

Communities and Economy Q3 Performance Report 2016/17



Progress in delivery of strategic outcomes

Overall Strategy

- Commencement of examination by Scottish Government Reporters into the Midlothian Local Development Plan
- Further input to the preparation of the Edinburgh and South East Scotland Region City Deal bid to the Scottish Government and UK Governments.

Serving Communities

- In Q3 the Planning Service secured approximately £5m in developer contributions towards new education provision, infrastructure, play provision, Borders Rail Line and town centre improvements.
- Participation in a Scottish wide project with Food Standards Scotland and another nine local authorities to review comprehensively the way in which food businesses are risk rated.
- Joint working by Trading Standards, Environmental Health and the Police to secure the arrest and charges under the relevant legislation of mobile fish sellers, with court hearing pending.
- Council decision to undertake participatory budgeting in accordance with the provisions of the Community Empowerment Act and related guidance.

Economic Development

- Approval of first tranche of LEADER programme Projects
- Appointment of Project Co-ordinator to progress the Easter Bush Business Improvement District proposals.
- Approval of a range of Midlothian based project funding applications to the Borders Railway Blueprint Leaders Group.

Service Development and Improvement

- Midlothian's Learning and Development in its Communities received a very good rating, its best ever, following inspection by Education Scotland.

Emerging Challenges

Overall Strategy

- Securing genuine engagement across the Community Planning Partnership to achieve tangible outcomes arising from the Single Midlothian Plan.
- Complete statutory stages to adoption of Midlothian Local Development Plan.
- Working with five partner Councils to conclude preparation of Strategic Development Plan (SESplan) No.2.
- Collaboration with five partner Councils to secure a City Deal for the Edinburgh City Region; to include proposals that meet the expectations of Midlothian in the areas of infrastructure, housing, skills and innovation.

Serving Communities

- Building the capacity of Community Councils and third sector groups to engage fully in community planning and neighbourhood planning work to achieve demonstrable outcomes for their communities.
- Mitigate the impact of welfare reform.
- Deliver on health and safety, and food safety responsibilities and tackle underage sales of tobacco.
- Review the climate change and biodiversity agenda for Midlothian.
- Dealing with an increased prevalence of pests of public health significance.
- Managing changes in the enforcement of animal feedstuffs legislation.
- Managing mines gas ingress to residential properties in Gorebridge
- Managing requirements arising from introduction of new Scottish Landlord Registration system.
- Enforcement of new Smoking Prohibition (Children in Motor Vehicles) (Scotland) Act 2016

Economic Development

- Continue to maximise the medium and long term economic benefits of the Borders Railway.
- Ensure a strong start to the EU funded rural development LEADER programme.
- Maintain a focus on promoting town centres.
- Continue to support and promote further science based development at Easter Bush; and lead in seeking to address infrastructure (especially transport) constraints.
- Managing the consequences of the BREXIT decision in terms of business confidence, inward investment and EU funding programmes.

Service Development and Improvement

- Implementation of 'Delivering Excellence' by driving further improvements in the development and regulatory services.
- Completion of review of Communities and Economic Development services.
- Review of the Business Gateway service as part of a new programme from August 2016.
- Consolidate the rollout of e-Building Standards.
- Meeting the challenges of the outcome of the current Scottish Government's Strategic Review of Trading Standards in Scotland.

Communities and Economy PI summary

Outcomes and Customer Feedback

Priority	Indicator	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	44	32	26	47			Q3 16/17: Some issues were identified within the system which meant that the accuracy of the complaints data was not reliable. A data cleansing exercise is being undertaken. As a result no quarter three data has been included and work is ongoing to rectify this.				



Making the Best Use of our Resources

Priority	Indicator	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 4.235 m	£ 4.721 m	£ 4.613 m	£ 4.810 m	£ 4.842 m		Q3 16/17: Off Target				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.12	3.99	1.23	2.77	5.50		Q3 16/17: Off Target Long and mid term absence under review.		4.50	Number of days lost (cumulative)	518.07
											Average number of FTE in service (year to date)	94.16







Corporate Health










Priority	Indicator	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	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	90.48 %	92.86 %	100%	94.29 %	94.29 %		Q3 16/17: On Target		90%	Number of service & corporate priority actions	35
											Number of service & corporate priority actions on tgt/completed	33
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	97%	94%	96%	96%		Q3 16/17: On Target		92%	Number received (cumulative)	334
											Number paid within 30 days (cumulative)	322
06. Improve PI performance	% of PIs that are on target/ have reached their target.	83.33 %	83.33 %	75.68 %	68.29 %	70.73 %		Q3 16/17: Off Target 29 from 41. Progressing towards target for Q4		90%	Number on tgt/ tgt achieved	29
											Number of PI's	41
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	0%	100%	100%	100%		Q3 16/17: On Target There were no risks graded as high		100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0












Improving for the Future










Priority	Indicator	2015/ 16	Q3 2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/17				Annual Target 2016/ 17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	68.75 %	0%	16.67 %	12.5 %	11.11 %		Q2 16/17: Off Target Actions in place to complete outstanding audit actions.		90%	Number of on target actions	1
											Number of outstanding actions	9

Communities and Economy Action report

Service Priority Actions						
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-2017		75%	Q3 16/17: On Target Providing Business Gateway Service. Borders Rail projects. Business Loans Scotland ready to start. Broadband project being rolled out.
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-2017		100%	Q3 16/17: Complete Various tourism, inward investment and infrastructure projects in progress.
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-2017		100%	Q3 16/17: Complete
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-2017		90%	Q3 16/17: On Target
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-2017		66%	Q3 16/17: On Target 2 intervention campaigns have been completed. All high risk inspections, incidents and complaints investigated. Further intervention planning delayed due to PF investigation
CE.S.05.02		Deliver the Council's regulatory functions with respect to food safety and standards regulations	31-Mar-2017		69%	Q3 16/17: On Target Broad compliance = 82% Food A= on target - 100% for Q3 Food B= 84% (3 premises = 16% off target for Q3) Food C+D =71% Q3 (11 premises = 29% off target for) preparation of 1 PF report required resources to be diverted.













Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.05.03	05. Fewer people are victims of crime, abuse or harm	Review the guidance available to organisers produced by Env Health in relation to events safety management	31-Mar-2017		75%	Q3 16/17: On Target Environmental Health has reviewed its guidance and provided an amended version for inclusion in a corporate document being drawn together by Risk, Safety and Civil Contingencies
CE.S.05.04		Protect and improve public health with regards to liquor and gambling	31-Mar-2017		75%	Q3 16/17: On Target Inspection programmes have been prepared and implemented.
CE.S.05.05		Deliver the Council's regulatory functions with respect to water quality regulations	31-Mar-2017		100%	Q3 16/17: Complete Statutory responsibility to sample all Type A supplies. 100% have been sampled.
CE.S.06.01	06. There is a reduction in inequality in health outcomes	Protecting public health by improving standards and safety in private rented housing	31-Mar-2017		50%	Q3 16/17: Off Target Limited progress was made during Q2 due to staff involvement in major incident in Gorebridge.
CE.S.06.02		Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2017		75%	Q3 16/17: On Target The next priority sites for investigation have been identified and the Coal Authority has been appointed to undertake and oversee the remediation works for the first site. Works are due to commence week beginning 23 January 2017 and scheduled to take approximately 7 weeks to complete.
CE.S.06.03		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	31-Mar-2017		100%	Q3 16/17: Complete Completed in Q2
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-2017		75%	Q3 16/17: On Target
CE.S.06.05		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2017		75%	Q3 16/17: On Target
CE.S.06.06		Prepare protocol for liaison between Building Standards, Environmental Health and Development Management to achieve benefits in the handling of applications relating to energy performance requirements, environmental reviews and public safety at events.	31-Mar-2017		75%	Q3 16/17: On Target















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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-2017		15%	Q3 16/17: On Target No discussions yet with IT.
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-2017		50%	Q3 16/17: On Target Proposed Performance Measures to be discussed with both authorities' Performance and Planning Officers with a view to the Partnership adopting these measures
CE.S.07.03		A proportion of East Lothian Trading Standards staff to work part of the week from Fairfield House.	31-Mar-2017		10%	Q3 16/17: Off Target Due to staffing issues in the East team and annual leave, this has not been maintained.
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-2017		75%	Q3 16/17: On Target Officers conducted further enforcement work regarding at least seven other traders and their doorstep calling practices. To arrange for posters warning about doorstep crime and rogue traders, to be displayed in the community.
CE.S.07.05		Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2017		75%	Q3 16/17: On Target
CE.S.07.06		Trading Standards: Routine risk assessed primary inspections to traders.	31-Mar-2017		77%	Q3 16/17: On Target
CE.S.07.07		Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2017		75%	Q3 16/17: On Target
CE.S.07.08		Trading Standards: resolution of consumer complaints.	31-Mar-2017		75%	Q3 16/17: On Target
CE.S.07.09		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2017		90%	Q3 16/17: On Target Test purchasing carried out in November. Twelve premises visited. Four sales. Six fixed penalty notices issued.
CE.S.07.10		Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2017		75%	Q3 16/17: On Target Participated in joint safety information stand at Penicuik Town Hall. Fireworks Test Purchasing carried out – 4 visits, with 1 sale. Seller is being reported to the PF for the offence of selling to a person under the age of 18. In terms of general consumer safety – all registered fireworks retailers were visited prior to Guy Fawkes for the annual inspection of their storage facilities and procedures.
CE.S.08.01	08. Performance improvement	Drive performance across Council and Community Planning Partnership – self evaluation	31-Mar-2017		75%	Q3 16/17: On Target Performance team bedding in and providing support on performance reporting across the Council. No customer satisfaction survey completed this quarter but planned for Q4









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.08.02	08. Performance improvement	Improve use of performance information at all levels	31-Mar-2017		75%	Q3 16/17: On Target No new team plans created this quarter. 10 team plans use at management meetings.
CE.S.09.01	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Convert existing team post into traineeship.	31-Mar-2017		100%	Q3 16/17: Complete Completed during Q1
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar-2017		75%	Q3 16/17: On Target 68% tribunals attended were successful Financial Gain £235,917.41
CE.S.11.01	11. Citizens are engaged with service development and delivery	Implement Community Development as part of Community Learning and Development action plan	31-Mar-2017		60%	Q3 16/17: On Target Three targets that are now unachievable are not included. In December 2016 Education Scotland's Inspection concluded that are Learning and Development in Midlothian is "very good".
CE.S.11.02		Implement improvements from neighbourhood plan review	31-Mar-2017		75%	Q3 16/17: On Target
CE.S.11.03		Build capacity of Community Councils and third sector groups	31-Mar-2017		75%	Q3 16/17: On Target
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-2017		10%	Q3 16/17: Off Target The Local Biodiversity Action Plan (LBAP) has not been drafted to date. Other work commitments have resulted in this work being delayed. Work has commenced and LBAP will be drafted in Q4.
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-2017		75%	Q3 16/17: On Target 81% of planning applications have been determined within target.
M.SG.CE.10.01		Submit the Proposed Midlothian Local Development Plan (MLDP) to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination	31-Mar-2017		100%	Q3 16/17: Complete Completed in Q2









Communities and Economy PI Report













Service Priority Performance Indicators










PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.01.0 1b	01. Promote and implement support for businesses in Midlothian	Number of account managed businesses accepted by Scottish Enterprise	New for 16/17		0	0	0			Q3 16/17: Off Target 4 applications in progress	2	
M.SG.CE.01.0 1c		Number of business related training workshops held	New for 16/17		11	32	50			Q3 16/17: On Target 18 for Q3	30	
M.SG.CE.01.0 1a		Number of new Business Start Ups assisted (cumulative)	173		8	26	77			Q3 16/17: Off Target Action plan in place to reach target	200	
M.SG.CE.02.0 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)	New for 16/17		7	19	55			Q3 16/17: Data Only 36 for Q3		
M.SG.CE.02.0 1b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor	New for 16/17		16	23	45			Q3 16/17: Data Only 22 for Q3		
M.SG.CE.02.0 1c		Hectareage take up of economic land in Midlothian area of Borders Rail Line corridor	New for 16/17		0	0	0			Q3 16/17: Data Only Several projects in the pipeline in the Shawfair area – not to be counted until complete.		

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	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)	New for 16/17		14	36	43			Q3 16/17: Data Only 7 for Q3		
M.SG.CE.03.0 1a	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas	Number of LEADER projects funded	New for 16/17		0	0	5			Q3 16/17: Data Only 1 fell through shortly after award so only 5 live projects now.		
M.SG.CE.03.0 1b		Number of businesses participating in LEADER application process by submitting an Expression of Interest	New for 16/17		0	2	11			Q3 16/17: Data Only 9 businesses in Q3		
M.SG.CE.03.0 1c		Number of new jobs created through LEADER	New for 16/17		0	0	0			Q3 16/17: Data Only		
M.SG.CE.03.0 1d		Number of training opportunities created through LEADER	New for 16/17		0	0	0			Q3 16/17: 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.	2	1	1	1	3			Q3 16/17: On Target	2	
CE.S.05.01a	05. Fewer people are victims of crime, abuse or harm	Carry out Health and Safety interventions within the year. Reducing Violence in the workplace, reduce risk of scalding and care and control of risk around warehouses .	New for 16/17		1	1	2			Q3 16/17: On Target Actual campaigns have been completed, safety in private nurseries and control of scalding in care homes. Warehouse campaign under development	3	

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.05.02a	05. Fewer people are victims of crime, abuse or harm	Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	81.1%	81.8%	80%	80%	82%			Q3 16/17: Off Target A notable 2% improvement was achieved in Q3. 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.05.05a		Percentage of private water supplies sampled in accordance with the Council's sampling programme which are broadly compliant with water quality regulations.	81.1%		100%	80%	56%			Q3 16/17: Data Only High number of Type B supply failures in Q3. All tested Type A supplies (larger or commercial supplies) were found to be satisfactory. Advice has been given regarding improving failed Type B supplies and in relation to grants available towards improvement. Boil Water Notices also issued.		
CE.S.05.03a		Guidance reviewed and made available to event organisers and via the Council website	New for 16/17		75%	75%	100%			Q3 16/17: Complete	100%	
CE.S.05.04a		Develop targeted inspection programme in relation to licensed premises and gambling establishments	New for 16/17		50%	50%	100%			Q3 16/17: On Target Targeted inspection programmes are complete.	100%	










PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.05.04b	05. Fewer people are victims of crime, abuse or harm	Conduct inspection programme in relation to licensed premises with emphasis on protecting and improving public health and protecting children from harm	New for 16/17		22%	25%	50%			Q3 16/17: Data Only Joint programme of inspection currently being undertaken by Council's LSO and licensing police.		
CE.S.05.04c		Conduct inspection programme in relation to gambling establishments with emphasis on protecting vulnerable persons	New for 16/17		N/A	N/A	50%			Q3 16/17: Data Only Inspection programme was devised during Q1 and Q2, with initial inspections of all premises to be undertaken during Q3 and Q4.		
CE.S.06.01a	06. There is a reduction in inequality in health outcomes	Review policies re private rented housing inc. interdepartmental and agency working to ensure properties in private residential sector meet statutory requirements are in good repair, safe, landlords are fit and proper persons	New for 16/17		25%	25%	50%			Q3 16/17: Off Target Due to resources, particularly in Q2 being diverted to deal with incident in Gorebridge	100%	
CE.S.06.01b		Develop a procedure to assess housing conditions for people with disabilities to ensure compliance with the Tolerable Standard, particularly in relation to electrical safety, insulation and water quality.	New for 16/17			10%	25%			Q3 16/17: Off Target Due to resources, particularly in Q2 being diverted to deal with incident in Gorebridge. Initial discussions have taken place with Social Work in terms of the logistics of visiting and assessing properties requiring disabled adaptation work in terms of the meeting the Tolerable Standard and in relation to facilitating the implementation of any works required.	100%	









PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.02a	06. There is a reduction in inequality in health outcomes	Review and update contaminated land strategy including re-prioritisation of sites	New for 16/17		5%	10%	75%			Q3 16/17: On Target Completed in draft form.	100%	
CE.S.06.02b		Undertake Site Investigations in accordance with contaminated land strategy	New for 16/17		0	0	1			Q3 16/17: Off Target The annual target relates to 4 sites which were previously categorised as 'category 1 sites'. Following re-assessment of the desk top studies, two of the sites have been re-categorised as category 2 (lower risk) sites, whilst another site (presenting an urgent risk to public health) has been promoted to a category 1 site. Investigatory work has been undertaken in relation to the highest priority category 1 site, with remedial work due to commence in January 2017.	4	
CE.S.06.03a		Further development of e-building standards (to meet Scottish Government target launch date)	Yes	Yes	Yes	Yes	Yes			Q3 16/17: Complete This was complete in Q2	Yes	
CE.S.06.04a		Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days	New for 16/17		100%	90%	95%			Q3 16/17: On Target	80%	
CE.S.06.04b		Undertake annual focus group meetings with local architects	New for 16/17		50%	50%	75%			Q3 16/17: On Target	100%	
CE.S.06.04c		Undertake annual one to one meetings with major developers currently constructing within Midlothian. (100% by April 17)	New for 16/17		25%	50%	75%			Q3 16/17: On Target	100%	

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.05a	06. There is a reduction in inequality in health outcomes	Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	New for 16/17		91.7	91.4	88			Q3 16/17: On Target	85	
CE.S.06.06a		Have in place a performance management system which enables the recording, tracking and analysis of all associated workload allocation against risk and development complexity.	New for 16/17		25%	50%	100%			Q3 16/17: Complete	100%	
CE.S.07.01a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	How do both authorities Trading Standards services working practices differ and how easily can integration take place	New for 16/17		10%	15%	20%			Q3 16/17: Off Target Discussions yet to be held with IT on possibility of database integration.	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	New for 16/17		5%	10%	50%			Q3 16/17: Off Target Data was collated and furnished to APSE.	100%	
CE.S.07.03a		Trading Standards Partnership: The level of regular working from Fairfield House as base	New for 16/17		5%	3%	0%			Q3 16/17: Off Target Unable to be maintained due to staffing issues and annual leave.	25%	

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.07.04a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	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	New for 16/17		17	51	90			Q3 16/17: On Target In December, as part of Operation Arwen, Trading Standards Officers and Env. Health Officers attended an incident where the police had caught fish sellers operating from a van. Intelligence had informed that fish sellers from the North East of England had been operating in Midlothian and had been using aggressive practices to sell fish at inflated prices. Five males were subsequently arrested by the police and charged with Trading Standards CPR offences, released on police bail and told not to return to work in Midlothian. Court hearing pending.	35	
CE.S.07.05a		Trading Standards: Number of Memex logs made. We would expect in excess of 350 for the year, based on current performance.	New for 16/17		115	224	341			Q3 16/17: On Target 117 for Q3	350	
CE.S.07.06a		Trading Standards: Number of primary inspections conducted	New for 16/17		38	58	96			Q3 16/17: On Target	125	
CE.S.07.07a		Trading Standards: Number of criminal investigations instigated	New for 16/17		4	9	17			Q3 16/17: On Target 6 investigations instigated for Q3	10	
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days	New for 16/17		86.3%	90.2%	84.7%			Q3 16/17: On Target	80%	

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.07.09a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: Percentage of tobacco retailers visited annually.	21%	11.1%	14.8%	6.6%	8.3%			Q3 16/17: On Target	10%	
CE.S.07.10a		Trading Standards: Participation in safety initiatives	New for 16/17		0	2	6			Q3 16/17: On Target	3	
CE.S.08.01a	08. Performance improvement	% of managers who feedback on increased/improved support from performance team	New for 16/17			94%	N/A			Q3 16/17: Data Only No survey completed in Q3		
CE.S.08.02a		Reduce the number of indicators used at strategic and operational level	New for 16/17		N/A	N/A	N/A			Q3 16/17: Data Only Analysis finalised in Q4		
CE.S.08.02b		Number of key indicators relating to improvement actions rather than mainstream business	New for 16/17		9	9	9			Q3 16/17: Data Only This year's data will provide baseline for future performance		
CE.S.08.02c		Increased use of operational indicators in management meetings to track performance	New for 16/17		10	10	10			Q3 16/17: Data Only This year's data will provide baseline for future performance.		
CE.S.09.01a	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of young people employed on traineeship	New for 16/17		1	1	1			Q3 16/17: On Target	1	
CE.S.10.01a	10. Poverty levels in Midlothian overall are below the Scottish average	Number of Welfare Claim tribunals attended	New for 16/17		38	61	105			Q3 16/17: On Target	124	
CE.S.10.01b		Number of Welfare Rights referrals received	New for 16/17		180	314	549			Q3 16/17: On Target	600	

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.11.01a	11. Citizens are engaged with service development and delivery	Deliver the 20 capacity building actions identified in the Communities Team contribution to the CLD (Community Learning and Development) Regulations	New for 16/17		4	7	12			Q3 16/17: Off Target Some currently undeliverable including: 1: Participation requests, awaiting government guidance 2: Financial gain, data not available till September 17 3: Third Centre Hub in Dalkeith dependent on property – looking unlikely	20	
CE.S.11.02a		Complete all 16 Neighbourhood Plans and agree a schedule of review	New for 16/17		15	15	15			Q3 16/17: On Target Final plan for Moorfoot in development	16	
CE.S.11.02b		Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	New for 16/17		11	22	33			Q3 16/17: On Target	45	
CE.S.11.03a		All 16 geographic Community Councils and the Federation of Community Councils to adopt the revised constitutions	New for 16/17		3	8	13			Q3 16/17: On Target	17	
CE.S.12.01a	12. Midlothian is an attractive place to live, work and invest in	When a Local Biodiversity Action Plan has been drafted and a programme of action has been identified	New for 16/17		10%	10%	10%			Q3 16/17: Off Target The Local Biodiversity Action Plan (LBAP) has not been drafted to date. Other work commitments have resulted in this work being delayed. Work has commenced and LBAP will be drafted in Q4.	100%	N/A
CE.S.12.02a		The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	New for 16/17		80%	80%	81%			Q3 16/17: On Target 81% of planning applications have been determined within target.	80%	78% of planning applications were determined within target in 2015/16.

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.10.0 1a	12. Midlothian is an attractive place to live, work and invest in	When the MLDP has been submitted to the Scottish Government. The MLDP is the Council's spatial strategy and provides certainty to businesses and residents	New for 16/17		No	Yes	Yes			Q3 16/17: Complete Completed during Q2	Yes	N/A
BS.CE.01	13. Balanced Scorecard Quarterly Indicator	Number of neighbourhood plans completed	15	15	15	15	15			Q3 16/17: On Target 15 of the 16 Neighbourhood Profiles complete, final plan in development.	16	
BS.MC.SPSO. 01		Total number of complaints received (cumulative)	4,756	2,998	1,730	3,215	4,531			Q3 16/17: Data Only Increased number of complaints continues in Q3. Across the Council service have seen an increase in complaints ranging from 0.03% through to 1.53% of an increase. One reason could be that a more responsive Website makes it easier for customers to raise their complaints.		
CORP5b2	14. Local Government Benchmarking Framework Quarterly Indicator	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site (LGBF)	2.72 hours			1.00 hours	7.50 hours			Q3 16/17: Response time has increased following cessation of the dedicated night time noise service.		15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (Top Quartile).

Local Government Benchmarking Framework - Communities and Economy



Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
CORP5b2	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site (LGBF)	55.90 hours	22.10 hours	25.23 hours	1.83 hours	0.65 hours	2.72 hours	15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (Top Quartile).

Economic Development and Planning

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)			8%	6.83%	12.33%	9%	15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
ENV5a	Cost of Trading standards per 1,000 population. (LGBF)			£4,273	£4,368	£8,189	£6,362	15/16 Rank 17 (Third Quartile). 14/15 Rank 27 (Bottom Quartile).
ENV5b	Cost of environmental health per 1,000 population. (LGBF)			£8,855	£13,282	£9,697	£9,715	15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).