

## Communities and Economy Performance Report for Quarter 3 - 2015/16



### 01. Progress in delivery of strategic outcomes

Secured Government support and other funding of circa £70,000 for participatory budgeting projects in Woodburn and Mayfield.

Approval granted at Planning Committee for major new mixed development at Redheugh, Gorebridge.

Only remaining retailer of new psychoactive substances (NPS) in Midlothian (at Dalkeith) ceases to sell NPS following intervention by Trading Standards and Police Scotland.

The fifteenth of sixteen neighbourhood plans completed.

Ministerial launch of Borders Rail Line Inward Investment website.

Successful award of LEADER EU funding of circa £3.4M to Tyne/Esk programme to promote development of the rural economy over the next five years.

Further stage in the City Deal bid for the Edinburgh and South East Scotland City Region submitted to Scottish and UK Governments.

Building Standards successful in retaining their Customer Service Excellence accreditation, with enhanced ratings.

Building Standards successful in retaining their external accreditation in Investors In People award for a further 3 years.

### 02. Emerging Challenges

Development of Area Targeting approach to locations of the most severe multiple deprivation.

Co-ordination of resources to implement the Child Poverty Action Plan.

Maximising the economic development (including tourism) opportunities presented by the Borders Rail Line.

Securing (with our five local authority partners) a City Deal for the Edinburgh and South East Scotland Region.

Establishing the new Trading Standards joint single service partnership arrangement with East Lothian Council.

Managing the increase in dog control complaints.

Preparing the Midlothian Local Development Plan for its Examination in Public.

Continue to deliver a high quality customer focused building standards service, while meeting the demands of the key performance outcomes within the new Performance Framework (set by Scottish Government).

Working with Transport Scotland and Easter Bush Development Board partners to ensure that roads access does not constrain further development at the Bush.

Undertaking service reviews and related activity to pursue the "Delivering Excellence" agenda.

# Communities and Economy PI summary









## 01.1 Outcomes and Customer Feedback

Priority	Indicator	2014/ 15	Q3 2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 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	20	12	19	32		<b>Q3 15/16:</b> There have been 32 complaints received so far this year.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	2.2	2.42	1.88	5.83	6.12		<b>Q3 15/16:</b> Off Target. (6.12) There have been 17 completed complaints taking 104 days.		5	Number of complaints complete at Stage 1	17
											Number of working days for Stage 1 complaints to be Completed	104
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	25	25	0	0	0		<b>Q3 15/16:</b> On Target. There were no stage 2 complaints completed during Q3.		20	Number of complaints complete at Stage 2	0
											Number of working days for Stage 2 complaints to be Completed	0
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	88%	68.42 %	87.5 %	66.67 %	58.82 %		<b>Q3 15/16:</b> Off Target (58.82%) 10 of the 17 completed complaints at stage 1 were completed within the timescale.		95%	Number of complaints complete at Stage 1	17
											Number of complaints at stage 1 responded to within 5 working days	10
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	0%	0%	100%	100%	0%		<b>Q3 15/16:</b> On Target. There were no stage 2 complaints during Q3.		95%	Number of complaints complete at Stage 2	0
											Number of complaints at stage 2 responded to within 20 working days	0



## 01.2 Making the Best Use of our Resources

Priority	Indicator	2014/ 15	Q3 2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 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	£ 3.733 m	£ 4.315 m	£ 6.492 m	£ 4.721 m		<b>Q3 15/16:</b> On Target. This information is the latest financial position which was reported to Council in February 2015		£ 6.767 m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.37	6.63	2.81	5.12	3.99		<b>Q3 15/16:</b> On target, a reduction in the same period last year		4.50	Number of days lost (cumulative)	361.5
											Average number of FTE in service (year to date)	90.67

### 01.3 Corporate Health







Priority	Indicator	2014/ 15	Q3 2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 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%	86%	90.48 %	95.24 %	92.86 %		Q3 15/16: On Target.		90%	Number of service & corporate priority actions	42
											Number of service & corporate priority actions on tgt/completed	39
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	98%	99%	97%	97%	97%		Q3 15/16: On Target.		92%	Number received (cumulative)	323
											Number paid within 30 days (cumulative)	313
06. Improve PI performance	% of PIs that are on target/ have reached their target.	72.41 %	86.96 %	77.14 %	80.77 %	83.33 %		Q3 15/16: Off Target 25/30.		90%	Number on tgt/ tgt achieved	25
											Number of PI's	30
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	0%	0%		Q3 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	Q3 2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 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%	0%	50%	0%		Q3 15/16: Off Target. Outstanding actions will be addressed in Q4.		90%	Number of on target actions	0
											Number of outstanding actions	7

# Communities and Economy Action report









## 03. Service Priorities - Actions









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		75%	<b>Q3 15/16:</b> On target. The review of Child Poverty Action plan has been concluded. New governance/reporting arrangements agreed between IOM/GIRFEC board. Have agree specific measures, next step is to develop measurement framework by April 2016.
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		75%	<b>Q3 15/16:</b> On Target.
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		75%	<b>Q3 15/16:</b> On Target. Ministerial launch of inward investment website, Tourism Project 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		75%	<b>Q3 15/16:</b> On Target. SES (South East Scotland) plan M.I.R (Main Issues Report) consultation undertaken, 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		75%	<b>Q3 15/16:</b> On Target. MLDP (Midlothian Local Development Plan) programme update reported to elected members in December 2015. Schedule 4 submission due for examination of plan in Summer 2016.
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		75%	<b>Q3 15/16:</b> On Target. Approach now being taken through Midlothian Local Development Plan, and City Deal - Next Easter Bush Development Board due in Q4.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		75%	<b>Q3 15/16:</b> On Target. Regeneration works being implemented as planned. Grant monies being spent on approved projects.
CE.SP.7.2		Secure and Implement a Business Improvement District at Penicuik Town Centre	31-Mar-2016		75%	<b>Q3 15/16:</b> On Target. Company now established. Phase 1 being implemented.
CE.SP.8.1	08. SMP IOM - Improve access to welfare advice through increased local and targeted provision	Provision of support/resource/advice and information to Midlothian Financial Inclusion Network.	31-Mar-2016		75%	<b>Q3 15/16:</b> On target. 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		75%	<b>Q3 15/16:</b> Planning Service Review progressing. New structure approved by CMT in September 2015. New structure to take effect from 1 March 2016. 6 vacant posts to be filled. Improvements in performance will be reflected in 2016/17 and 2017/18 PPF submission.
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		75%	<b>Q3 15/16:</b> On Target. First stage bid to UK and Scottish Government submitted Sept 2015. Second stage submission in Dec 2015, with final bid due Spring 2016.
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>Q3 15/16: Complete:</b> Successful result received December 2015.
CE.SP.11.2		Assess initial set of project applications (LEADER programme)	31-Mar-2016		75%	<b>Q3 15/16:</b> On Target: Post of LEADER Co-ordinator due for appointing in Q4.
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>Q3 15/16:</b> Complete (100%). 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>Q3 15/16:</b> Policy Complete (100%). 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		80%	<b>Q3 15/16:</b> On target (80%).





Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.12.4	12. Supporting and empowering local communities	Complete remaining neighbourhood plans	01-Apr-2016		94%	<b>Q3 15/16:</b> On target. Moorfoot is the only outstanding neighbourhood plan. Next step is to implement a schedule of reviews for all neighbourhood plans.
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>Q3 15/16:</b> Complete (100%). 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>Q3 15/16:</b> Complete. The one known premises selling NPS (new psychoactive substances), has ceased trading in these products. A joint Trading Standards/Police visit, as part of a national Scottish Government backed operation on 03.12.15 found that no NPS was being sold. Issue will be referred to at next MELDAP (Mid and East Lothian Drug and Alcohol Partnership) NPS Steering Group Meeting. Currently, as no intelligence on local NPS usage has permeated back to Trading Standards, Trading Standards are currently unaware if there are NPS products being sold locally. Any other potential 'High Street' retailers previously known about, appear not to be selling. Situation will continue to be monitored as best possible by Trading Standards. Proposed legislation banning Psychoactive Substances expected to become law in April 2016.
CE.SP.15.0 1	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		75%	<b>Q3 15/16:</b> 2014/15 PPF submitted July 2015. Service level maintained 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.15.0 2		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2016		100%	<b>Q3 15/16:</b> On Target; Customer Service Excellence and Investors in People accreditation successfully retained.
CE.SP.15.0 3		Re-establish levels of service in Environmental Health following dissolution of the pilot partnership with East Lothian Council	31-Mar-2016		75%	<b>Q3 15/16:</b> On Target. The Partnership pilot for Environmental Health has ceased and recruitment success in Environmental Health means that that we can progress with secure recovery.



Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.15.0 4	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Ensure service levels within Trading Standards are not compromised by potential extended partnership with East Lothian Council	31-Mar-2016		75%	<b>Q3 15/16:</b> On Target. Report on Operational Working Practices was completed and presented to MLC/ELC Heads of Service. Partnership progress report by MLC/ELC Heads of Service was presented to the Joint Directors' Group on 21.10.15. MLC TS Manager to begin to manage MLC/ELC TS from 01.11.15.
CE.SP.15.0 5		Intelligence gathering. Logging information on to Memex system. Provision of doorstep selling advice to the public.	31-Mar-2016		75%	<b>Q3 15/16:</b> On Target. As above. Midlothian TS's Memex intelligence data input is consistently one of the highest in Scotland. Intelligence shared with the police on a regular basis. Criminal Fair Trading issues. Also, consumer safety/fair trading literature and information distributed during Electrical Safety Week (09.11.15) Electrical Socket Swap. TS/Fire Brigade stand at Mayfield Library and Gorebridge Food Bank. Publicity via council web-site and NHS.
CE.SP.15.0 6		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	01-Apr-2016		75%	<b>Q3 15/16:</b> On Target
CE.SP.15.0 7		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		75%	<b>Q3 15/16:</b> On Target
CE.SP.15.1 1		Deliver the functions of the Health & Safety Enforcement Service Plan	01-Apr-2016		40%	<b>Q3 15/16:</b> Off Target (40%) Staff vacancies in the Food & Safety team meant that reactive work relating to service requests and accident reporting is being prioritised. With new staff in post it is anticipated that delivery of the H&S Plan will increase in Q4.
CE.SP.15.1 2		Deliver the statutory functions on Food Safety and Food Standards enforcement	31-Mar-2016		84%	<b>Q3 15/16:</b> On Target (84%). 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		75%	<b>Q3 15/16:</b> On Target
CE.SP.16.2		Develop and implement the establishment of "no cold calling zones". Pilot zone(s) established.	01-May-2015		100%	<b>Q3 15/16:</b> Complete. Feedback on public perception of the pilot NCCZs (No cold-calling zones) and their usefulness in tackling doorstep callers and bogus workmen, to be gathered Jan/Feb 2016.





Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.16.3	16. Making people feel safe at home and in their communities	Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2016		40%	<b>Q3 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		75%	<b>Q3 15/16:</b> On Target.
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		75%	<b>Q3 15/16:</b> SESplan (Sout East Scotland) M.I.R (Main Issue Report) consultation undertaken, SESplan reviewing and considering representations and preparing a preferred strategy for consideration.
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		80%	<b>Q3 15/16:</b> On Target. New processes being agreed by Ministry Of Defence, work on target.
CE.SP.19.1	19. Continuation of Contaminated Land programme to protect human health	Deliver Contaminated Land Strategy objectives	31-Mar-2016		75%	<b>Q3 15/16:</b> On Target.
CE.SP.19.2		Respond to relevant LA services within 28 days re Contaminated Land peer review assessments	31-Mar-2016		75%	<b>Q3 15/16:</b> On Target.
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		75%	<b>Q3 15/16:</b> On Target. An extensive review of the Midlothian Council Section 72 Statement of Assistance took place in Q1 & Q2 in conjunction with identified principal stakeholders. It was initially planned to release the revised document for consultation with the wider stakeholder group in Q3 however due to other demands placed on the Environmental Health Service this will now take place in Q4, with the finalised report thereafter to be considered by Cabinet.
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		73%	<b>Q3 15/16:</b> Off Target. 73.3 % of applications dealt with to NOA* stage within 28 days. Off target due to Environmental Health Public Health Team being one member of staff down for the first part of the quarter and delay in dealing with 2 cases due to problems making contact with the applicant/ arranging visit. * NOA is Notice of Approval ie: confirmation that grant will be paid and that applicant can go ahead and organise the adaptation work.













Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		75%	<b>Q3 15/16:</b> On Target. Preparatory work has commenced to test those remaining Council houses identified as a possible increased risk. Information for householders re radon gas and revised radon maps to be added to Council website.
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		75%	<b>Q3 15/16:</b> On Target. Backlog owing to change in procedures for fit and proper person test and also increased enforcement targeting unregistered landlords. Scottish Government percentage of approved registrations, as of 31 Dec 2015, is 93.8%.
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		75%	<b>Q3 15/16:</b> On Target
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		75%	<b>Q3 15/16:</b> On Target. Small grants process coordinated for 2016/17 year.

# Communities and Economy PI Report











## 03. Service Priorities – Performance Indicators

PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 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	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> Information from SIMD has been detailed and used in the Midlothian and Neighbourhood Profiles, available on the Council website.	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	Annual Indicator					<b>Q3 15/16:</b> Appropriate indicators are under review to be ready for Q4.		
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	Annual Indicator					<b>Q3 15/16:</b> To be reported annually in Q4, and be part of the council's "Balanced Scorecard".		
CE.SP.3.1b		Increase in tourist visitors and spend	N/A	N/A	Annual Indicator					<b>Q3 15/16:</b> To be reported annually in Q4, and be part of the council's "Balanced Scorecard".		
CE.SP.3.1c		Number of new jobs directly created	N/A	N/A	Annual Indicator					<b>Q3 15/16:</b> To be reported annually in Q4, and be part of the council's "Balanced Scorecard".		
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	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> SESplan (South East Scotland) M.I.R (Main Issues Report) consultation undertaken, SESplan reviewing and considering representations and preparing a preferred strategy for consideration.	Yes	









PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
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	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> MLDP programme update reported to elected members in December 2015. Schedule 4 submission due by Spring 2016.	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	N/A	1	1	1			<b>Q3 15/16:</b> On Target. Meetings held on 11/02/2015 and 23/10/2015. Major item of concern is securing long term transport access.	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	N/A	N/A	N/A	<b>Q3 15/16:</b> Regeneration works being implemented as planned. Grant monies being spent on approved projects.		
CE.SP.7.2a		Successful outcome to Penicuik Bid ballot and implementation of phase 1	N/A	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> On Target. Successful ballot and company now being 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	N/A	N/A	N/A	<b>Q3 15/16:</b> An initial Customer satisfaction survey to identify benchmark information is being created and work is ongoing into embedding an Entry/Exit questionnaire into standard working practices.		Previous targets for WR project delivered on time





PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
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	N/A	No	No	No			<b>Q3 15/16:</b> Planning Service Review progressing. New structure approved by CMT in September 2015. New structure to take effect from 1 March 2016. 6 vacant posts to be filled. Improvements in performance will be reflected in 2016/17 and 2017/18 PPF submission.	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	N/A	N/A	<b>Q3 15/16:</b> City deal bid has been lodged with decision awaited. If successful, evidence of success will only be evident in the longer term (5 to 10 years)		
CE.SP.10.1b		Impact on the welfare provision	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>Q3 15/16:</b> City deal bid has been lodged with decision awaited. If successful, evidence of success will only be evident in the longer term (5 to 10 years)		
CE.SP.10.1c		Amount of new City Deal investment procured	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>Q3 15/16:</b> City deal bid has been lodged with decision awaited. If successful, evidence of success will only be evident in the longer term (5 to 10 years)		
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	N/A	99%	99%			<b>Q3 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	N/A	N/A	<b>Q3 15/16:</b> Successful bid received and programme started. Co-ordinator due to be recruited in Q4.		











PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.12.1a	12. Supporting and empowering local communities	Completion of the review and commencement of phase 1 actions	N/A	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> Complete (100%) Review complete. Some delay in progressing recommendations due to restructure.	Yes	
CE.SP.12.2a		Number of buildings transferred to community groups.	N/A	N/A	0	N/A	0	N/A	N/A	<b>Q3 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	N/A	12	15	15			<b>Q3 15/16:</b> On Target. 15 produced, need to agree schedule of review and finish outstanding one.	16	
CE.SP.12.4a		Number of new constitutions adopted by end of year 1	N/A	N/A	4	4	4			<b>Q3 15/16:</b> On target. (4)	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	N/A	No	No	Yes			<b>Q3 15/16:</b> On Target	Yes	
CE.SP.14.1a	14. Tackling alcohol and substance misuse	Number of successful interventions in terms of sale of NPS	N/A	N/A	1	2	4			<b>Q3 15/16:</b> On Target.	4	
CE.SP.15.01a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Planning Performance Framework results	N/A	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> 2014/15 PPF submitted July 2015. Service level maintained 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	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.02 a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Balanced Scorecard Values	N/A	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> On Target	Yes	
CE.SP.15.05 a		No. of cases of rogue traders reported and addressed	N/A	N/A	26	19	35			<b>Q3 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	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> On Target	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	N/A	N/A	N/A	<b>Q3 15/16:</b> On Target	Yes	
CE.SP.15.08 a		Percentage of planning applications determined within the set targets (two months for a local development and four months for a major development).	N/A	N/A	82%	79%	78%			<b>Q3 15/16:</b> Off Target. Performance has dipped below the 80% target as a consequence of vacant posts not being filled as a Planning Service Review is being undertaken. New structure approved by CMT in September 2015. Implementation of new structure and back filling vacant posts will take place prior to 1 April 2016. Performance will recover once the vacant posts are filled.	80%	
CE.SP.15.09 a		Provide a 'duty officer' service	N/A	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> Duty Officer service provided; dealing with approx 1,800 enquiries a month.	Yes	





PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.09 c	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Percentage of initial investigations into a breach of planning control carried out within 28 days	N/A	N/A	100%	100%	100%			<b>Q3 15/16:</b> 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	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> 2014/15 PPF submitted July 2015. Service level maintained 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. All PPF scores will be proactively monitored in Q4 to ensure best possible score for 2015/16 submission.	Yes	
CE.SP.15.11 a		Percentage of all major accidents and injuries reported to the authority which are investigated in line with incident selection policy	N/A	N/A	100%	100%	100%			<b>Q3 15/16:</b> On Target (100%)	100%	Historic performa nce data
CE.SP.15.12 a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	N/A	80%	80%	81.8%			<b>Q3 15/16:</b> Off Target. 84% is an ambitious target. It is anticipated that with the recent staffing appointments to the Food & Safety team progress can be attained.	84%	

PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.12 b	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Percentage of businesses inspected within timeframe for Category A and B premises	N/A	N/A	57%	100%	87%			<b>Q3 15/16:</b> Off Target (87%). There is one B risk to inspect which will be done in target time	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	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> On Target	Yes	
CE.SP.16.2a		Number of reported cold calling cases in designated zones	N/A	N/A	N/A	N/A	N/A	N/A	N/A	<b>Q3 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.		

PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.16.3a	16. Making people feel safe at home and in their communities	Percentage of tobacco retailers visited annually.	N/A	N/A	5.6%	7.4%	11.1%			<b>Q3 15/16:</b> On Target	10%	
CE.SP.16.4a		Levels of request for service and customer satisfaction feedback	N/A	N/A	52	53	55			<b>Q3 15/16:</b> 55 service requests received.		
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	N/A	Yes	Yes	Yes			<b>Q3 15/16:</b> SESplan M.I.R consultation undertaken, SESplan reviewing and considering representations and preparing a preferred strategy for consideration.	Yes	
CE.SP.19.2a	19. Continuation of Contaminated Land programme to protect human health	Percentage of enquiries responded to within 28 days of receipt (re Contaminated Land peer review assessments)	100%	N/A	100%	100%	100%			<b>Q3 15/16:</b> On Target.	85%	
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	N/A	80%	75%	73.3%			<b>Q3 15/16:</b> Off Target. 73.3% of applications dealt with to NOA stage within 28 days. Off target due to Environmental Health Public Health Team vacancy, which has since been filled..	100%	100%

PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
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	N/A	33%	33%	33%			<b>Q3 15/16:</b> Off Target. All potentially affected premises were offered voluntary testing and of those who agreed only a small number showed levels of concern. For those local authority tenants who chose not to participate a mandatory testing scheme is about to be implemented. Therefore the radon testing programme for those Midlothian Council residential properties is scheduled to commence in Q4.	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	N/A	N/A	<b>Q3 15/16:</b> Zero properties identified in this round of testing; to date.	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	N/A	75.3%	77.4%	93.8%			<b>Q3 15/16:</b> Off Target. Progress on backlog continues. At present rate target will be met in Q4.	95%	
CE.SP.23.1b		(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	N/A	N/A	<b>Q3 15/16:</b> Significant progress has been made on addressing the backlog of applications. At present rate target should be met in Q4.	90%	

PI Code	Priority	PI	2014/15	Q3 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
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	N/A	No	No	No			<b>Q3 15/16:</b> On Target	Yes	

## Local Government Benchmarking Framework - Communities and Economy



### Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	External Comparison
		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	55.90 hours	22.10 hours	25.23 hours	1.83 hours	0.65 hours	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	External Comparison
		Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	N/A	N/A	8	6.83	12.33	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	External Comparison
		Value	Value	Value	Value	Value	
ENV5a	Cost of Trading standards per 1,000 population.			£4,273.50	£4,368.36	£8,189.31	14/15 Rank 27 (Bottom Quartile) 13/14 Rank 13 (Second Quartile)
ENV5b	Cost of environmental health per 1,000 population.			£8,855.65	£13,282.17	£9,697.25	14/15 Rank 3 (TOP Quartile) 13/14 Rank 9 (2nd Quartile)