

Communities and Economy Performance Report 2017/18



Progress in delivery of strategic outcomes

The core aims and responsibilities for the Communities and Economy Service are as follows:

Providing for optimal social, economic and physical environments for our communities.

- Growing the Midlothian economy through supporting new and expanding businesses, attracting inward investment and promoting key employment sectors.
- Acting as a key driver in the development of our most disadvantaged communities.
- Maintaining high standards of public health, consumer confidence and public safety. Progress in 2017/18 can be summarised under four main areas; overall strategy, serving communities, economic development and service development/improvement.

Overall Strategy

- Adoption of the Midlothian Local Development Plan by Council in November 2017.
- Approval of the Local Development Plan Action Programme in February 2018.
- City Deal Heads of Terms signed in July 2017 by the six regional partner Councils and the Scottish and UK Governments.
- Successful Community Planning Day held in November 2017.
- Strategic Development Plan No2 for South East Scotland (SESPLAN) approved for public examination by Scottish Government Reporters.

Serving Communities

- Welfare Rights Service provided a substantial rate of return for claimants (£21 for each £1 of service cost) during a demanding period following rollout of Universal Credit in Midlothian.
- A major food safety incident at a locally based international food manufacturer was successfully managed with no reported adverse impact on the health of the public.
- Contribution to conclusion of the report by the Incident Management Team on the carbon dioxide gas incident at Newbyres Crescent, Gorebridge.
- Successful prosecution of a food business operation found to be extensively in breach of the legislation, resulting in a substantial fine.
- Further consolidation and joint working with East Lothian Council under the term of the Trading Standards Partnership.
- Completion of the Gorebridge Conservation Area Regeneration Scheme which, over its five year programme, has seen grant funding of £755,000 spent on property improvements, training, and community grants.
- Well attended and successful participatory budgeting event in Mayfield.
- Partnership working with Edinburgh University, NHS and the Child Poverty Action Group to look at addressing the cost of the school day and increasing the take up of free school meals.
- Improved social media presence and online resources to ensure Council meets the requirements of the Community Empowerment Act 2015.
- Establishment of a community management assessment group, with a draft asset transfer framework, with 12 notes of interest in community asset transfers received to date.
- Council input at application stage, working with the Rosewell Development Trust, secured £884,000 to contribute to regeneration proposals at Rosewell.
- Council input at application and development stage, working with partners, secured essential significant funding towards the Track 2 Train project at Newtongrange Station.

Economic Development

- High performance of Business Gateway service in exceeding targets for business start-ups and growth: target achieved for number of Midlothian businesses accepted into Scottish Enterprise Account Management.
- EU funded Leader rural development programme on target in release of funding to projects in the Tyne Esk Leader Programme area (East and Midlothian).
- Midlothian Borders Tourism Action Group has delivered a range of measures funded through the Borders Rail Blueprint Fund (£350k): a series of tourist business engagement and innovation events, a new website, data and trends information for the industry and a travel trade development programme to assist businesses: funding of market research to give insights to the tourist industry on rail passenger activity.

- Establishment of an events steering group to provide support to local event organisers.
- First 'Midlothian Heritage Week' held in May 2017, to be repeated in 2018.
- Successful Midlothian Food and Drink Awards event held.
- Funding approved for the development of a Business Improvement District within Dalkeith Town Centre.
- Production of a new high quality promotional video in partnership with Visit Scotland to promote Midlothian as a visitor destination.
- Major food manufacturer successfully encouraged to relocate into Bilston Glen Industrial Estate.
- Master planning work, involving extensive public consultation, undertaken at Newtongrange Town Centre, and at Stobhill: due to report in mid-2018.
- Establishment of the Midlothian Science Zone at Easter Bush.

Service Development and Improvement

- Continued high performance on the handling of planning applications, with 86% determined within the nationally defined target times, this being 6% above the Scottish average.
- Planning Service awarded two national awards at the 'Scottish Awards for Quality in Planning' in November 2017: for the conservation and regeneration work undertaken in Dalkeith, and in partnership with Melville Housing at the Corn Exchange.
- In the review of the Building Standards Verification role undertaken for all Councils across Scotland by Scottish Government, Midlothian was placed in the highest performance group under which it retained exclusive rights to operate in Midlothian until 2023.
- Building Standards service retained its 'Customer Excellence' and 'Investors in People' awards with increased ratings on review.

Emerging Challenges

- Implementation of the Council's agenda for 'Delivering Excellence' and the approved financial strategy across all functions of Communities and Economy.
- Complete a service review of the Economic Development Section.
- Further establish the Trading Standards Partnership with East Lothian Council.
- Action to implement the provisions of the Community Empowerment Act 2015.
- Preparation of a corporate Climate Change Action Plan.
- Complete business cases to enable implementation of projects under the City Deal for the Edinburgh and South East Scotland City Region.
- Action on the master planning and related work towards redevelopment of Mayfield Town Centre.
- Measure to address the impact of the scale and speed of new housing development on infrastructure, most notably roads, public transport, schools/education, health services, and community facilities.
- Retain a focus on town centres, to commence the TH and CARS scheme at Penicuik, implement the provisions of the master plan at Newtongrange, and BiD development at Dalkeith.
- Complete the review of the Midlothian Biodiversity Action Plan.
- Continue to work with partners to tackle the strategic local transport issues at Easter Bush to enable further unconstrained planned development.
- Managing the consequences of changes in the benefits system through Welfare Reform.
- Finalise and implement the terms and operation of a scheme of effective participatory budgeting.
- Service review of the Environmental Health service to implement the Council's Financial Strategy.
- Service review of the Planning service to implement the Council's Financial Strategy.
- Completion of a new Midlothian Economic Development Strategy.
- Promote and secure the provision of small business units.
- Maintain performance levels in Business Gateway.
- Complete allocation of LEADER funding to eligible projects.
- Maintain performance levels in Building Standards.
- Improve performance in the handling of major planning applications.
- Maintain progress in the programme of preparation of supplementary guidance, and planning guidance.
- Action to implement the changes consequent on the review of food safety regulation in Scotland.
- Review of pest control service to maximise income.
- Meeting the demands of requirements of the 2017 Building Standards Performance Framework.
- Responding to impending changes to the Scottish Planning System.
- Dealing with the requirements of the new legislation on Private Water Supply, and Caravan Site Licensing.

Communities and Economy PI summary 2017/18









Outcomes and Customer Feedback

Priority	Indicator	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	49	8	13	18	23		17/18: Data Only				
	Average time in working days to respond to complaints at stage 1	0.38	2.57	2	1.38	6.2		17/18: Off Target Work is ongoing within the service and with Complaints Officer. Information in 18/19 will be checked on a monthly basis.		5	Number of complaints complete at Stage 1	20
											Number of working days for Stage 1 complaints to be Completed	124
	Average time in working days to respond to complaints at stage 2	2	6	6	9	9.33		17/18: On Target Work is ongoing within the service and with Complaints Officer. Information in 18/19 will be checked on a monthly basis.		20	Number of complaints complete at Stage 2	3
											Number of working days for Stage 2 complaints to be Completed	28
	Percentage of complaints at stage 1 complete within 5 working days	79.17 %	85.71 %	66.67 %	62.5 %	55%		17/18: Off Target Work is ongoing within the service and with Complaints Officer. Information in 18/19 will be checked on a monthly basis.		95%	Number of complaints complete at Stage 1	20
											Number of complaints at stage 1 responded to within 5 working days	11
	Percentage of complaints at stage 2 complete within 20 working days	100%	100%	100%	50%	100%		17/18: On Target Work is ongoing within the service and with Complaints Officer. Information in 18/19 will be checked on a monthly basis.		95%	Number of complaints complete at Stage 2	3
											Number of complaints at stage 2 responded to within 20 working days	3



Making the Best Use of our Resources

Priority	Indicator	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£4.378m	£4.394m	£4.157m	£3.908m	N/A		17/18: Finance data will be presented to the Council in June 2018.		£3.968m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.91	1.24	3.63	4.75	6.98		17/18: Off Target Long and mid term absence under review.		4.50	Number of days lost (cumulative)	588.88
											Average number of FTE in service (year to date)	84.38

Corporate Health







Priority	Indicator	2016/ 17	Q1 2017/ 18	Q2 2017/ 18	Q3 2017/ 18	2017/18				Annual Target 2017/ 18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	80%	96.15 %	85.71 %	87.88 %	75.76 %		17/18: Off Target Action plans in place to meet targets		90%	Number of service & corporate priority actions	33
											Number of service & corporate priority actions on tgt/completed	25
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	95%	96%	96%	95%		17/18: On Target		95%	Number received (cumulative)	531
											Number paid within 30 days (cumulative)	505
06. Improve PI performance	% of PIs that are on target/ have reached their target.	67.5 %	86.54 %	83.33 %	78.72 %	52.17 %		17/18: Off Target 39 of 53 Priority indicators on target. Action plans in place to meet targets in 18/19.		90%	Number on tgt/complete	36
											Total number of PI's	69
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	100%	100%	100%	100%		17/18: No high risks		100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0









Improving for the Future











Priority	Indicator	2016/ 17	Q1 2017/ 18	Q2 2017/ 18	Q3 2017/ 18	2017/18				Annual Target 2017/ 18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target	0%	0%	0%	50%	100%		17/18: On Target Work is progressing on the outstanding actions around Developer contributions.		90%	Number of internal/external audit actions on target or complete	2
											Number of internal/external audit actions in progress	2

Communities and Economy Action report 2017/18



Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
M.SG.CE.01.01	01. Promote and implement support for businesses in Midlothian	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar-2018		100%	17/18: Complete Implementation continuing including through Business Gateway, Supplier Development Programme, Regional Selective Assistance, BIDS and tourism initiatives.
M.SG.CE.02.01	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document	31-Mar-2018		100%	17/18: Complete Ongoing projects include tourism destination development, food and drink showcase completed, hotel study completed, website development ongoing. Masterplanning and other projects at Newtongrange and Gorebridge well advanced.
M.SG.CE.03.01	03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2018		100%	17/18: Complete Two Local Action Group meetings were held during this quarter with two projects being assessed and approved. One was the LAG's first cooperation project that required more development work than standard applications require. One already funded project was also subject to a Scottish Government On The Spot inspection and was found to be a good quality project with robust documentation.
CE.S.04.01	04. Maintain progress on the implementation of the Easter Bush Master Plan	Continue to lobby the Scottish Government for urgent transport infrastructure schemes to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2018		100%	17/18: Complete Now part of the adopted Midlothian Local Development Plan (MLDP), and an integral part of the City Deal innovation workstream
CE.S.05.01	05. Fewer people are victims of crime, abuse or harm	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2018		100%	17/18: Complete 100% of workplace incidents (requiring intervention) and service requests were attended to within time. Planned inspection work is ongoing
CE.S.05.02		Deliver the Council's regulatory functions with respect to food safety and standards regulations	31-Mar-2018		100%	17/18: Complete Inspections on target (70% Food Hygiene , 60% Food Standards) Complaints and service requests attended to within time.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.06.02	06. There is a reduction in inequality in health outcomes	Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2018		100%	17/18: Complete The Scotland Excel Framework continues to be used for securing contaminated land consultancy services and reactive work has continued. The peer review process for remediation in terms of development is due for procurement but as a result of long term absence of 2FTE which require resources to be diverted to reactive work during Q4 this has not been progressed further and has been transferred to 2018/19
CE.S.06.04		Support and meet the challenge to drive forward sustainable economic development. Set challenging performance targets for building warrant applications which benefit economic development.	31-Mar-2018		100%	17/18: Complete
CE.S.06.05		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2018		100%	17/18: Complete
CE.S.07.01	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	As part of the Trading Standards Partnership with East Lothian, look at the possibility of database integration.	31-Mar-2018		60%	17/18: Off Target No further progress on integration of the two databases. Further discussion with Digital Services on the possibility and timescale for resolution is dependent upon progress with the East Lothian Partnership.
CE.S.07.02		Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar-2018		100%	17/18: Complete APSE Benchmarking measurements agreed. Local PIs for both authorities to be discussed and agreed for 2018/19 year.
CE.S.07.04		Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2018		100%	17/18: Complete Trading standards continue to gather intelligence and monitor complaints alongside trader spot-checks. Incidences have thankfully been low this quarter, but any complaints the team are made aware of are responded to. Good communication with Police liaison when required.
CE.S.07.05		Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2018		75%	17/18: Off Target Intelligence logging continues to be at a high level (one of the highest in Scotland). However, the number of contacts that could justify being labelled and logged as intelligence did not ultimately reach the estimated target of 400 (based on previous years' contacts). Figure is dependent on information coming into office or discovery by officers.
CE.S.07.06		Trading Standards: Routine risk assessed primary inspections to traders.	31-Mar-2018		100%	17/18: Complete









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.07.07	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2018		100%	17/18: Complete Officers have initiated 2 investigations in Q4, 15 in total this year
CE.S.07.08		Trading Standards: resolution of consumer complaints.	31-Mar-2018		100%	17/18: Complete A high level of completion within 14 days was maintained
CE.S.07.09		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2018		70%	17/18: Off Target Routine visits just met the (20% of registered retailers) target, however no test purchasing has been able to take place. Midlothian is participating in the '#notafavour' campaign, organised by ASH Scotland, the Scottish Government, NHS Boards and Local Authorities. A campaign to raise awareness of the dangers (and illegality) of proxy sales of tobacco to under 18s – usually where adults supply to or buy cigarettes for under 18s. Posters and cards were and will continue to be distributed to public offices, medical centres etc.
CE.S.07.10		Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2018		80%	17/18: Off Target Call blocker project arrangements are ongoing, but no other safety initiatives in Q4
CE.S.09.02	09. Delivering excellence	Implement Delivering Excellence across the service	31-Mar-2018		100%	17/18: Complete Service reviews are on target, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.
CE.S.09.03		Complete a service review of Economic Development and Communities functions	31-Mar-2018		80%	17/18: Off Target Revised Programme On Target. Review of the Communities function is part of the overall business transformation workstream of Services with Communities. A separate review of the Economic development function is in progress and expected to complete in Q1 2018/19
CE.S.09.04		Develop further customer service accreditation in the regulatory and development services	31-Mar-2018		66%	17/18: Off Target No progress until Council 'Delivering Excellence' programme is further advanced.
CE.S.09.05		Review the operation of the Business Gateway service	31-Mar-2018		100%	17/18: Complete As part of review of Economic Development function, although unlikely to be materially affected as it is externally funded.
CE.S.09.06		Work with partner authorities to achieve a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2018		100%	17/18: Complete City Deal Heads of Terms signed on 20/07/17 by the UK and Scottish Governments, and the six constituent Councils. A further major programme of work on the detail of the Deal is due to complete by 30/06/18.
CE.S.09.07		Implement the outcome of the service review of Business Transformation, Performance and Scrutiny	31-Mar-2018		100%	17/18: Complete Review complete, new teams in place August 2017.















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar-2018	✓	100%	17/18: Complete Midlothian is now a full service Universal Credit area and the transfer of people on Disability Living Allowance to Personal Independence Payment continues putting a noticeable increase on the demands to the Council's Welfare Rights Service
CE.S.12.01	12. Midlothian is an attractive place to live, work and invest in	Draft a Local Biodiversity Action Plan which through its implementation seeks to raise the profile of biodiversity issues in Midlothian.	31-Mar-2018	✓	100%	17/18: Complete The Local Biodiversity Action Plan (LBAP) has been drafted and is subject to consultation with our biodiversity partners. The Council's biodiversity partners have requested an extended period of time to respond to the consultation – agreeing the extension of time request has resulted in a delay in reporting the LBAP to elected members.
CE.S.12.02		To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2018	✓	100%	17/18: Complete 86% of planning applications have been determined within target.
CE.S.12.04		Complete preparation of a corporate climate change action plan	31-Mar-2018	✗	40%	17/18: Off Target The Climate Change Plan has not been drafted because of other work priorities.
CE.S.12.05		Investment and actions in town centres	31-Mar-2018	✓	100%	17/18: Complete The Gorebridge town centre CARS project has been implemented with £755,000 of grant funding being spent on over 20 project properties, training events and community events. A phase 2 bid has been submitted for the Penicuik Heritage project which if successful could secure £2.58m of external funding towards town centre improvements. 5 high priority buildings, 14 medium priority buildings and 20 reserve buildings have been identified for improvement. The adoption of the MLDP advances planning policies to protect and enhance Midlothian's town centres
CE.S.12.06		Manage the CO2 gas ingress to properties in the Newbyres Avenue area of Gorebridge	31-Mar-2018	✓	100%	17/18: Complete Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.
CE.S.13.01	13. Identify and develop participatory budget programmes	Deliver participatory budgeting process in target areas 'Food Glorious Food'	31-Mar-2018	✓	100%	17/18: Complete 48k distributed to 34 community projects in the three targeted areas ranging from £230 to £3000 per project. £10k match funding secured from NHS Lothian. 650 local residents attended community events, with 473 votes cast. Our evaluation with support from the Scottish Community Development Centre demonstrated a very successful process. Evaluation structure in place with NHS Lothian health specialists to evaluate local impact of projects on reducing food related inequalities









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.13.02	13. Identify and develop participatory budget programmes	Develop and implement new participatory budget model for elected members Environmental Grants	31-Mar-2018		75%	17/18: Off Target Matter remains under consideration.
CE.S.13.03		Develop child poverty action plan with CPP partners that demonstrates increased investment in reducing child poverty and tackling disadvantage - as a requirement of the Child Poverty Act	31-Mar-2018		100%	17/18: Complete Plan will need to continually evolve, to reflect the statutory reporting guidance of the Child Poverty Act. This guidance has not yet been published. £2,310,000 secured mostly through Pupil Equity Funding and the Community Choices Fund. Successful project being completed with 4 schools, and 7 more progressed for April-June 2018.













Communities and Economy PI Report 2017/18





Service Priorities











PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.01.01b	01. Promote and implement support for businesses in Midlothian	Number of account managed businesses accepted by Scottish Enterprise (cumulative)	1	1	1	2	2			17/18: On Target	2	
BS.SG.CE.2.1a	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)	100	34	63	80	202			17/18: Data Only		
CE.S.02.01a		Number of new businesses locating in Borders Rail Corridor (cumulative)	New for 17/18	34	45	62	80			17/18: Off Target The Borders Rail Line corridor in Midlothian comprises Gorebridge, Newtongrange, Eskbank, Mayfield, Dalkeith, Cousland, Shawfair, Bonnyrigg, Rosewell and Lasswade. All new business starts in these areas have been included. There are no new inward investors but all new business starts are also new businesses locating in the Borders Rail Corridor.	100	
M.SG.CE.02.01b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor (cumulative)	51	6	6	9	9			17/18: Data Only This is individual businesses supported via specialised tourism advisor as opposed to businesses engaged in wider tourism activities		















PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.02.0 1d	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of inward investment/ indigenous enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)	49	18	25	28	34			17/18: Data Only		
BS.SG.CE.3.1 a	03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas	Number of LEADER projects funded (cumulative)	10	6	7	9	16			17/18: Data Only There has been good progress on this allocation of EU funding to support the rural economy.		
CE.S.03.01a		Amount of leader funding allocated	New for 17/18	£376,848	£1,227,309	£1,330,339	£1,330,339			17/18: On Target	£1,026,967	Total LEADER programme is c. £3.4m over period 2015-2020
M.SG.CE.03.0 1b		Number of businesses participating in LEADER application process by submitting an Expression of Interest (cumulative)	13	6	10	14	20			17/18: On Target	20	
M.SG.CE.03.0 1c		Number of new jobs created through LEADER (cumulative)	1	2	2	2	3			17/18: On Target	3	
M.SG.CE.03.0 1d		Number of training opportunities created through LEADER (cumulative)	0	0	0	0	0			17/18: Data Only		
CE.S.04.01a	04. Maintain progress on the implementation of the Easter Bush Master Plan	Number of meetings of the Easter Bush Development Board and progress on outcomes and actions (cumulative)	3	1	1	1	2			17/18: On Target	2	










PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.05.01a	05. Fewer people are victims of crime, abuse or harm	Carry out Health and Safety interventions. Reducing Violence in the workplace, reduce risk of scalding and care and control of risk around warehouses.	2	1	1	3	3			17/18: On Target The third campaign concerning the safety of activities around warehouses is approximately 50% complete (20 workplaces inspected). A number of businesses have improved their safety practices and physical facilities following our interventions. No formal action has been required against duty holders to date with most premises being found to be generally compliant.	3	
CE.S.05.02a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	80%	81.2%	81%	81%			17/18: Off Target Broad compliance = 81% This is significant step towards reaching the challenging set target. This is a "point in time" indicator and the improvement may not be indicative of a longer term trend.	84%	
CE.S.05.06a		Number of professional dog walkers registered under the Commercial Dog Walkers Registration Scheme	New for 17/18	0%	0%	0%	0%			17/18: Off Target The proposal for a Commercial dog walkers Registration Scheme is to re-presented to Cabinet in 18/19 for consideration. If approved the proposed scheme of implementation will commence.	100%	
CE.S.05.07a		Percentage of residential sites licensed	New for 17/18	100%	100%	100%	100%			17/18: On Target 100% of sites requiring a licence are currently licensed. Work is ongoing to bring our sites into line with the requirements of the new licensing regime which comes into force in May 2019. All 4 sites have been engaged with and inspections of 2 carried out.	100%	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.02c	06. There is a reduction in inequality in health outcomes	Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports - particular emphasis on quality and reporting times		80%	80%	80%	80%			17/18: Off Target The peer review process for remediation in terms of development is due for procurement but is on hold as a result of long term absence of 2FTE during Q4, which required remaining resources to be diverted to reactive work. Requires to be transferred to 2018/19.	100%	
CE.S.06.04a		Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days	95%	86%	88%	100%	100%			17/18: On Target	80%	
CE.S.06.04b		Undertake annual focus group meetings with local architects	100%	Annual Measure			100%			17/18: On Target	100%	
CE.S.06.04c		Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	25%	50%	75%	100%			17/18: On Target	100%	
CE.S.06.05a		Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	90.9	93.8	93.8	92.6	92.5			17/18: On Target	85	
CE.S.06.07a	06. There is a reduction in inequality in health outcomes	Introduce a scheme to secure common repairs on private sector or mixed tenure residential property and make it available to private sector owners	New for 17/18	25%	50%	66%	66%			17/18: Off Target As a result of long term absence of 2FTE during Q4 which resulted in remaining resources being diverted to reactive work this has not been completed and requires to be transferred to 2018/19	100%	













PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.08a		Convene a joint working group with relevant LA services including Development Management, Building Standards, Transportation, Environmental Health	New for 17/18	25%	50%	50%	66%			17/18: Off Target As a result of long term absence of 2FTE during Q4 this has not been completed and requires to be transferred to 2018/19. However the Air Quality report was submitted to and accepted by Scottish Government	100%	
CE.S.07.01b	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Focus on recruitment - % of staff appointed in Trading Standards.	New for 17/18	10%	20%	50%	80%			17/18: Off Target The Midlothian team has a long term vacancy for an Enforcement Officer and it has been agreed that this post should be recruited to, but initial focus will be on the East Lothian (Partnership Council) team's vacancies. In addition, the Scot. Govt. has allocated money to all LAs for the recruitment of officers to focus on Tobacco/NVP (e-cigarette) enforcement. The Midlothian Trading Standards team has secured 50% of the allocated funding and it is hoped the East Lothian team will be allocated likewise – this would enable the partnership to aim at recruiting one person as an Enforcement Officer, to operate across both authorities. The second Enforcement Officer in East Lothian retired in August and their Principal TSO then retired in September, 2017. Vacancies remain at East Lothian, with filling subject to East Lothian Council decisions.	100%	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.07.01c	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Level of integrated practices achieved in Trading Standards (Mid and East Lothian Partnership)	New for 17/18	20%	50%	75%	100%			17/18: On Target Some cross-boundary work and/or mentoring, has now been carried out, in the areas of Animal Health, Weights and Measures and Fireworks.	100%	
CE.S.07.02a		Trading Standards Partnership: The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators	100%	25%	50%	75%	75%			17/18: Off Target Dependent upon further progress with the partnership.	100%	
CE.S.07.04a		Trading Standards: Number of active interventions. Target is an estimate of the number of investigations likely to be undertaken, based on action in 2015/16	128	35	77	111	140			17/18: On Target	120	
CE.S.07.05a		Trading Standards: Number of Memex logs made. Expected in excess of 350 for the year, based on current performance	477	107	184	271	365			17/18: Off Target Due to increase in co-ordinated work between Midlothian and East Lothian the number of Memex logs created has decreased in our area.	400	
CE.S.07.06a		Trading Standards: Number of primary inspections conducted	189	31	56	75	153			17/18: On Target	125	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.07.07a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: Number of criminal investigations instigated	21	6	11	12	16			17/18: On Target	15	
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days	86.6%	91.6%	86.7%	84.7%	88%			17/18: On Target	85%	
CE.S.07.09a		Trading Standards: Percentage of tobacco retailers visited annually.	49.59%	1.6%	7.9%	7.9%	19.7%			17/18: Off Target Progress in 2018/19 expected if use of Scottish Government targetted tobacco enforcement is approved by East Lothian Council under the terms of the Partnership.	20%	
CE.S.07.10a		Trading Standards: Participation in safety initiatives	9	0	2	4	4			17/18: Off Target Due to other priorities.	6	
CE.S.09.02a	09. Delivering excellence	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	New for 17/18	1	1	2	2			17/18: On Target Number of reviews reduced from 3 to 2 during 17/18. Economic development review to conclude in Summer 2018.	2	
CE.S.09.02b		Extent of savings achieved (cumulative)	New for 17/18	£270,000.00	£270,000.00	£270,000.00	£270,000.00			17/18: Data Only Savings of £270k Performance/Business transformation/Quality and scrutiny		
CE.S.09.03a		Completion of review of Economic Development and Communities functions	New for 17/18	25%	50%	75%	85%			17/18: Off Target A review of the Communities function is part of the overall business transformation workstream of Services with Communities. Economic development review to complete in Summer 2018.	100%	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.09.04a	09. Delivering excellence	Consolidation of Building Standards status Application for Customer Excellence in at least one other function	New for 17/18	0	0	0	0			17/18: Off Target Not progressed due to priority work on "Delivering Excellence"	1	
CE.S.09.05a		Completion of review of Business Gateway service	New for 17/18	25%	50%	75%	85%			17/18: Off Target Part of review of Economic Development	100%	
CE.S.09.06a		Achieve City Deal Status	New for 17/18	95%	100%	100%	100%			17/18: On Target	100%	
CE.S.09.06b		Extent of direct City Deal investment in Midlothian	New for 17/18	N/A	N/A	N/A	N/A			17/18: Not available Amount of investment unknown until detailed City Deal programme has been approved.		
CE.S.09.06c		Extent of indirect City Deal investment in Midlothian	New for 17/18	N/A	N/A	N/A	N/A			17/18: Not available Amount of investment unknown until detailed City Deal programme has been approved.		
CE.S.10.01d	10. Poverty levels in Midlothian overall are below the Scottish average	Return on Investment for clients of Welfare Rights Service	New for 17/18	N/A	£18	£21	£22			17/18: On Target Figures for 17/18 showed £21.80 gained for every £1 spent on Midlothian Welfare rights service.	£20	
CE.S.10.02a		Implement the actions in the review of the Rights and Advice service	New for 17/18	25%	50%	75%	85%			17/18: Off Target The internal and external review of Advice Services is to be considered as part of a wider assessment in the context of the Council's financial strategy.	100%	
CE.S.11.04a	11. Citizens are engaged with service development and delivery	Number of Community Councils who adhere to the revised Scheme.	New for 17/18	16	16	16	16			17/18: On Target	16	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.11.04b	11. Citizens are engaged with service development and delivery	Number of Community Councils who receive training on the Community Empowerment Act.	New for 17/18	0	11	13	13			17/18: Off Target Due to limited capacity issues.	16	
CE.S.11.05b		Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	44	17	24	40	52			17/18: On Target	42	
CE.S.11.06a		Deliver a community action plan in each of the three areas.	New for 17/18	0	3	3	3			17/18: On Target Also convened Community Management Assessment group. 12 active Expressions of Interest.	3	
CE.S.11.07a		Simplified grants form	New for 17/18	25%	100%	100%	100%			17/18: On Target	100%	
CE.S.11.07b		Streamlined monitoring of the grants process/programme.	New for 17/18	25%	100%	100%	100%			17/18: On Target	100%	
CE.S.11.08a		Provide a guide, webpage, leaflet and bespoke local support for asset transfers.	New for 17/18	25%	50%	100%	100%			17/18: On Target Also convened Community Management Assessment group. 12 active Expressions of Interest.	100%	
CE.S.11.09a		Provide advice, support opportunities for the Community Planning Partnership Board to engage with local community groups.	New for 17/18	0	5	10	14			17/18: On Target But uptake limited	10	
CE.S.12.01b	12. Midlothian is an attractive place to live, work and invest in	Carry out consultation with stakeholders in relation to biodiversity action plan	New for 17/18	Yes	Yes	Yes	Yes			17/18: On Target The Local Biodiversity Action Plan (LBAP) has been drafted and is subject to consultation with our biodiversity partners.	Yes	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.12.02a	12. Midlothian is an attractive place to live, work and invest in	The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	81%	96%	91%	93%	86%			17/18: On Target The performance of 86% exceeds the nationally set target of 80% and last year's performance of 81%.	80%	78% of planning applications were determined within target in 2015/16.
CE.S.12.03a		Complete adoption of Midlothian Local Development Plan (MLDP)	Annual Measure				100%			17/18: On Target The MLDP was adopted by the Council at its meeting in November 2017.	100%	
CE.S.12.04a		Climate Change action plan prepared	New for 17/18	25%	50%	75%	75%			17/18: Off Target The Climate Change Plan has not been drafted because of other work priorities.	100%	
CE.S.12.05a		Conclude the CARS scheme in Gorebridge in accordance with the allocated budget.	Annual Measure				Yes			17/18: On Target The Gorebridge town centre CARS project has been implemented with £755,000 of grant funding being spent on over 20 project properties, training events and community events	Yes	
CE.S.12.05b		Complete submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding at Penicuik	New for 17/18	25%	50%	75%	100%			17/18: On Target A phase 2 bid has been submitted for the Penicuik Heritage project which if successful could secure £2.58m of external funding towards town centre improvements.	100%	
CE.S.12.06a		Full attention at all times to monitoring of gas levels at site in the Newbyres Avenue area of Gorebridge, with any necessary action being taken timeously	New for 17/18	Yes	Yes	Yes	Yes			17/18: On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will	Yes	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
										be shared with the private sector owners.		
CE.S.13.01a	13. Identify and develop participatory budget programmes	Deliver and evaluate 3 participatory budget projects as part of the Food Glorious Food programme.	New for 17/18	3	3	3	3			17/18: On Target	3	
CE.S.13.01b		Distribute £48k to projects that will promote access to affordable, high quality food in the priority areas.	New for 17/18	£48,000	£48,000	£48,000	£48,000			17/18: On Target	£48,000	
CE.S.13.02a		Develop and Implement a new participatory budget model for £180k Environmental Funds which reflects international best practice. Demonstrate increasing levels of community engagement in each participatory budgeting programme.	Annual Measure				No			17/18: On Target This was discussed at Council in December 2017 and deferred for further consideration.	Yes	
CE.S.13.03a		Child poverty action plan produced and approved. Demonstrate that (circa. £3million) additional investment has improved the lives of children experiencing poverty.	Annual Measure				100%			17/18: On Target Complete Plan will need to continually evolve, to reflect the statutory reporting guidance of the Child Poverty Act. This guidance has not yet been published. £2,310,000 secured mostly through Pupil Equity Funding and the Community Choices Fund.	100%	

Published Local Government Benchmarking Framework - Communities and Economy



Economic Development and Planning

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	New for 12/13		8%	6.83%	12.33%	8.57%	15.47%	16/17 Rank 9 (Second Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).
ECON2	Cost of Planning per Application	£3,765.74	£3,606.37	£4,145.05	£4,672.05	£4,744.68	£3,879.10	£4,982.63	16/17 Rank 23 (Third Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 19 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)	New for 12/13		26.3 weeks	54.9 weeks	9.9 weeks	7.9 weeks	8.4 weeks	16/17 Rank 11 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 16 (Second Quartile).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	New for 13/14			23.14	22.73	19.91	18.62	16/17 Rank 14 (Second Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 8 (Top Quartile)

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	New for 12/13		£4,273.50	£4,368.36	£8,189.31	£6,362.28	£5,642.70	16/17 Rank 16 (Second Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 28 (Bottom Quartile).
ENV5b	Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)	New for 12/13		£8,855.65	£13,282.17	£8,606.89	£9,715.07	£10,190.72	16/17 Rank 5 (TOP Quartile). 15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).