

# Communities and Economy Performance Report 2015/16



## 01. Progress in delivery of strategic outcomes

### Overall Strategy

- New three-year Single Midlothian Plan prepared including a new focus on tackling inequalities indicators, informed by major community planning event in October 2015.
- Publication of the Strategic Development Plan for South East Scotland (SESplan) Main Issues Report in Summer 2015.
- Publication of Midlothian Local Development Plan: Proposed Plan in May 2015.
- Collaboration with five neighbouring Councils in preparing a joint regional bid to Scottish and UK Governments for City Deal Status.

### Serving Communities

- Funding secured for participatory budgeting activity in Dalkeith/Woodburn.
- Direct intervention by Welfare Rights Service has resulted in substantial increases in local households receiving correct benefit entitlements.
- Completion and first stage of implementation of Child Poverty Action Plan.
- Four micro-chipping events across Midlothian with some 700 dogs chipped ahead of new legislation coming into force.
- Major planning permissions granted for new housing at North West Penicuik (458 units), Gorebridge (211 units) and Rosewell (290 units), of which a proportion are within the defined 'affordable' category.
- Planning permission granted for the Zero Waste Facility at Millerhill.
- As a consequence of legal planning agreements a further £5 million of developer contribution was received in 2015/16.

### Economic Development

- Extensive promotional activity with the tourism and other business sectors ahead of the opening of the Borders Railway in September 2015.
- Substantial activity to secure long-term economic benefits in Midlothian from the opening of the Borders Railway, through the appointment of specialist staff to augment the work of the Council's in house team in areas of business development and tourism opportunities.
- Successful bid for £3.4 million of EU funding through the LEADER programme to support rural economic development in Midlothian and East Lothian.
- Successful outcome of ballot to establish a Business Improvement District in Penicuik Town Centre.

### Service Development and Improvement

- Establishment of a Trading Standards partnership of Midlothian and East Lothian Councils, based in Dalkeith.
- Cyclical backlog of landlord registration applications cleared.
  - Major review of the Planning Service completed to align better the staff resource with customer service.
  - Performance on speed of determining planning applications remain high, and above the Scottish average.
  - Building Standards service remains an exemplar, with retention of *Investors in People* status, and Enhanced *Customer Excellence* status.

## 02. 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.
- Tackle underage sales of tobacco.
- Review the climate change and biodiversity agenda for Midlothian.

**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.

**Service Development and Improvement**

- Implementation of 'Delivering Excellence' by driving further improvements in the development and regulatory services.
- Completion of review of Economic Development service.
- Review of the Business Gateway service as part of a new programme from August 2016.
- Rollout of e-Building Standards.

# Communities and Economy PI summary

## 01.1 Outcomes and Customer Feedback

Priority	Indicator	2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 2015/ 16	2015/16				Annual Target 2015/ 16	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	36	12	19	32	44		15/16: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	2.2	1.88	5.83	6.12	9		15/16: Off Target Complexity of complaints; 21 complaints taking 189 days.		5	Number of complaints complete at Stage 1	21
											Number of working days for Stage 1 complaints to be Completed	189
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	25	0	0	0	19		15/16: On Target		20	Number of complaints complete at Stage 2	1
											Number of working days for Stage 2 complaints to be Completed	19
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	88%	87.5 %	66.67 %	58.82 %	52.38 %		15/16: Off Target Complexity of complaints, 11 complaints from 21 received responded to on target.		95%	Number of complaints complete at Stage 1	21
											Number of complaints at stage 1 responded to within 5 working days	11
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	0%	100%	100%	0%	100%		15/16: On Target		95%	Number of complaints complete at Stage 2	1
											Number of complaints at stage 2 responded to within 20 working days	1

## 01.2 Making the Best Use of our Resources

Priority	Indicator	2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 2015/ 16	2015/16				Annual Target 2015/ 16	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	£ 4.315 m	£ 6.492 m	£ 4.721 m			15/16: Performance against budget will be reported to the Council in June.		£ 6.767 m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.37	2.81	5.12	3.99	4.12		15/16: On Target		4.50	Number of days lost (cumulative)	380.19
											Average number of FTE in service (year to date)	92.25

### 01.3 Corporate Health






Priority	Indicator	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	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	74%	90.48 %	95.24 %	92.86 %	90.48 %		15/16: On Target.		90%	Number of service & corporate priority actions	42
											Number of service & corporate priority actions on tgt/completed	38
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	98%	97%	97%	97%	93%		15/16: On Target		92%	Number received (cumulative)	453
											Number paid within 30 days (cumulative)	420
06. Improve PI performance	% of PIs that are on target/ have reached their target.	72.41 %	77.14 %	80.77 %	83.33 %	83.33 %		15/16: Off Target. Staffing levels have hampered progress to a few Indicators in 2015/16 and it is hoped that with full compliment, target levels can again be reached.		90%	Number on tgt/ tgt achieved	30
											Number of PI's	36
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	0%	100%		15/16 : There were no risks graded as high		100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0









### 01.4 Improving for the Future







Priority	Indicator	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	83.33 %	0%	50%	0%	68.75 %		15/16: Off Target Actions in place to complete outstanding actions.		90%	Number of on target actions	11
											Number of outstanding actions	16

# Communities and Economy Action report








## 03. Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.1.1	01. SMP SG - Reducing poverty and health inequalities	Review and implement the Child Poverty Action Plan. Completion of preparation of plan and achievement of phase 1 actions	31-Mar-2016		100%	<b>15/16:</b> Complete. The review of Child Poverty Action plan has been concluded. New governance/reporting arrangements agreed between IOM/GIRFEC Board. Have agreed specific measures, next step is to develop measurement framework by April 2016. Measures agreed. Review identified need to rewrite strategy with closer alignment to service plans, this is a target for 2016/17.
CE.SP.2.1	02. SMP SG - Promoting economic development and business support	Continue to implement the provisions of "Ambitious Midlothian" (economic recovery plan)	31-Mar-2016		100%	<b>15/16:</b> Complete.
CE.SP.3.1	03. SMP SG - Maximising economic and business investment from the Borders Rail Line	Engage with adjacent Councils and other partners to implement the "Borders Rail Line Blueprint" document	31-Mar-2016		100%	<b>15/16:</b> Complete. Ministerial launch of inward investment website, Tourism Project Officer appointed, Inward Investment Officer appointed, approval of additional Council resource.
CE.SP.4.1	04. SMP SG - Progress preparation of SDP2 to formal 'Main Issues Report' stage	Engage with the other five partner local authorities to prepare and publish the "South East Scotland Strategic Development Plan No.2: Main Issues Report"	31-Mar-2016		100%	<b>15/16:</b> Complete - Main Issues Report published, SESplan reviewing and considering representations and preparing a preferred strategy for consideration.
CE.SP.5.1	05. SMP SG - Progress preparation of MLDP to final adoption	Publish MLDP Proposed Plan, submit to Scottish Ministers together with unresolved objections	31-Mar-2016		85%	<b>15/16:</b> Off Target. MLDP (Midlothian Local Development Plan) programme update reported to elected members in November 2015 and April 2016. MLDP to be deposited in June 2016 with examination of the plan in Summer 2016. Resource issues have seen the timetable slip by 3 months.









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.6.1	06. SMP SG - Maintain progress on the implementation of the East Bush Master Plan	Lobby Scottish Ministers for urgent transport infrastructure schemes to serve the Bush. Provide the programme and secretariat for the running of the Easter Bush development Board	31-Mar-2016		100%	<b>15/16:</b> Complete. Approach now being taken through Midlothian Local Development Plan and Edinburgh City Deal. Easter Bush Development Board meeting held on 11 March 2016.
CE.SP.7.1	07. SMP-SG Protect and improve our historic buildings, environment and town centres	Continue the implementation of Conservation Area Regeneration Scheme at Gorebridge	31-Mar-2016		100%	<b>15/16:</b> Complete. Regeneration works being implemented as planned. Grant monies being spent on approved projects. The project will continue into 2017 as programmed.
CE.SP.7.2		Secure and Implement a Business Improvement District at Penicuik Town Centre	31-Mar-2016		100%	<b>15/16:</b> Complete. Company now established. Phase 1 of Business Plan being implemented.
CE.SP.8.1	08. SMP IOM - Improve access to welfare advice through increased local and targetted provision	Provision of support/resource/advice and information to Midlothian Financial Inclusion Network.	31-Mar-2016		100%	<b>15/16:</b> Complete. MARCH (Midlothian Area Resource Coordination for Hardship) and Midlothian Financial Inclusion Network project delivered improved access to welfare advice. NHS staff now routinely referring people to welfare rights team.
CE.SP.9.1	09. SMP-SG Protect the natural environment and promote biodiversity	Ensure product of review of the Planning Service makes provision for appropriate resource allocation to deal with matters of biodiversity and climate change	01-Mar-2016		100%	<b>15/16:</b> Complete New structure took effect from 1 March 2016. 7 vacant posts to be filled. Improvements in performance will be reflected in 2016/17 and 2017/18 PPF submission. New structure provides resource to progress climate change and biodiversity matters.
CE.SP.10.1	10. Secure major additional external investment through the 'City Deal' for the Edinburgh City Region	Engage with the other five councils in the Edinburgh City Region to secure funding for new infrastructure projects within Midlothian	31-Mar-2016		100%	<b>15/16:</b> Complete. Achieved, although ongoing with aim of the six Councils to achieve formal City Deal sign off in 2016/17
CE.SP.11.1	11. Successfully secure the new LEADER programme for East/Midlothian areas	Complete intensive programme of consultation and resubmission of bid to Scottish Government	31-Aug-2015		100%	<b>15/16:</b> Complete. Successful result received December 2015.
CE.SP.11.2		Assess initial set of project applications (LEADER programme)	31-Mar-2016		100%	<b>15/16:</b> Complete. LEADER Coordinator appointed.









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.12.1	12. Supporting and empowering local communities	Engage with a wide range of stakeholders across our communities in a review of the neighbourhood planning process	31-Mar-2016		100%	<b>15/16:</b> Complete. Recommendations of the review are now being implemented, including continuing to support a Midlothian wide planning group to address cross-cutting issues.
CE.SP.12.2		Complete the CAT policy and commence implementation of priority buildings	31-Mar-2016		100%	<b>15/16:</b> Complete. Community Asset Policy approved by Council in June 2015. Policy will need to be updated once the Scottish Government publish the supporting statutory guidance.
CE.SP.12.3		Complete approval and implementation of revised scheme for community councils (Year 1 of 3)	31-Mar-2016		100%	<b>15/16:</b> Complete. Team priority to complete 14 out of 16 by 2017. Requirement to complete all by 2018, currently some delay with the Council because Legal Team capacity to review and approve revised.
CE.SP.12.4		Complete remaining neighbourhood plans	01-Apr-2016		100%	<b>15/16:</b> Complete. Moorfoot is the only outstanding neighbourhood plan. Next step is to implement a schedule of reviews for all neighbourhood plans, and produce locality plans for the three targeted areas – this is a target for 2016/17.
CE.SP.13.1	13. Examine options for a participatory budgeting process	Engage with stakeholders and prepare an options paper on potential for participatory budgeting	31-Aug-2015		100%	<b>15/16:</b> Complete. Options paper prepared and discussed at council. Participatory Budget is being tested in Woodburn in partnership with Coalfield Regeneration Trust. £40,000 committed. Briefing seminar with elected members delivered on 1 December 2015. Joined the Scottish Government network of local authorities testing PB. December confirmation from the Scottish Government on match funding circa. 30k for participatory budget project in Mayfield.
CE.SP.14.1	14. Tackling alcohol and substance misuse	Engage with the Police and other agencies/stakeholders in monitoring and taking any actions as may be necessary or beneficial in relation to the sale and/or supply of NSP	31-Mar-2016		100%	<b>15/16:</b> Complete. In addition, the Dalkeith retailer has ceased trading altogether. This was noted in mid-February. There is presently a delay in the start of the legislation (due on 6th April). It is assumed commencement will now be later in 2016.



Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.15.01	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Maintain level of performance scored in Planning Performance Framework.	31-Mar-2016		100%	<b>15/16:</b> Complete. 2014/15 PPF submitted July 2015. Service level maintained (compared to previous years) with exception to concluding Section 75 legal agreements as a result of a vacant post for 9 months. Section 75 Officer post filled and team working through backlog of work. Improved performance in this regard should be recorded in 2015/16 and 2016/17 PPF submissions.
CE.SP.15.02		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2016		100%	<b>15/16:</b> Complete. Customer Service Excellence and Investors in People accreditation successfully retained.
CE.SP.15.03		Re-establish levels of service in Environmental Health following dissolution of the pilot partnership with East Lothian Council	31-Mar-2016		100%	<b>15/16:</b> Complete. The Partnership pilot for Environmental Health has ceased and recruitment success in Environmental Health has resulted in significant progress with secure recovery.
CE.SP.15.04		Ensure service levels within Trading Standards are not compromised by potential extended partnership with East Lothian Council	31-Mar-2016		100%	<b>15/16:</b> Complete. Although the MLC/ELC partnership still requires final ratification by East Lothian Council, Trading Standards work has not been compromised by working on Partnership issues in 15/16.
CE.SP.15.05		Intelligence gathering. Logging information on to Memex system. Provision of doorstep selling advice to the public.	31-Mar-2016		100%	<b>15/16:</b> Complete. Input to the Memex database remains at a very good level, with Midlothian Trading Standards still holding a high ranking on intelligence gathering, compared to other Scottish LAs.
CE.SP.15.06		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	01-Apr-2016		100%	<b>15/16:</b> Complete.
CE.SP.15.07		Develop a structured reporting framework to identify areas where it may be possible to reduce the time taken to process ground investigation reports relative to ground contamination	01-Apr-2016		100%	<b>15/16:</b> Complete.





















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.15.11	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Deliver the functions of the Health & Safety Enforcement Service Plan	01-Apr-2016		55%	<b>15/16:</b> Off Target (55%) Staff vacancies in the Food & Safety team meant that reactive work relating to service requests and accident reporting was prioritised. With full FTE staffing in post it is anticipated that delivery of the H&S Plan will increase in 2016/17.
CE.SP.15.12		Deliver the statutory functions on Food Safety and Food Standards enforcement	31-Mar-2016		100%	<b>15/16:</b> Complete. Sampling work on target, service request work being addressed, inspection work backlog being caught up.
CE.SP.16.1	16. Making people feel safe at home and in their communities	Explore ways in which building standards and planning can best contribute to the work of the access panel	31-Mar-2016		100%	<b>15/16:</b> Complete.
CE.SP.16.2		Develop and implement the establishment of "no cold calling zones". Pilot zone(s) established.	01-May-2015		100%	<b>15/16:</b> Complete.
CE.SP.16.3		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2016		75%	<b>15/16:</b> Off Target. No further test purchasing (integrity or formal) has been carried out this year so far due to other priorities and limited resources. With progress of the MLC/ELC Trading Standards Partnership in due course, this is an area to rejuvenate. Advice/inspections to traders do continue however.
CE.SP.16.4		Identify and implement an agreed level of provision taking into account the impact on Midlothian residents, other MC services, Police Scotland and Scot. Govt.	31-Mar-2016		100%	<b>15/16:</b> Completed. The agreed level of service has been determined and implemented. Service ceased 31.03.2016
CE.SP.17.1	17. Promoting economic development, meeting housing need and protecting natural and heritage resources	Lead officer to coordinate Midlothian's response to the Strategic Development Plan process	01-Apr-2016		100%	<b>15/16:</b> Complete. Midlothian has contributed to the preparation of the SESplan 2 proposed plan at the Operational Group and at the Project Board and Joint Committee.
CE.SP.18.1	18. Addressing the needs of Armed Forces Veterans in our communities	Assisting with grant fund applications under the terms of the Armed Forces Covenant.	31-Mar-2016		100%	<b>15/16:</b> Complete. New processes being agreed by Ministry Of Defence, work on target.













Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.19.1	19. Continuation of Contaminated Land programme to protect human health	Deliver Contaminated Land Strategy objectives	31-Mar-2016		100%	<b>15/16:</b> Complete.
CE.SP.19.2		Respond to relevant LA services within 28 days re Contaminated Land peer review assessments	31-Mar-2016		100%	<b>15/16:</b> Complete.
CE.SP.20.1	20. To enable persons with disability to remain living independently in their own home	Review the Midlothian Council Section 72 Statement of Assistance	01-Apr-2016		100%	<b>15/16:</b> Complete. The review has been finalised and will be reported to Cabinet May 2016.
CE.SP.21.1	21. Assisting the housing needs of individuals with disabilities	Implement the Housing (Scotland) Act 2008 Section 72 Statement re assisting disabled applicants to remain living independently in their own homes	31-Mar-2016		100%	<b>15/16:</b> Complete. Applications dealt with to NOA* stage within 28 days are on target. * NOA is Notice of Approval ie: confirmation that grant will be paid and that applicant can go ahead and organise the adaptation work.
CE.SP.22.1	22. Identify those properties where naturally occurring Radon may be affecting human health to enable protection of human health	Deliver a mechanism to address public health concerns re Radon gas within the Midlothian area	31-Mar-2016		90%	<b>15/16:</b> Off Target. Monitoring programme has been arranged to test those remaining Council houses identified as a possible increased risk. The commencement of monitoring delayed until June due to supplier resources.
CE.SP.23.1	23. Protect public health by improving housing opportunities for people in Midlothian	Address the backlog of residential Landlord registration Applications	01-Apr-2016		100%	<b>15/16:</b> Complete. Backlog owing to change in procedures for fit and proper person test has been addressed through increased enforcement and targeting unregistered landlords. Scottish Government percentage of approved registrations, as of 31 March 2016 is 98%.
CE.SP.24.1	24. Increase levels of community safety and public protection	Integration of the work of environmental health and building standards in the management of safety at public events	01-Apr-2016		100%	<b>15/16:</b> Complete
CE.SP.25.1	25. Increased proportion of citizens who are engaged with service development and delivery	Support development of greater third sector and social enterprises	31-Mar-2016		100%	<b>15/16:</b> Complete Small grants process coordinated for 2016/17 year.

















# Communities and Economy PI Report











## 03. Service Priorities

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.1.1a	01. SMP SG - Reducing poverty and health inequalities	Medium and longer term SIMD data	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> On Target Information from SIMD has been detailed and used in the Midlothian and Neighbourhood Profiles, available on the <a href="#">Council website</a> .	Yes	
CE.SP.2.1a	02. SMP SG - Promoting economic development and business support	Detailed indicators as set out in the "Ambitious Midlothian" document	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Economic development are in the process of finalising the Ambitious Midlothian indicators alongside our partner agencies for implementation in 2016/17.		
CE.SP.3.1a	03. SMP SG - Maximising economic and business investment from the Borders Rail Line	Amount of additional direct inward investment	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Borders Railway Group are currently identifying indicators along the 3 themes (Great Destination to Visit, Great Places for Living & Learning and Great Places for Working and Investing).		
CE.SP.3.1b		Increase in tourist visitors and spend	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Borders Railway Group are currently identifying indicators along the 3 themes (Great Destination to Visit, Great Places for Living & Learning and Great Places for Working and Investing).		









PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.3.1c	03. SMP SG - Maximising economic and business investment from the Borders Rail Line	Number of new jobs directly created	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Borders Railway Group are currently identifying indicators along the 3 themes (Great Destination to Visit, Great Places for Living & Learning and Great Places for Working and Investing)..		
CE.SP.4.1a	04. SMP SG - Progress preparation of SDP2 to formal 'Main Issues Report' stage	Publication of SDP No. 2 MIR for formal public consultation	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete Main Issues Report published, SESplan (South East Scotland) reviewing and considering representations and preparing a preferred strategy for consideration.	Yes	
CE.SP.5.1a	05. SMP SG - Progress preparation of MLDP to final adoption	Performance as measured against the programme set out in the Councils published Development Plan Scheme No. 7 (March 2015)	N/A	Yes	Yes	Yes	No			<b>15/16:</b> Off Target MLDP (Midlothian Local Development Plan) programme update reported to elected members in November 2015 and April 2016. MLDP to be deposited in June 2016 with examination of the plan in Summer 2016. Resource issues have seen the timetable slip by 3 months.	Yes	DPS Nos 1-6 inclusive
CE.SP.6.1a	06. SMP SG - Maintain progress on the implementation of the East Bush Master Plan	Number of meetings of the Easter Bush Development Board and progress on outcomes.	N/A	1	1	1	2			<b>15/16:</b> Complete Meetings held on 23/10/2015 and 11/3/2016. Major items of concern are securing long term transport access and internal Campus road / infrastructure improvements.	2	
CE.SP.7.1a	07. SMP-SG Protect and improve our historic buildings, environment and town centres	Number of properties improved and level of spend on CARS at Gorebridge.	N/A	N/A	N/A	N/A	6			<b>15/16:</b> Complete Regeneration works being implemented as planned. Grant monies being spent on approved projects. The project will continue into 2017 as programmed.	4	









PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.7.2a	07. SMP-SG Protect and improve our historic buildings, environment and town centres	Successful outcome to Penicuik Bid ballot and implementation of phase 1	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete Successful ballot and company set up.	Yes	
CE.SP.8.1a	08. SMP IOM - Improve access to welfare advice through increased local and targeted provision	Staff involved demonstrate competence in helping people adapt to new welfare systems as measured by customer satisfaction surveys	N/A	N/A	N/A	N/A	Yes			<b>15/16:</b> Complete. Customer satisfaction results analysed and new rolling customer feedback system put in place. 92% of respondents rated the service positively.	Yes	Previous targets for WR project delivered on time
CE.SP.9.1a	09. SMP-SG Protect the natural environment and promote biodiversity	Completion of the planning Service review, effectiveness of the review in improving Performance Planning Framework indicators	N/A	No	No	No	Yes			<b>15/16:</b> Complete New structure took effect from 1 March 2016. 7 vacant posts to be filled. Improvements in performance will be reflected in 2016/17 and 2017/18 PPF submission. New structure provides resource to progress climate change and biodiversity matters.	Yes	
CE.SP.10.1a	10. Secure major additional external investment through the 'City Deal' for the Edinburgh City Region	Increase in GVA for every £ spent	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Dependent on securing a formal City Deal from UK and Scottish		
CE.SP.10.1b		Impact on the welfare provision	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Dependent on securing a formal City Deal from UK and Scottish		
CE.SP.10.1c		Amount of new City Deal investment procured	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Dependent on securing a formal City Deal from UK and Scottish		







PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.11.1a	11. Successfully secure the new LEADER programme for East/Midlothian areas	Success of resubmitted bid of LEADER programme	N/A	N/A	99%	99%	100%			<b>15/16:</b> Complete Successful bid received.	100%	
CE.SP.11.2a		Allocation of funding to successful bids	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Successful bid received and Programme started. LEADER Programme Coordinator appointed.		
CE.SP.12.1a	12. Supporting and empowering local communities	Completion of the review and commencement of phase 1 actions	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete Some delay in progressing recommendations due to restructure.	Yes	
CE.SP.12.2a		Number of buildings transferred to community groups.	N/A	0	N/A	0	0			<b>15/16:</b> Policy complete. Asset register not complete. Property management oversight group yet to convene.		
CE.SP.12.3a		Number of neighbourhood plans completed	N/A	12	15	15	15			<b>15/16:</b> Off Target. 15 produced. Schedule for remaining profile and 3 Community priority areas to be finalised for 2016/17.	16	
CE.SP.12.4a		Number of new constitutions adopted by end of year 1	N/A	4	4	4	5			<b>15/16:</b> On Target.	5	
CE.SP.13.1a	13. Examine options for a participatory budgeting process	Completion of options paper and decision on future development of definitive policy	N/A	No	No	Yes	Yes			<b>15/16:</b> Complete	Yes	
CE.SP.14.1a	14. Tackling alcohol and substance misuse	Number of successful interventions in terms of sale of NPS	N/A	1	2	4	5			<b>15/16:</b> Complete Shop stopped selling NPS, ceased trading in Dalkeith.	4	











PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.01 a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Planning Performance Framework results	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete 2014/15 PPF submitted July 2015. Service level maintained (compared to previous years) with exception to concluding Section 75 legal agreements as a result of a vacant post for 9 months. Section 75 Officer post filled and team working through backlog of work. Improved performance in this regard should be recorded in 2015/16 and 2016/17 PPF submissions.	Yes	
CE.SP.15.02 a		Balanced Scorecard Values	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete	Yes	
CE.SP.15.05 a		No. of cases of rogue traders reported and addressed	N/A	26	19	35	35			<b>15/16:</b> Annual target removed as this is a data indicator rather than a performance indicator. Figure also includes certain telephone/e-mail scams, where Memex entries have subsequently been made.		
CE.SP.15.06 a		Further development of e- building standards (to meet Scottish Government target launch date)	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete New building standards targets have been met prior to launch.	Yes	
CE.SP.15.07 a		Information from customer surveys: Completion of minute and evidence of first year implementation	N/A	N/A	N/A	N/A	Yes			<b>15/16:</b> Complete Environmental Health Customer engagement undertaken on 2 identified service areas and findings implemented. The Food Service aspects to be reported to Cabinet May 16.	Yes	

















PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.08 a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Percentage of planning applications determined within the set targets (two months for a local development and four months for a major development).	N/A	82%	79%	78%	78%			<b>15/16:</b> Off Target Performance has dipped below the 80% target as a consequence of vacant posts not being filled, which have arisen from the Planning Service Review undertaken in 2015/16. New structure implemented from 1 March 2016. Implementation of new structure and back filling 7 vacant posts will take place throughout 2016. Performance will recover once the vacant posts are filled.	80%	
CE.SP.15.09 a		Provide a 'duty officer' service	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete Duty Officer service provided; dealing with approximately 1,800 enquiries a month.	Yes	
CE.SP.15.09 c		Percentage of initial investigations into a breach of planning control carried out within 28 days	N/A	100%	100%	100%	100%			<b>15/16:</b> Complete All initial planning enforcement investigations were commenced within 28 days of receipt.	100%	
CE.SP.15.10 a		Planning performance framework score monitored.	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete 2014/15 PPF submitted July 2015. Service level maintained (compared to previous years) with exception to concluding Section 75 legal agreements as a result of a vacant post for 9 months. Section 75 Officer post filled and team working through backlog of work. Improved performance in this regard should be recorded in 2015/16 and 2016/17 PPF submissions.	Yes	

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.11 a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Percentage of all major accidents and injuries reported to the authority which are investigated in line with incident selection policy	N/A	100%	100%	100%	100%			<b>15/16:</b> Complete Target achieved.	100%	Historic performa nce data
CE.SP.15.12 a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	80%	80%	81.8%	81.1%			<b>15/16:</b> Off Target Target of 84% is ambitious, Full Officer allocation should allow progress in 2016/17.	84%	
CE.SP.15.12 b		Percentage of businesses inspected within timeframe for Category A and B premises	N/A	57%	100%	87%	89.9%			<b>15/16:</b> Off Target Annual outturn 89.9%, Q4 result was 94%, all inspections which missed timeframe have been completed. 15/16 target missed due to staffing difficulties at the beginning of year.	100%	
CE.SP.16.1a	16. Making people feel safe at home and in their communities	Increase effectiveness of contribution of building standards and planning to the work of the Midlothian Access Panel	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> Complete	Yes	

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.16.2a	16. Making people feel safe at home and in their communities	Number of reported cold calling cases in designated zones	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> The ideal position is to see no cases at all but realistically there have been probably a few cases each week in these areas in the past (especially during Spring and Summer), but there is an issue of reporting and often the Council or police are not told, or the information received is old. Only really when the zones have been in place for about six months will we know if they have been effective. A 'pre-zone' survey has been put out to the residents and another questionnaire will be sent out early next year in order to gauge some trend. The aim is that in making an area a designated 'No Cold Calling Zone', the residents will become more vigilant and pass on useful information to the authorities, as well as protecting themselves.		
CE.SP.16.3a		Percentage of tobacco retailers visited annually.	N/A	5.6%	7.4%	11.1%	21%			<b>15/16:</b> Complete Total for year = 28, or 21%	10%	
CE.SP.16.4a		Levels of request for service and customer satisfaction feedback	N/A	52	53	55	51			<b>15/16:</b> 51 service requests received.		

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.17.1a	17. Promoting economic development, meeting housing need and protecting natural and heritage resources	Respond to the SES plan MIR.	N/A	Yes	Yes	Yes	Yes			<b>15/16:</b> On Target Midlothian has contributed to the preparation of the SESplan 2 proposed plan at the Operational Group and at the Project Board and Joint Committee.	Yes	
CE.SP.18.1a	18. Addressing the needs of Armed Forces Veterans in our communities	Number of awards achieved for grant fund applications under the terms of the Armed Forces Covenant.	N/A	N/A	N/A	N/A	0			<b>15/16:</b> Data only. 0. There were no successful applications for 15/16 due to a change in the criteria, this criteria has since changed again for 16/17 and feedback has been given to the Ministry of Defence.		
CE.SP.19.1a	19. Continuation of Contaminated Land programme to protect human health	Number of intrusive investigations of Category 1 identified sites to determine necessary action	1	0	0	0	0			<b>15/16:</b> Off Target Following reprioritisation, the majority of category 1 sites have moved to category 2. Work is ongoing to plan the detailed investigation of the next priority sites.	1	
CE.SP.19.2a		Percentage of enquiries responded to within 28 days of receipt (re Contaminated Land peer review assessments)	100%	100%	100%	100%	100%			<b>15/16:</b> On Target	85%	
CE.SP.20.1a	20. To enable persons with disability to remain living independently in their own home	Number of persons enabled to remain living independently in their own home	N/A	N/A	N/A	N/A	85			<b>15/16:</b> Complete Through the provision of grants in terms of the Councils statement of assistance, Midlothian Council has enabled 85 people to remain living independently in their own home.	85	

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.21.1a	21. Assisting the housing needs of individuals with disabilities	Percentage of referrals for disabled persons adaptations grants to assist disabled applicants determined within 28 days	N/A	80%	75%	73.3%	100%			<b>15/16:</b> Complete	100%	100%
CE.SP.22.1a	22. Identify those properties where naturally occurring Radon may be affecting human health to enable protection of human health	Percentage of Midlothian Council Residential properties within the area identified on the revised Radon maps as being at risk to be tested	N/A	33%	33%	33%	75%			<b>15/16:</b> Complete Monitoring delay required due to supplier availability.	75%	
CE.SP.22.1b		Percentage of those properties identified as requiring remedial action receiving such action within 9 months of identification	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Information unavailable until first monitoring results achieved.	100%	
CE.SP.23.1a	23. Protect public health by improving housing opportunities for people in Midlothian	Percentage of backlog of Landlord Registration applications determined by 30/09/15	N/A	75.3%	77.4%	93.8%	98%			<b>15/16:</b> On Target Performance has improved as a result of increased resources devoted to enforcement and additional time committed following vacant post being filled in the Public Health Team.	95%	

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.23.1b	23. Protect public health by improving housing opportunities for people in Midlothian	(Once backlog cleared) percentage of all applications received that are determined or referred to Committee for determination within 3 months	N/A	N/A	N/A	N/A	N/A			<b>15/16:</b> Significant progress has been made on addressing the backlog of applications. PI can now be reported in 2016/17.	90%	
CE.SP.24.1a	24. Increase levels of community safety and public protection	Establishment of a written protocol and procedure (for environmental health and building standards intermigration)	N/A	No	No	No	No			<b>15/16:</b> Complete.	Yes	
CE.SP.25.1a	25. Increased proportion of citizens who are engaged with service development and delivery	Number of voluntary organisations to whom support has been offered indicating this is valued/ customer satisfaction surveys	N/A	N/A			21			<b>15/16:</b> On Target	11	FSF Program me supported

# 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	Data not available until Jan 2017	14/15 Rank 8 (Top Quartile) 13/14 Rank 15 (Second Quartile)

## Economic Development

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)	N/A	N/A	8	6.83	12.33	Data not available until Jan 2017	14/15 Rank 15 (Second Quartile). 13/14 Rank 23 (Third 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)	Not Measured		£4,273	£4,368	£8,189	Data not available until Jan 2017	14/15 Rank 27 (Bottom Quartile) 13/14 Rank 13 (Second Quartile)
ENV5b	Cost of environmental health per 1,000 population. (LGBF)	Not Measured		£8,855	£13,282	£9,697	Data not available until Jan 2017	14/15 Rank 3 (TOP Quartile) 13/14 - Rank 9 (2nd Quartile)