal/external audit actions progressing on target or complet...		81.67%	90%	
PLACE.P.5.2a Percentage of the Council's housing stock meeting the 'Free from seri...		98.9%	100%	
PLACE.P.5.2c Percentage of the Council's housing stock meeting the 'Healthy, safe ...		34.3%	100%	
PLACE.PLAN.01 Determine 80% of planning applications within target (2 months for...		68%	80%	
PLACE.SPSO.05.2 Percentage of complaints at stage 2 complete within 20 working ...		73.68%	95%	
PLACE.SPSO.05.3 Percentage of complaints escalated and complete within 20 wor...		66.67%	95%	