

Notice of Meeting and Agenda



Performance, Review and Scrutiny Committee

Venue: Virtual Meeting,

Date: Monday, 13 December 2021

Time: 11:00

Executive Director : Place

Contact:

Clerk Name: Democratic Services
Clerk Telephone:
Clerk Email: democratic.services@midlothian.gov.uk

Further Information:

This is a meeting which is open to members of the public.

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1 Welcome, Introductions and Apologies

2 Order of Business

Including notice of new business submitted as urgent for consideration at the end of the meeting.

3 Declaration of Interest

Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

4 Minute of Previous Meeting

- | | | |
|------------|--|---------|
| 4.1 | Minute of meeting of 21 September 2021 resubmission submitted for Approval | 3 - 10 |
| 4.2 | Minute of the meeting of 2 November 2021 submitted for Approval | 11 - 14 |
| 4.3 | Action Log | 15 - 16 |

5 Public Reports

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|------------|--|----------|
| 5.1 | Adult Health and Social Care Performance Report Q2 2021/22 | 17 - 22 |
| 5.2 | Children Services, Partnership and Communities Performance Report Q2 2021/22 | 23 - 36 |
| 5.3 | Corporate Solutions Performance Report Q2 2021/22 | 37 - 54 |
| 5.4 | Education Performance Report Q2 2021/22 | 55 - 66 |
| 5.5 | Place Performance Report Q2 2021/22 | 67 - 82 |
| 5.6 | Midlothian Council Report Q2 2021/22 | 83 - 92 |
| 5.7 | Balanced Scorecard | 93 - 110 |

6 Private Reports

No items for discussion

7 Date of Next Meeting

The next meeting will be held on 1 February 2022 at 11 am

Minute of Meeting

Performance Review and Scrutiny Committee
Monday 13 December 2021
Item no: 4.1



Performance, Review and Scrutiny Committee

Date	Time	Venue
21 September 2021	11.00 am	Held via Microsoft Teams

Present:

Councillor Johnstone (Chair)	
Councillor Alexander	Councillor Cassidy
Councillor Hardie	Councillor McKenzie
Councillor Parry	Councillor Lay Douglas
Councillor Smail	Councillor Wallace
Councillor Winchester	Councillor McCall

Also in Attendance:

Grace Vickers	Chief Executive
Kevin Anderson	Executive Director Place
Morag Barrow	Joint Director Health and Social Care
Gary Fairley	Chief Officer Corporate Solutions
Derek Oliver	Chief Officer Place
Joan Tranent	Chief Officer Children's Services
Myra Forsyth	Continuous Improvement Manager
Grace Cowan	Head of Primary Care and Older Peoples Services
Jill Stacey	Chief Internal Auditor
Saty Kaur	Executive Business Manager
Elaine Johnstone	Policy and Scrutiny Officer
William Venters	Principal Solicitor
Ross Neill	Democratic Services Team Leader
Andrew Henderson	Democratic Services Officer

1 Apologies

Apologies for absence had been received on behalf of Councillor Russell

2 Order of Business

The Order of Business was as detailed within the Agenda.

3 Declarations of interest

No declarations of interest were received.

4 Minutes of Previous Meetings

The Minute of the Meeting of the Performance Review and Scrutiny Committee held on 08 June 2021 was submitted and approved as a correct record.

Matters arising:

Concern was expressed by members regarding the lack of detail on actions resulting from the previous meeting contained within the minute. It was agreed that an action log would be formulated in addition to the minute for the Performance, Review and Scrutiny Committee going forward.

5. Reports

Agenda No.	Report Title	Presented by:
5.1	Adult Social Care Q1 Performance Report	Joint Director Health and Social Care
Outline of report and summary of discussion		
<p>The Adult Health and Social Care Q1 Performance report was submitted. The Head of Primary Care and Older Peoples Services highlighted the progress in the delivery of strategic outcomes and summary of the emerging challenges as detailed within the report and thereafter answered questions raised by Elected Members.</p> <p>In response to the question regarding support for people with long term conditions and the encouragement of volunteers and family carers to ease the burden on formal statutory services, Morag Barrow advised that work was being conducted with carers and third sector organisations to encourage the improvement of physical activity and general support. A Wellbeing Lead and Voluntary Services Co-Ordinator have been recruited to improve the capacity of driving this forward.</p> <p>Following further questions from Members, Morag Barrow clarified that options were being assessed for the future of Gorebridge Leisure centre's role as a mass vaccination centres and that options about the use of Gorebridge after March 2022 were being explored. Morag Barrow acknowledged that Sport and Leisure are exploring options of how to offer services to leisure centre members as a result of facilities being prioritised for other uses, however stressed that the booster program would take priority.</p> <p>In response to the question submitted about the improvement, availability and expansion of the Cancer Journey Service and the need to secure future funding. Morag Barrow acknowledged the importance of the service and highlighted that</p>		

she was working with colleagues within the Midlothian Integrated Joint Board, NHS Lothian and the Western General Site to help develop cancer services.

Morag Barrow agreed to feedback to the respective Councillors regarding the back log of hours for unpaid work service users and the success rates of Police reducing the supply of illicit substances.

Decision

- Ms Barrow would provide feedback on the back log of hours for unpaid work service users
- Ms Barrow would provide feedback on the success rates of Police reducing supply of illicit substances
- To otherwise note the content of the report

Agenda No.	Report Title	Presented by:
5.2	Children's Service, Partnerships and Communities Q1 Performance Report	Chief Officer, Children's Services, Partnerships and Communities
Outline of report and summary of discussion		
<p>The Chief Officer Children, Young People and Partnerships highlighted the progress in the delivery of strategic outcomes and summary of the emerging challenges as detailed within the report and thereafter answered questions raised by Elected Members.</p> <p>Following questions from members, Joan Tranent clarified that the GIRFEC (Getting It Right For Every Child) group was in place to mitigate the risk of child poverty. In addition plans regarding Domestic violence prevention were being discussed at the Public Protection Committee as part of a multi-agency forum.</p> <p>Joan Tranent advised that options were being explored to mitigate the impact of rising heating and food costs and that income maximisation officers to assist members of the public.</p> <p>Joan Tranent further advised that work was in progress regarding unpaid carer support in partnership with Adult Services and that schools would identify children who could be unpaid carers.</p>		
Decision		
Noted the content of the report		

Agenda No.	Report Title	Presented by:
5.3	Corporate Solutions Q1 Performance Report	Executive Director: Place
Outline of report and summary of discussion		
<p>The Corporate Solutions Q1 Performance Report was submitted. The Chief Officer: Corporate Solutions highlighted the progress in the delivery of strategic outcomes and summary of the emerging challenges as detailed within the report and thereafter answered questions raised by Elected Members.</p> <p>The Corporate Solutions Q1 Performance Report was submitted. The Chief Officer: Corporate Solutions highlighted the progress in the delivery of strategic outcomes and summary of the emerging challenges as detailed within the report and</p>		

thereafter answered questions raised by Elected Members.

Following questions from members, Gary Fairly advised that with regard to the decentralisation of rent payment centres, Council rent could be paid for via the same mechanism as Council tax and that the latter had been sustained throughout the pandemic and that the option for Card payments was to be rolled out.

In answer to the question regarding the local procurement of goods, Gary Fairley advised that the local award of contracts had been limited despite efforts made to encourage local suppliers and that there had been limited success in the context of delivering a joint procurement service with neighbouring local authorities. Gary Fairly advised that following this Midlothian Council has proceeded to recruit a Chief procurement officer.

It was noted that problems with the 'customer service platform' resulted from issues surrounding remote working and software has since been implemented to ensure that voicemail's are transcribed to email if left un opened.

In response to a question regarding the 'Tell us once' service, Kevin Anderson advised that there had been difficulties with the National Registers of Scotland during the pandemic and that Midlothian Council had also been receiving calls from other the local authority areas however these calls have since been redirected and that there was recruitment being conducted to improve call capacity.

Gary Fairley advised that he intended to bring a report to the next Council Meeting to cover financial reserves and highlighted that the Cabinet Secretary had explained to the Scottish Government public finance committee that the aim was to publish a Scottish Government budget in December and that decisions would then be made based on the Local Government Settlement at February council through the Business Transformation Steering Group. Gary Fairley noted that the Future Capital Program was funded via Section 75 contributions from housing developers, government grants and potential borrowing.

Kevin Anderson highlighted that there was a diminishing customer base for housing benefit following the implementation of universal credit but that housing benefits remained for homeless clients. Gary Fairley agreed to seek further clarification regarding the increase of corporate complaints during quarter 1.

It was noted that benefit collection rates had remained buoyant following the end of the furlough scheme and that collection levels were continuing to be monitored. Joan Tranent advised that the methods to access the essential food fund had been advertised at schools and social work centres. Derek Oliver agreed to feedback with regards to specific businesses that had been approached as part of the business gateway.

Decision

- Mr Fairley would provide further clarification regarding the increase of corporate complaints during Quarter 1.
- Mr Oliver would feedback with regards to specific businesses that had been approached as part of the Business Gateway.
- To otherwise note the content of the report.

Agenda No.	Report Title	Presented by:
5.4	Education Q1 Performance Report	Executive Director: Children, Young People and Partnerships
Outline of report and summary of discussion		
The Education Q1 Performance Report was submitted. The Executive Director: Children, Young People and Partnerships highlighted the progress in the delivery of strategic outcomes and summary of the emerging challenges as detailed within the report.		
Decision		
Noted the content of the report		

Agenda No.	Report Title	Presented by:
5.5	Place Q1 Performance Report	Executive Director: Place
Outline of report and summary of discussion		
<p>The Place Q1 Performance Report 1 was submitted. The Executive Director: Place highlighted the progress in the delivery of strategic outcomes and summary of the emerging challenges as detailed within the report and answered questions raised by Elected Members.</p> <p>With regard to the receipt of hot meals for students above Primary 4, Kevin Anderson confirmed that Primary 1 too Primary 4 continued to be catered and that plans to reintroduce this after the October half term break were being considered where possible noting restrictions to the school estate and staff distancing measures among other considerations. Kevin Anderson further advised that food supply and security are dependent on a range of local suppliers and that the impact of Brexit to the supply chain is being monitored via the Brexit oversight group.</p> <p>In response to a question referencing whether the costings of future homes and construction projects had been completed, Kevin Anderson advised that costings had been completed although Kevin Anderson advised that the initial costings did not take the issues of the present inflation to the cost of materials into account. Kevin Anderson highlighted that, to date, these had been covered with contingent values and that further options regarding contingencies and resilience would be brought to Council and the all Member Seminar. It was also highlighted that the estimate from the Treasury and the Bank of England was that the rate of inflation would be short lived to the end of the calendar or financial year although interim measures could still be considered to ensure that construction projects remained on target or that the impact of inflationary pressures was limited.</p> <p>In response to a question regarding the perceived need for labour Kevin Anderson advised that Midlothian Council had not seen much of an impact with regard to the demand on HGV drivers and advised a career pathway had been developed however, he couldn't guarantee there would not be an impact in the future but that work was being done to mitigate this.</p> <p>When asked as to why £18 Million had been spent on housing in 2020 with only 29 houses built, Kevin Anderson noted that this figure also included acquisitions and land bank investments and confirmed that a full breakdown would be brought to the</p>		

next audit committee.

Kevin Anderson advised on the lack of movement to the average homeless time and the fact that people staying in tenancies for longer periods of time. He also advised on the availability of alternative housing options, including shared accommodation and that the extension of the areas of choice through the housing allocation policy should assist with this.

In answer to a question regarding property turnaround times following a change of tenant. Kevin Anderson advised that Midlothian Council used the turnaround period to complete essential work's to minimise the impact on new tenants. It was highlighted that there was a limited stock of wheelchair adapted housing and that matching was dependent on the area of choice.

Decision

Noted the content of the report.

Post meeting note from Executive Director: Place to Councillor McCall

'Further to question submitted by Councillor McCall at PRS Committee in respect of the support being provided through the Housing First initiative.

I advise that is provided in a way ensures the principles of Housing First are met; which meets the needs and wishes of the individual, consequently the number of hours provided may reduce or increase over through the duration of the tenancy.

In addition to support to set up/establish the tenancy and get it off to a positive start, the support provided by the Housing First support provider (WithYou) is intended to compliment other support provided by other specialist providers across a range of services i.e. substance misuse, and mental health, with a view improving individual outcomes.

As an example in August almost 120 hours of support was provided to 21 Housing First tenants. 58 hours provided as pre- tenancy or settling in support to 8 people. 48 hours was provided as on-going support to 13 people who are more established in their tenancy. This ongoing support ranged from 25 minutes for one person to 435 minutes for another (the remaining hours are allocated to admin tasks such as attending selection meetings and the SMS huddle meeting).'

.....
Councillor Lay Douglas left the meeting at 12:45

Agenda No.	Report Title	Presented by:
5.6	Midlothian Council Report Q1	Chief Executive
Outline of report and summary of discussion		
<p>The Midlothian Council Report Q1 was submitted. The Chief Executive was heard in amplification of the report after which she answered questions raised by Elected Members. With regard to the £3.3 million attached to bus partnership Grace Vickers advised that an update had been provided to the citadel partnership and that this would be forwarded to Democratic Services for circulation.</p> <p>Thereafter, Councillor McKenzie, seconded by Councillor Parry moved for approval of the creation of a subcommittee aimed at (a) managing the risks and concerns to local authorities (b) monitoring the regulatory impacts of Brexit (c) the of Brexit impact on number of EU migrants (d) the increase of costs to buy goods. As an</p>		

amendment, Councillor Smaill, seconded by Councillor Winchester, moved defer this to standing order working group. On a vote being taken by way of a roll call vote, 7 votes were cast for the Motion and 2 for the amendment with 1 abstention.

William Venters, Principal Solicitor advised that further guidance from the monitoring officer should be sought to ensure that (a) the establishment of a subcommittee was not ultra vires and (b) that the issues highlighted were not already covered by the relevant working group.

Decision

- a) Clarification to be sought from the monitoring officer with regards to the creation of subcommittee.
- b) To note the contents of the report.

6. Private Reports

No items for discussion

7. Date of Next Meeting

Tuesday 2 November 2021 at 11 am

The meeting terminated at 1.12pm.

Minute of Meeting

Performance Review and Scrutiny Committee
Monday 13 December 2021
Item No: 4.2



Performance, Review and Scrutiny Committee

Date	Time	Venue
2 November 2021	11.00 am	Held via Microsoft Teams

Present:

Councillor Johnstone (Chair)	
Councillor Cassidy	Councillor Hardie
Councillor Lay Douglas	Councillor McCall
Councillor McKenzie	Councillor Parry
Councillor Russell	Councillor Smaill
Councillor Wallace	Councillor Winchester

Also in Attendance:

Grace Vickers	Chief Executive
Kevin Anderson	Executive Director Place
Alan Turpie	Legal Services Manager/Monitoring Officer
Morag Barrow	Joint Director Health and Social Care
Fiona Robertson	Executive Director Children, Young People & Partnerships
Derek Oliver	Chief Officer Place
Joan Tranent	Chief Officer Children's Services
Myra Forsyth	Continuous Improvement Manager
Grace Cowan	Head of Primary Care and Older Peoples Services
Nick Clater	Head of Adult and Social Care Services
Janet Ritchie	Democratic Services Officer
Andrew Henderson	Democratic Services Officer

1 Apologies

Apologies for absence had been received on behalf of Councillor Alexander.

2 Order of Business

The Order of Business was as detailed within the Agenda.

3 Declarations of interest

No declarations of interest were received.

4 Minutes of Previous Meetings

Councillor Parry raised Action Log point 7 and asked for further clarification from the Monitoring Officer of the information he had circulated to Members.

The Monitoring Officer, Alan Turpie confirmed that the Performance Review and Scrutiny Committee could create a sub-committee of this group which could ask for specific reports or ad hoc reports on how the Council was managing various impacts and consequences of the EU exit. However as the increase in costs to buy goods is a financial matter, this would fall outside the remit of the Performance Review and Scrutiny Committee and would be reflected in the Financial Monitoring reports which are presented to Council.

During discussion it was clarified that at the last meeting a vote took place for the creation of a sub-committee of the Performance Review and Scrutiny Committee and by the way of a roll call vote, 7 voted for this and 2 voted against with 1 abstention. The committee debated the benefits of a sub-committee and all the Members of the Performance Review and Scrutiny Committee being part of this sub-committee. After a lengthy discussion on the purpose of this sub-committee and the membership it was agreed that the sub-committee would be created consisting of 6 members from the Performance Review and Scrutiny Committee and chaired by the Chair of the Performance Review and Scrutiny Committee, Councillor Johnstone. It was agreed that each group would feedback to Mr Turpie their nominations for membership of this sub-committee by Wednesday 3 November 2021. It was further clarified that, following advice from the Monitoring Officer, the remit of the sub-committee would be as follows:

To review actions taken to mitigate the effects of EU exit in relation to the delivery of the Council's policy objectives with particular reference to:

- (a) the risks and concerns to local authorities;
- (b) the regulatory impacts of Brexit; and
- (c) the impact of Brexit on the number of EU migrants.

- 4.1 The Minute of the Meeting of the Performance Review and Scrutiny held on 21 September 2021 was submitted and it was agreed that due to inaccuracies within the minute that this minute would be amended and it would be submitted to the next meeting of Performance Review and Scrutiny Committee for approval.

4.2 Action Log

There was no further discussion regarding the action log as all other actions contained within the Action Log had been completed prior to the meeting and the relevant information had been circulated.

5. Reports

Agenda No.	Report Title	Presented by:
5.1	Inspection of Midlothian Council Care at Home Service	Joint Director Health and Social Care
Outline of report and summary of discussion		
<p>This report provided an overview of the recent unannounced Care Inspectorate report for Highbank Intermediate Care facility. Following the recent inspection a report was published that details the areas of its findings and outlines areas for recommendation and/or requirements. The inspection report grades the areas of inspection from 1 (Unsatisfactory) to 6 (Excellent). This inspection report graded the areas as follows:</p> <ul style="list-style-type: none">• How well do we support peoples wellbeing - 4 Good• How good is our care and support during the COVID-19 pandemic? 4 Good <p>Overall the care inspectorate evaluated that staff were good at supporting people's wellbeing. There were important strengths with some areas for improvement.</p> <p>Councillors expressed concern regarding the title and recommendation in the report and the Joint Director of Health and Social Care, Morag Barrow acknowledged the error on the title but confirmed that the correct report had been submitted and apologised that the recommendation had not been amended for this meeting.</p> <p>The Head of Primary Care and Older Peoples Services, Grace Cowan in presenting this report highlighted the good results as detailed in the report and advised that there were two recommendations from this inspection and one previous area for improvement outstanding in relation to falls assessment.</p> <p>Thereafter in responding to a question raised in relation to the previous area of improvement regarding falls assessment, Ms Cowan confirmed that there was a Falls Strategy and plan in place within the Care Home and that the recommendation was to improve on this. She further advised that this work was part of the Falls Group and that they were also awaiting on the National Falls Plan recommendations, which are taken down into local level but were affected by the response to the pandemic. She confirmed that she could not provide information at this time with regards to the details regarding falls, minor or major, during the time from the last report to this report.</p>		
Decision		
To note the content of the report		

6. Private Reports

No items for discussion

7. Date of Next Meeting

Monday 13 December 2021 at 11 am

The meeting terminated at 11.39 am

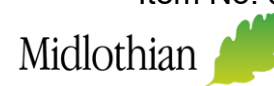
Action Log



No	Subject	Date	Action	Action Owner	Expected completion date	Comments
1	Adult Social Care Q1 Performance Report	21/09/2021	Feedback to Councillors With regards to the back log of hours for unpaid work service users and the success rates of Police reducing the supply of illicit substances.	Head of Primary Care and Older Peoples Services	02/11/2021	Completed Confirmation that feedback to respective Councillors received 28/10/2021
2	Corporate Solutions Q1 Performance Report	21/09/2021	Seek further clarification regarding the increase of corporate complaints during Q1 and feedback to councillors.	Chief Officer Corporate Solutions	02/11/2021	Completed Circulated to Members 28/10/2021
3	Corporate Solutions Q1 Performance Report	21/09/2021	Feedback to councillors regarding specific businesses that had been approached as part of the business gateway.	Chief Officer: Place	02/11/2021	Completed Circulated to Members on the 29/10/2021
4	Place Q1 Performance Report	21/09/2021	Circulate slide deck for report to councillors.	Executive Director: Place	02/11/2021	Completed Circulated to Members 21/09/2021

No	Subject	Date	Action	Action Owner	Expected completion date	Comments
5	Midlothian Council Report Q1	21/09/2021	Circulate update on bus partnership provided to the citadel partnership with councillors.	The Chief Executive	02/11/2021	Completed Circulated to Members on the 15/10/2021
6	Midlothian Council Report Q1	21/09/2021	Approach the Monitoring Officer regarding the establishment of PRS subcommittee to ensure that the remit of the subcommittee is not ultra vires.	Principal Solicitor	02/11/2021	Completed Circulated to Members on the 29/10/2021
7	Minutes of Meeting of 21 September 2021	02/11/2021	Due to inaccuracies within the minutes of 21 September 2021 these were not approved and it was agreed these would be amended and re-submitted to the next meeting	Democratic Services	13/12/2021	
8	Creation of a sub-committee of the Performance Review and Scrutiny Committee	02/11/2021	Groups to feedback to the Monitoring Officer, Alan Turpie their nominations for Members for the PRS Sub-committee.	Monitoring Officer	03/11/2021	Meeting arranged for 6 December 2021

Adult Health and Social Care Quarter Two Performance Report 2021/22



01. Progress in delivery of strategic outcomes

Our Vision: People in Midlothian are enabled to lead longer and healthier lives.

Our Values: Right support, right time, right place.

Midlothian Integration Joint Board plan and direct the services that are delivered by Midlothian Health and Social Care Partnership (HSCP). The HSCP is a partnership between NHS Lothian and Midlothian Council and is responsible for services that help Midlothian residents to live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some hospital-based services such as Accident and Emergency.

Work on the IJB Strategic Plan 2022-25 continued in Q2.

1. HSCP COVID-19 Response

The COVID-19 pandemic brought many challenges and much disruption to the Health and Social Care Partnership, its partners and the communities it serves. There was increased anxiety and pressure on many service users, unpaid carers and staff. While challenges may have changed since 2020, they continued in 2021.

The top priority of the Partnership is the safety of clients, communities and staff. In response to the pandemic it was important to be innovative and support clients effectively and safely. Some services adapted how they operate with, for example, increased use of video consultations. The vast majority of services were operating at full capacity by the end of Q2 although some, such as respite and a number of day service remained limited due to infection control guidance. However work is underway to increase availability of this support, at times in a new way.

As well as presenting a tremendous challenge to services, staff and partners, the crisis also created an opportunity to build on existing and new community connections. Volunteering programmes continued and were further supported by the Partnership.

2. Seasonal Flu/COVID Booster Programmes

The COVID Booster programme for eligible residents started on Monday 27th September. Vaccinations for care home residents, children under 5 and primary school children also started. This is the first year when the Health and Social Care Partnership is leading the flu programme and has taken over this service from General Practices as part of the new GP contract. The majority of vaccinations will be provided from three venues: Gorebridge Leisure Centre, Midlothian Community Hospital and Eastfield Medical Practice. The Health and Social Care Partnership also leads the ongoing COVID vaccination programme which includes Evergreen (1st and 2nd COVID doses), 12-15 years olds, 3rd dose for people who are immunosuppressed and the Booster programme.

3. Service Transformation

Health and Social Care services continued to develop during Q2. This included the ongoing transformation of local service pathways to embed a Home First approach, whereby people are supported out of hospital promptly, with a greater emphasis on supporting people at home, through investment in care at home, early intervention and prevention. Additional staff were recruited, including drivers, Allied Health Professionals and sixteen carers. Data indicates that the increased capacity within the team has facilitated earlier discharge from acute hospitals.

The Community Respiratory Team (CRT) continued to successfully manage COPD exacerbations in people's own homes and the development of a new Scottish Ambulance Service pathway has led to a reduction in acute hospital respiratory admissions. Expansion of the team has meant that this has also facilitated early discharges to home.

Mental Health, Substance Misuse and Justice services continue to operate and adapt according to COVID guidelines. Work to develop Peer Support across all No 11 services was progressed and some group activities were re-established; this will continue into Q3.

4. Justice Service

Activity during Q2 continued to focus on recovery and our response to the COVID-19 pandemic. Service delivery focused on managing individuals in the Justice system through a mixture of face-to-face and virtual meetings. This continues to be based on dynamic assessments using risk and needs to determine levels of involvement. The Justice team are continuing to design alternatives to prosecution/Court disposals. Structured Deferred Sentences offered to

the Court by the Justice team launched on 1st September. Change Grow Live and Venture Trust were identified as offering structured interventions to individuals involved in the Justice system. It is anticipated that this will increase the options for assisting with the backlog of cases within the Court system and provide better outcomes for individuals in the Justice system. We hope to continue to design further services such as Supervised Bail and Diversion.

Q2 saw a continuation of unpaid work service users completing their hours. Supporting this is our new unpaid work supervisor who was recruited in response to addressing the backlog of unpaid work hours. The Justice team have also focused our efforts in engaging with our third sector partner organisations to look at opportunities for expanding the work placements available to our service users. A contract was agreed with Cyrenians to provide work placements in Bonnyrigg community garden. Further, a pilot project to increase training opportunities with a local college has proved beneficial to a number of individuals within the Justice System.

The Justice specific Men's service launched in September. Stride is a holistic trauma-informed group for men involved in the Justice system. To support the delivery of this service, Justice identified funding to recruit a health and social care practitioner. Some of the work of this service mirrors the work being undertaken by Spring, our women's service. Spring continues to support women and has been able to re-establish group work activities. Our funded Peer Support Co-ordinator post was previously reviewed in relation to the role and remit with a clear focus being given to the development of a pathway for volunteer peer supporters to form a network for services within Number 11. Recruitment to this post was completed in September.

5. Substance Misuse

Key services based in Number 11 in Dalkeith continued to provide services including outreach treatment, injecting equipment provision [IEP], naloxone, information/advice and door step deliveries of Opiate Substitute therapy [OST] and other medication to those requiring this support within Scottish Government guidance. Despite Covid restrictions impacting service delivery the Midlothian Substance Misuse service instigated an outreach model to those individuals who were most at risk. This includes the trialling of Buvidal [an injectable form of Buprenorphine].

There continues to be concerns about the availability in some communities of what would appear to be illicit Diazepam tablets and also Etizolam and Alprazolam [Xanax] whose quality is variable but would appear to be much stronger. These tablets are likely to be used in conjunction with other drugs [poly drug use] increasing the level of risk. Alerts and Intelligence were [and are] shared between Police Scotland, MELDAP and Drug Treatment and Support services to ensure that officers/workers had information to support harm minimisation information and support to people who use drugs. MELDAP services are developing electronic and other versions of information highlighting the risks caused by poly drug use. MELDAP services continue to provide data packages, basic smart phones and tablets to those individuals as part of impacting the digital inequalities agenda. The partnership intends to continue this work for the rest of 2021/22. All MELDAP services are continuing to provide the Covid driven practice developments that have proven useful to their clients/patients as restrictions ease. One particular area is providing a blended care approach of one to one engagement augmented with the use of digital/phone platforms according to choice and need.

6. Digital

Technology offers a range of tools to support pathway and service redesign in terms of both iterative improvements and transformative initiatives. We continued to proactively engage with the emerging digital agenda in Scotland to maximise the value that technology, in all its forms, can add. With the inauguration of a new Digital Governance Group within our structure we anticipate improved planning and resourcing of projects (internally) which connect effort across the partnership. Furthermore, we hope to be able to present a united front to and for our key business partners with regard to digital development planning and to support prioritisation. We need to consider how services are designed and incorporate technology, therefore, as the HSCP supports development of the next IJB strategic Plan, we are positioning Digital as an enabler of transformation rather than a service or resource to demonstrate the paradigm shift required to deliver digital transformation.

7. Learning Disabilities

Implementation of a framework for providing positive behavioural support within Midlothian has been completed and continues to receive support from all stakeholders. Implementation has been impacted by COVID19, but the steering group has now reconvened and training at levels one and two is underway and the pathway has been updated. Work with People First to produce a video from a service users' perspective to be used in staff training has been agreed.

The project to review and redesign Day Services to reduce costs including transport continues as part of the COVID-19 Remobilisation Plan with a focus on re-establishing and building up centre based services supplemented by home based, community based, and on line models of support. Progress is contingent on further national guidance. Model for Day Service transport and retender of the taxi contract agreed by Senior Management Team and Invitation to Tender being finalised.

Work continues to progress plans in relation to housing, both short term by making best use of the property available and longer term by ensuring needs as considered as part of the Phase 3 Housing Programme. Bonnyrigg High Street site scheduled for completion Mid 2023. Designs for Primrose Lodge in Loanhead are complete but still awaiting availability of the property.

8. Older People

Extra Care Housing: As with many other areas, Midlothian faces many challenges in addressing the housing and care needs of an ageing population with increasingly complex requirements. Extra Care Housing is a model of accommodation and care that supports people to live in their own tenancy. Work was progressed on 3 sites (Dalkeith, Bonnyrigg and Gorebridge) to provide 106 ECH bungalows or flats. Timescales were impacted by Covid 19 with completion dates now estimated at 2023.

Care Homes: Midlothian has 10 older people's care homes, 2 of which are HSCP run with one being an intermediate care facility. The remaining 8 are privately run either by private companies, charitable organisations or independent care homes. Health Boards and local Health and Social Care Partnerships continue to carry responsibilities for the clinical and professional oversight of the care provided to people resident in care homes in line with the Scottish Government guidelines (May 2020).

The Care Home Support Team has provided substantial support to care homes for older people to address the challenges faced throughout the Covid-19 pandemic. Examples include the provision of direct support to meet staffing challenges, input to meet the complex care needs of individual residents, vaccination, testing of staff and residents, support with the reintroduction of visiting and providing practical and emotional support to staff affected by the impacts of the loss of residents in unprecedented numbers.

Care at Home: Care at Home continues to be a key contributor to the HSCP vision for people to receive the right care in the right place; in their home and community as far as possible. It supports efforts to reduce length of hospital stay, as well as admission avoidance. Care at Home is currently provided by the HSCP and external providers. Midlothian experienced significant pressures within Care at Home services over the last 6 months. This was in line with the national challenges to recruit care staff. Despite this pressure, Care at Home worked hard to ensure packages of care continued to be delivered. On 1st September new contracts were awarded to external Care at Home providers.

9. Carers

Q2 Marked the beginning of the new Carer Support contract (01/07/21); both Lots of the contract being delivered by VOCAL, engagement the British Red Cross to take forward some community engagement aspects. It is fortunate that VOCAL were the existing main provider of carer support services as this enabled a continuity of support available to carers already engaged with the service, but are also a known and respected service locally, so there was not a drop in delivery or availability as they took over the new requirements. Having said that there was no drop in service, Q2 was about being able to take forward preparations to enable them to deliver on the new service specification, and it has been an active period for recruitment (expansion of some areas of delivery, e.g. income maximisation; counselling - and also in establishing shared protocols and agreements with new delivery partners (British Red Cross).

Previously discussed was the Scottish Government announcement of a significant additional resource for carers for 2021/2022. Q2 followed up on a collaborative workshop in June exploring options and proposals for how this funding should be utilised. Feedback and consideration of how proposals met strategic aims or supported existing work was fed back to SMT and the Performance and Finance group. Final agreements will be fed back to those who submitted proposals imminently.

10. Mental Health

The Mental Health Strategic Planning group developed the Mental Health Action Plan reflecting the priorities set out in the Midlothian HSCP Strategic Plan. Primary Care Mental Health Nurses are now in 12 practices and the role of OT is being recruited to supplement the service. Evaluation of the impact of primary care nurses is being developed.

People can access Midlothian Access Point directly via email and then will be allocated an assessment.

The recommissioning of community mental health and wellbeing supports currently delivered by Health in Mind involved key stakeholders staff and third sector colleagues working across the HSCP, as well as consultation with people who use services through a paper questionnaire, online survey monkey, focus groups and individual interviews. New contracts commenced 1st July 2021.

11. Adults with Long Term Conditions, Disability and Impairment

Awareness training sessions for HSCP staff, provided by Deaf Action and Sight Scotland have also not been possible due to the pandemic and training over Zoom or Teams cannot provide practical, hands on training. Work has commenced with Sight Scotland to provide information sessions to staff in relation to the services they provide.

In response to the closure to the public of the Audiology Department due to Covid restrictions volunteers continue to uplift peoples' faulty hearing aids from their homes and delivered the aids to Midlothian Community Hospital for an Audiology technician to repair, and then return the repaired aids back to the individuals.

Hybrid model up and running for delivery of face to face and digital for all weight management programmes. Digital devices secured for people referred so they are able to decide what options best suits their needs.

Midlothian HSCP commenced work on Improving the Cancer Journey (ICJ) during 2021. ICJ is a partnership between Macmillan and the four Lothian Health and Social Care Partnerships. Midlothian Council hosts the Programme on behalf of the four HSCPs. The ICJ Programme aims to meet the non-clinical needs of people living with cancer; it promotes self-management and person-centred solutions. The service in Midlothian has strong links with the Wellbeing Service in GP practices and the MacMillan Welfare Rights Advisor in the Welfare Rights Team.

12. Sport and Leisure

Following the move to "beyond Level 0" Sport and Leisure operations have continued to move towards pre-covid operations, however there are still significant challenges related to the pandemic.

The ongoing restrictions around schools has resulted in the continued closure to the public of Newbattle Community Campus and The Lasswade Centre during school hours, leaving only weekday evenings and weekends for Sport & Leisure operations. Gorebridge Leisure Centre continues to be utilised as a mass vaccination centre, now administering the Flu vaccine in addition to Covid vaccinations, and will continue to do so until at least 31/03/2022.

Newtongrange Leisure Centre had been utilised to accommodate Midlothian residents with pre-existing health conditions who access the Midlothian Active Choices (MAC) and Ageing Well programmes to provide safe, specific support to that vulnerable client group. However as a result of the Newbattle restrictions and use of Gorebridge for non S&L activities this dedicated use of Newtongrange has had to cease to allow other members of the public access to leisure facilities during the day in their local community. This has led to a drop in the usage by some MAC members who still hold concerns regarding Covid and the safety of mixing with the wider community due to their vulnerable health and wellbeing.

The Ageing Well programme of activities is nearly back to pre-covid levels in terms of the range of activities on offer. Participation and volunteering levels have been good but there has been an inevitable turnover of participants who cannot or who do not yet wish to return and the case is the same for volunteers, however the resumption of a much fuller programme has also seen a good number of new participants and volunteers access the project.

Sport & Leisure Services has supported Midlothian HSCP colleagues in delivering Flu Vaccination clinics and Let's Prevent, the Type 2 diabetes prevention programme by accommodating and integrating those services within Sport & Leisure facilities and programmes. Sport & Leisure Services via its Ageing Well and MAC programmes is directly involved in the Falls Prevention strategy and pathways for those experiencing or at risk of falls. The MAC team have also resumed delivery of the Tier 2 Weight Management Programme at Newtongrange Leisure Centre, however the delivery is not back to pre-covid levels due to staff vacancies and facility availability at Newbattle and Lasswade centres.

Sport & Leisure services will continue to develop its digital capabilities including an expanded role out of online booking and advance payment for all activities, online fitness classes and activities as well as deploying digital platforms such as MS Teams for internal and external communication and workforce training and development.

02. Challenges and Risks

COVID-19

The Health and Social Care Partnership, its partners and the communities it serves continued to be impacted by the COVID 19 pandemic. Covid continued to influence how the HSCP delivered core services, it impacted on staff absence and deployment, and it required additional resource, for example to deliver vaccination clinics, coordinate staff testing for HSCP and other staff, and manage PPE provision locally.

A growing and ageing population

Midlothian is the second smallest Local Authority in mainland Scotland but the fastest growing. This will continue to pose challenges for health and social care services whilst also changing some local communities. As people live for longer many more people will be living at home with frailty and/or dementia and/or multiple health conditions. An increasing number of people live on their own, and for some this will bring a risk of isolation.

Higher rates of long-term conditions

Managing long-term conditions is one of the biggest challenges facing health care services worldwide, with 60% of all deaths attributable to them. Older people are more susceptible to developing long-term conditions; most over 65s have two or more conditions and most over 75s have three or more conditions. People living in areas of multiple

deprivation are at particular risk with, for example, a much greater likelihood of early death from heart failure. They are also likely to develop 2 or more conditions 10-15 years earlier than people living in affluent areas.

Higher rates of mental health needs

Many mental health problems are preventable, and almost all are treatable, so people can either fully recover or manage their conditions successfully and live fulfilling healthy lives as far as possible. The incidence of mental health issues in Midlothian, while similar to the rest of Scotland, is a concern. Living in poverty increases the likelihood of mental health problems but also mental health problems can lead to greater social exclusion and higher levels of poverty. People who have life-long mental illness are likely to die 15-20 years prematurely because of physical ill-health.

Our services are under pressure

People place a high value on being able to access effective health services when they need them. People expect to receive high quality care services when these are needed whether as a result of age, disability, sex, gender or long term health conditions. Yet there are a number of pressures on our services.

Financial pressures

Financial pressures on public services are well documented. There is no doubt that we need to do things differently: the traditional approach to delivering health and care services is no longer financially sustainable.

Workforce pressures

The Covid-19 pandemic has and will continue to influence the demand for, and deployment of, the health and care workforce for the foreseeable future. Mass vaccination programmes and other large scale recruitment programmes related to COVID 19 have increased pressure on already stretched resource.

There is reduced availability of staff with appropriate qualifications or skills, including General Practitioners, Social Care Workers and Staff Nurses. This impacts on service delivery and development.

Review of Adult Social Care

The Independent Review of Adult Social Care (published in February 2021) was set up to recommend improvements to adult social care in Scotland. It looked at these in terms of the outcomes for people who use services, their carers and families and the experience of those working in the sector. There are likely to be significant changes to care services as a result of this review.

Unpaid carers

Unpaid carers fulfil significant, valuable and wide-ranging roles within Midlothian communities, helping to keep people with care and support needs within our communities. During the pandemic many people became carers for the first time, or saw changes to their caring role, resulting in them providing significantly more care for their elderly, sick or disabled family, friends and neighbours. Through this period services supporting carers continued to offer a range of support, including digitally, and by telephone, though services supporting the person they provide support to may have been reduced, e.g. respite and day services, impacting on carers. Further work is required to reduce the significant pressure and impact of caring that carers reported, by continuing to explore innovative options to enable support to be given to both carers and the cared-for, and for there to be opportunities for breaks from caring.

Acute hospitals

Acute hospitals are under huge pressure due to unsustainable demand and financial restrictions. Investing in community based services and work with carers is required to minimise avoidable and inappropriate admissions and facilitate earlier discharge. By treating people closer to home, or in their own home the HSCP can support admission avoidance and improve people's outcomes.

Adult, Health and Social Care

Successes and Challenges

Corporate Performance Indicators (latest)

8 5 0 8

Service Plan Actions (latest)

4 31 0

Service Plan PIs (latest)

8 23 0 15

Corporate PIs Off Target

PIs 8

% of invoices paid within 30 days of invoice receipt (cumulative)

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

% of service priority Actions on target / completed, of the total number

Average time in working days to respond to complaints at stage 1

Average time in working days to respond to complaints at stage 2

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints at stage 2 complete within 20 working days

Performance against revenue budget

Service Plan Actions Off Target

Actions 4

Improve awareness and understanding of sensory impairment among HSCP staff and partners by delivering training with RNIB and Deaf Action.

Reduce waiting times for occupational therapy and social work services.

Pursue and explore options to progress incrementally a data exchange mechanism between the Council and NHS Lothian to improve our use of health and social care data.

Enhance community resources for social prescribing by running a specific stress control classes in community venues.

Service Plan PIs Off Target

PIs 8

Number of people receiving the Wellbeing Service across all 12 GP practices

Data exchange mechanism between the Council and NHS Lothian is in place.

Average wait time for occupational therapy services

Average wait time for social work services

Increase the % of people who feel they are participating more in activities of their choice

Number of carers accessing short breaks through VOCAL Wee Breaks Service (cumulative)

Number of stress control classes run in community venues.

Number of individuals referred through the Safe and Together approach.

Service High Risks (latest)

2

COVID 19

Meeting growing demands with constrained /reduced budgets, especially from external funders.

All Risks - Adult Social Care

Risks 13 9

Key
PIs

Off Target
On Target
Data Only
Data Not Yet Available

Key
Actions

Off Target
On Target/Complete
Data Not Yet Available

Key
PIs

Off Target
On Target
Data Only
Data Not Yet Available

Key
Risks

High Risk/Medium Risk
Low Risk

Children's Services, Partnership and Communities

Quarter Two Performance Report 2021/22



01. Progress in delivery of strategic outcomes

Our Vision: All children, young people, adults and families in Midlothian are supported to be the best they can be. This is achieved through a nurturing, respectful and collaborative approach that promotes wellbeing, equity and inclusion.

Within children's services Q2 has continued to be impacted by Covid and some restrictions, including the increase in number of staff who have had to self-isolate. Staff continue to work on a rota basis within Eskdaill Court until such times that Scottish Government guidance allows for a return of all staff.

There has been a 35% increase in the number of referrals in Q2 in comparison to the same time last year. 20/21 (2761) to 21/22 (3794). Police referrals into the service accounted for 37% of all referrals which is a 6% reduction from last year at this time. 21% of the referrals were for financial assistance a 12% increase from last year. Further work on this area is being undertaken.

CLLE

The Communities, Lifelong learning and Employability Service (CLLE) in Q2 have had success with:

- Grants report and new council 3 year funding programme has been launched with successful surgeries
- Summer family learning was well attended and the adult learning programme now offers increased qualification opportunities and more face to face learning blended with online.
- Community groups have responded well to the support and awareness sessions of reopening groups safely.
- Adult family employability support progressing well and digital devices secured through the Connecting Scotland Programme.
- Targeted summer support programme consistent numbers and outcomes
- DOE awards completed
- Youth work offer re-opened in all clusters
- FA all courses started and extra places obtained
- Croft Street Hub partnership work commenced/garden complete
- Young Carers additional funding sourced, allowing additional young people to attend
- 12 plus Marg prevention have secured funding to provide youth club activities for 12 months.
- Kickstart induction process recognised as good practice

Overall the CLLE service is making good progress in reaching our recovery targets and increasing the number of local people we are supporting to improve their skills for learning, life and work.

UNCRC

The Supreme Court on Wednesday 6th October 2021 [handed down judgment](#) that the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill was unlawfully made. The Supreme Court rules that the Scottish Parliament did not have the power to pass such legislation. The UNCRC Bill will now return to the Scottish Parliament so the Supreme Court's concerns can receive further consideration. Hopefully, we will see the revised bill make its way through the Scottish Parliament again soon so children's rights across Scotland can be upheld through the UNCRC

National Child Protection Guidance

The new National Child Protection Guidance has been published. There is a national implementation group which Midlothian are part of and we have between 18-24 months to fully implement all the actions. Across the Lothian's and with Scottish Borders we are commissioning a person to write local procedures.

Equity and Inclusion

The Equity and Inclusion GIRFEC subgroup is well established and a plan has been approved with key areas of work identified: ASN review, attendance and engagement in education; nurture; poverty and attainment and family learning.

Reducing Poverty

The income maximisation project has demonstrated that this was a successful pilot which shall continue to be a part of children's services work going forward. This early intervention approach of supporting families to ensure they access the benefits they are entitled to, is a key support in helping families get out of the poverty trap. Covid-19 has

impacted hugely on families financial position and therefore the need to ensure that we continue to offer this service is required to try and reduce the impact of poverty.

02. Challenges and Risks

National; Care Service Consultation. This is taking up a significant amount of time to ensure that everyone has the information they require to make an informed decision.

Impact of Covid-19

Additional kinship placement and without additional support a risk some placements may break down. The need to prioritise earlier intervention by including families at the earliest point of contact. Family Group Decision Making service requires additional workers to make a difference and improve outcomes that are aligned to the Promise, by ensure all children and young people remain Midlothian with their family and local community.

Additional issues around children and young people having access to early mental health support is an area of work being prioritised.

CLL

Covid recovery and increasing our engagement with local people is a continual challenge although good progress is being made. Supporting staff to operate within changing circumstances with isolation, etc. is a key priority for the service. Two main barriers exist in terms of increasing our face to face provision for youth work and adult learning these include access to appropriate accommodation with good wifi access. We have identified a new delivery space but this will require additional financial support to make it viable. In addition there are disability access and other practical issues with Penicuik Town Hall which requires a financial investment to address.

Instrumental Music Service

Staff have worked creatively to adapt the service to offer remote learning. Whilst SG have made a pledge to ensure that all instrumental music is delivered free and funding has been offered for the first year, a service review will take place in January 2022 to re design a service that meets the needs of the increasing number of children who wish to access this service.

Childrens Services, Partnerships and Communities



Successes and Challenges

Corporate Performance Indicators
(latest)

● 2
 ✓ 10
 ? 0
 📊 8

Service Plan PIs (latest)

PIs
 ● 3
 ✓ 12
 ? 3
 📊 15

Corporate PIs Off Target

PIs
 ● 2

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

Percentage of complaints at stage 1 complete within 5 working days

Service Plan PIs Off Target

PIs
 ● 3

Qualifications achieved through CLL

Amount of funding gained to meet income/external funding target of £650,000

Number of CHs deferred

Service High Risks (latest)

⚠ 1

Workforce capacity

All Risks - CSPC

Risks
 ⚠ 13
 ✓ 14

Key PIs

● Off Target
✓ On Target
📊 Data Only
? Data Not Yet Available

Key PIs

● Off Target
✓ On Target
📊 Data Only
? Data Not Yet Available

Key Risks

⚠ High Risk/Medium Risk
✓ Low Risk

Midlothian's profile

 92,460

people live in Midlothian

We are one of the smallest Local Authority in mainland

Scotland but the **Fastest Growing.**



18% of people are over 65

20% are under 16

Inequalities: Midlothian is made up of **115** (SIMD) data zones,

10 of which fall within the **most deprived areas**, giving Midlothian a **8.7%** local share of data zones within the 20% most deprived areas in Scotland.

Working population (aged 16-64) of **57,100** with **1,700** unemployed

5,900 people furloughed as of March 2021, 2,900 males and 3,000 females

Life expectancy at birth is:



Health Conditions

The leading cause of death rates for both males and females is **Heart diseases and dementia.**



Females
81.7 years



Males
77.7 years

Midlothian's growing and ageing population

Data source: Midlothian Council Area Profile (nrsscotland.gov.uk), SIMD - gov.scot, nomis.web.co.uk



Population rise

The population of Midlothian is projected to increase from 91,340 to 103,945 by 2028. An increase of 13.8%, which compared to a projected increase of 1.8% for Scotland as a whole. Midlothian is projected to have the highest percentage change in population size out of the 32 council areas.



Increase in households

The number of households in Midlothian is projected to increase from 39,122 to 45,374 by 2028. This is a 16% increase, which compares to a projected increase of 4.9% for Scotland as a whole. Midlothian is projected to have the highest percentage change in household numbers out of the 32 council areas.



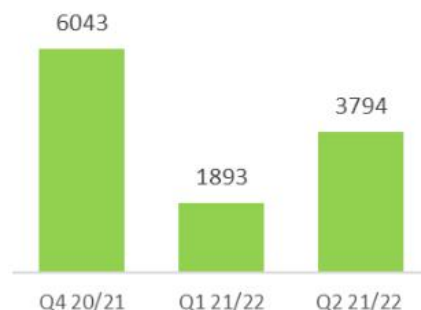
Increase in over 75s

The 75 and over age group is projected to see the largest percentage increase (+40.9%). As people live for longer many more people will be living with frailty and/or dementia and/or multiple health conditions. This will pose challenges for all our health and social care services whilst also changing the face of some of the local communities.

Number of external "Foster" placements purchased this year



Number of referrals to the duty service (cumulative)



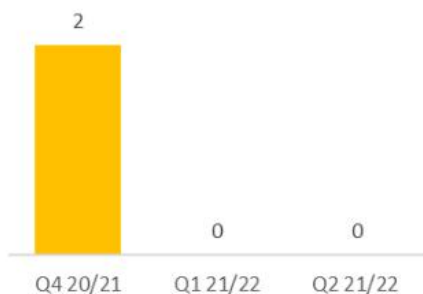
Number of children adopted (cumulative)



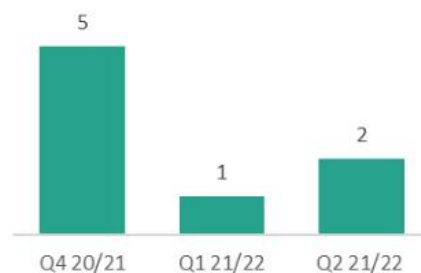
Number of children matched in quarter



Number of new foster carers approved (cumulative)



Number of foster carers de-registered quarterly (cumulative)



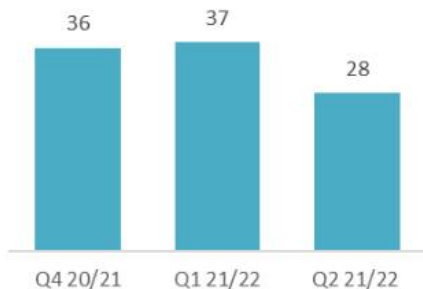
The number of looked after children and young people not in residential placed outwith Midlothian



The number of looked after children and young people placed in Residential School outwith Midlothian



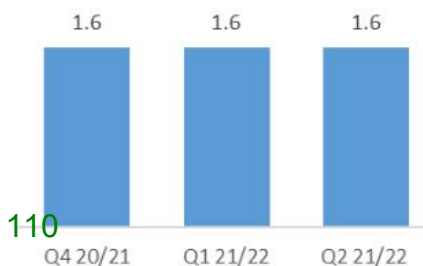
Number of Midlothian children on the Child Protection Register



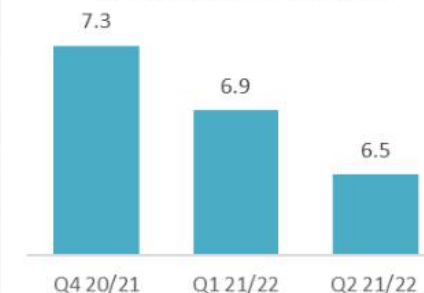
Rate per 1,000 population of Midlothian children on the Child Protection Register



Rate per 1,000 of Midlothian Looked After Children AT HOME



Rate per 1,000 of Midlothian Looked After and Accommodated Children



Team or priority title

Holistic

Modern

Sustainable

Preventative

Key Highlights

- Within children's services Q2 has continued to be impacted by Covid and some restrictions, including the increase in number of staff who have had to self-isolate. Staff continue to work on a rota basis within Eskdaill Court until such times that Scottish Government guidance allows for a return of all staff.
- There has been a 35% increase in the number of referrals in Q2 in comparison to the same time last year. 20/21 (2761) to 21/22 (3794). Police referrals into the service accounted for 37% of all referrals which is a 6% reduction from last year at this time. 21% of the referrals were for financial assistance a 12% increase from last year. Further work on this area is being undertaken.
- The CLLE service is making good progress in reaching our recovery targets and increasing the number of local people we are supporting to improve their skills for learning, life and work.
- The Equity and Inclusion GIRFEC subgroup is well established and a plan has been approved with key areas of work identified: ASN review, attendance and engagement in education; nurture; poverty and attainment and family learning.
- The income maximisation project has demonstrated that this was a successful pilot which shall continue to be a part of children's services work going forward. This early intervention approach of supporting families to ensure they access the benefits they are entitled to, is a key support in helping families get out of the poverty trap. Covid-19 has impacted hugely on families financial position and therefore the need to ensure that we continue to offer this service is required to try and reduce the impact of poverty.

Areas for improvement

- Impact of Covid-19: Additional issues around children and young people having access to early mental health support is an area of work being prioritised.
- **CLL:** Challenges : The team have been balancing the changing guidance to be able to offer flexible learning for all ages through face to face, blended and fully online learning in order to achieve this the number of opportunities offered sit at 182 with a target of 500 for the year which may prove challenging. This is due to a variety of reason including sessional tutors confidence to re-engage face to face, changing guidance and the public's view of re- engaging face to face. Our recent consultations indicate a wide preference for learning including face to face, blended and solely on line which we will building into our planning for future terms. Demand for our services are high and we have to balance this with staff capacity and the programmes we must deliver to meet the expectation of our external funding partners.
- Instrumental Music Service: Staff have worked creatively to adapt the service to offer remote learning. Whilst SG have made a pledge to ensure that all instrumental music is delivered free and funding has been offered for the first year, a service review is required to ensure that we can provide a modern and sustainable service post next year
- There are quite a few national drivers which require resources and reconfiguring of services that are on the horizon which shall require extensive consultation and resource such as the National Care Service Consultation.

Service Priorities

Asset based

Modern

Hub and Spoke

Preventative

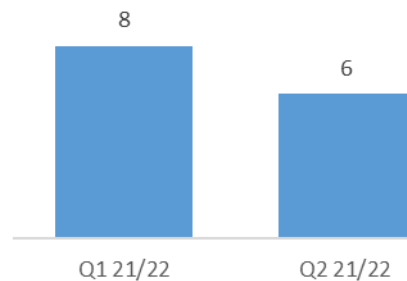
Key Highlights

- Only 1 family has not engaged with Family Systemic Practice and the remaining 5 families intervention will commence in October 2021
- No complaints have been received from parents of children and young people in receipt of an SDS package of care. All operational managers are now aware that those children, young people and families in receipts of a SDS package of care should have an identified point of contact.

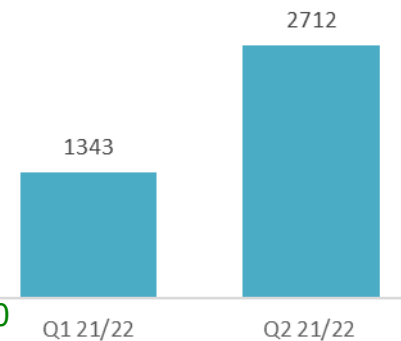
Areas for improvement

- 5 Children's Hearings have been deferred for 14 children (5 families).
- Training on life-story work was scheduled to take place on 29 September 2021. Unfortunately, the workshop was cancelled due to the trainer contracting COVID-19
- 2712 out of 3793 referrals were repeat referrals within 12 months into the service (72%). Of these 23% were for financial assistance, 14% for domestic violence and 11% for 'Other'. A review of this work is underway and should be concluded by October 2021.

Number of families that engage with the family systemic practice pilot



Reduce number of repeat referrals into the service



Improving skills for Learning, Life and Work. Supporting communities to be a great place to live, work and grow up in

There has been a good start made in Q1 in re-engaging learners within CLLE with a significant number from areas of deprivation with 51% of those engaging with us from the 40% SIMD areas. There has been a high number of young people and adults receiving 1:1 employability support with 407 within the first quarter of this year. 32 community groups have engaged with the team to seek support and advice relating to community issues. Early indications show that a higher number of young people are interested in starting foundation apprenticeship courses offered by CLLE.

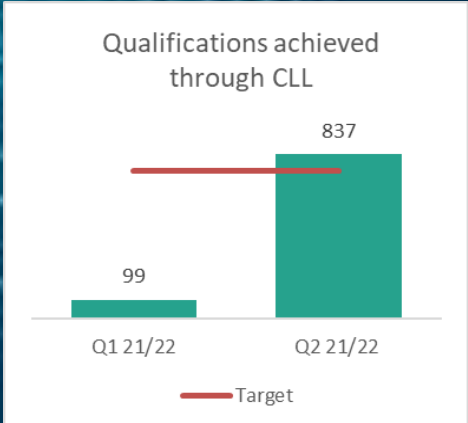
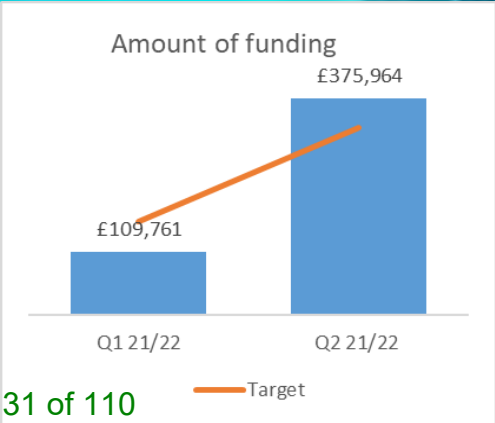
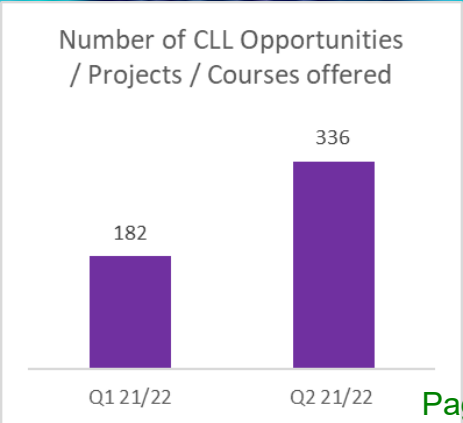
- Holistic
- Modern
- Hub and Spoke
- One size fits one

Key Highlights

- Foundation apprenticeships have contributed over 500 accreditations.
- 546 people have received CLL 1:1 support
- 97.1% participant satisfaction with CLL services
- 95.2% Modern Apprenticeships completed through CLL
- £375,964 funding gained to meet income/external funding target of £650,000

Areas for improvement

- 56.7% key skills improved through CLL services. Summer family learning events reduced key skills figures.
- CLL opportunities have reached 304 participants (SIMD breakdown of engaged participants). 20.9% of all learners were from the lowest 20% SIMD Deciles.
- 57.3 Foundation Apprenticeships completed through CLL. Indicator will only be reported once per year. Pandemic has had a major impact on success/completion rate.



Reduce the number of CEYP going into homeless accommodation

Holistic

Sustainable

Preventative

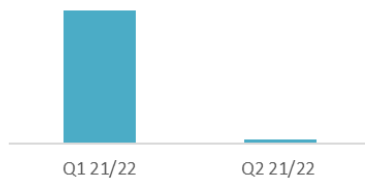
One size fits one

Key Highlights

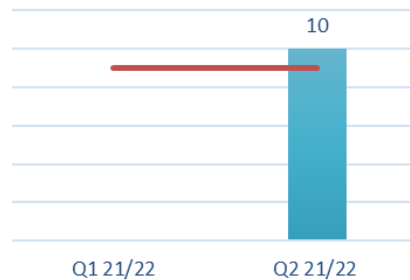
- 1 young person in the age group 16-21 is in supported accommodation.
- 10 young people are staying in the NHP. These include young people in residential houses including 1 in an out of authority placement, young parents in temporary accommodation and a care leaver living with a grandparent.
- The revised continuing care policy is proving to be effective and the fact that young people are staying on in their care placements longer is testament to this. As with all policies we will review and revise the document as we go forward.

Areas for improvement

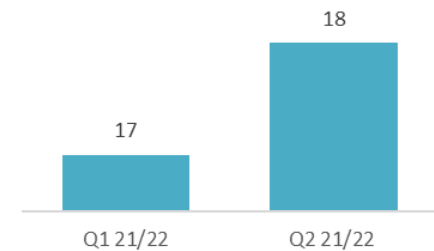
Number of CEYP who enter homeless accommodation vs other suitable accommodation



Young people are currently in the NHP



Average age of young people in foster care / care homes moving into after care



Provide a clear pathway for kinship support

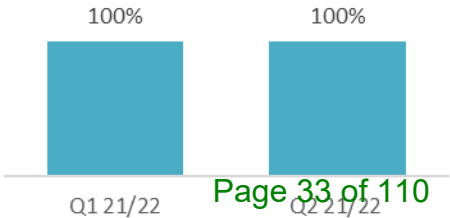
Key Highlights

- Kinship carers report that communication has improved. A feedback survey is being developed for launch in Q4.
- Policy work underway and linked to wider Permanence policy work, 100% staff have been provided with interim kinship guidance document.
- 100% of kinship carers who understand the pathway to access support

Areas for improvement



Percentage of staff who attend the launch of the new policy and pathway for Kinship Support



Expand existing pathway to support families impacted by poverty at an earlier stage

Holistic

Preventative

Hub and Spoke

One size fits one

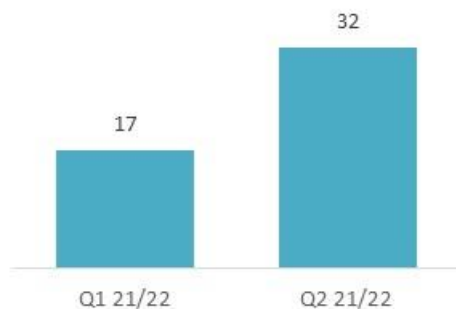
Key Highlights

- We have extended our current income maximisation worker's contract for a further year. This worker will continue to have a remit for working with families where children are either on the Child Protection register or who are subject to Compulsory Supervision Orders at home. Between October 2020 and end June 2021 this worker had undertaken 161 client information sessions leading to an estimated financial gain of £76,353.
- In conjunction with CAB we are applying for three year grant funding to employ a further income maximisation worker who will have a remit for early intervention. We are proposing that this worker will be located within our contact centre and will respond to referrals directly from the Scottish Welfare Fund by signposting families onto appropriate support at an early stage of intervention.
- Families are requesting premade meals – this is more than packed lunches and caters to need of a family not a single child.
- High number of requests for food vouchers during summer holidays. All requests met with combination of vouchers and premade meals.

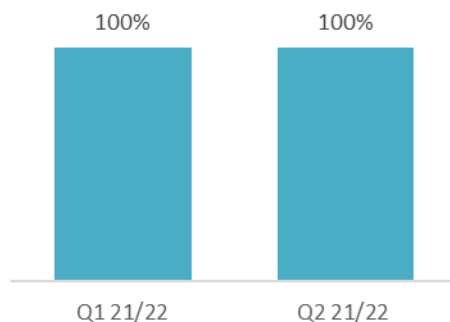
Areas of improvement

- COVID restrictions mean families who attend supper club has not been able to be enacted yet. This is constantly under review.

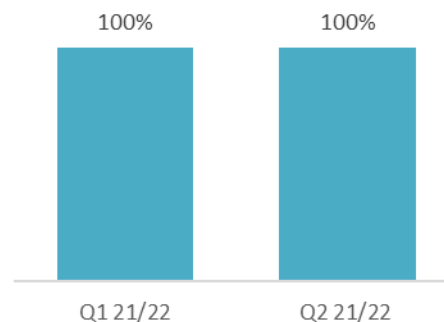
Increase number of families offered an income assessment



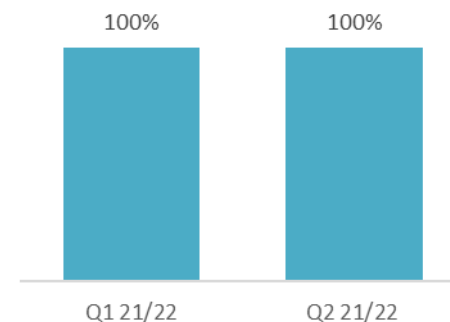
Percentage of requests for food hampers provided

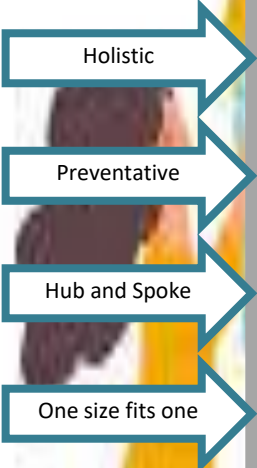


Percentage of requests for pre-made meals



Percentage of requests for food vouchers provided

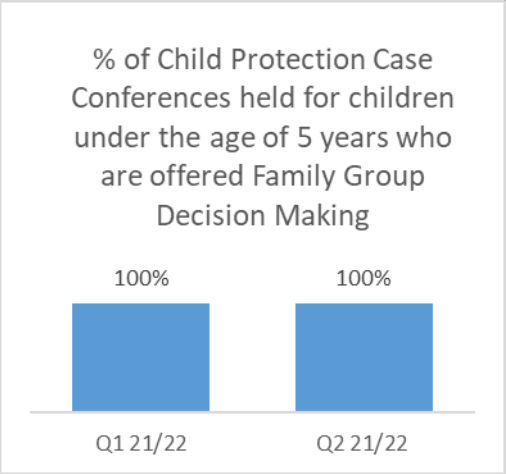
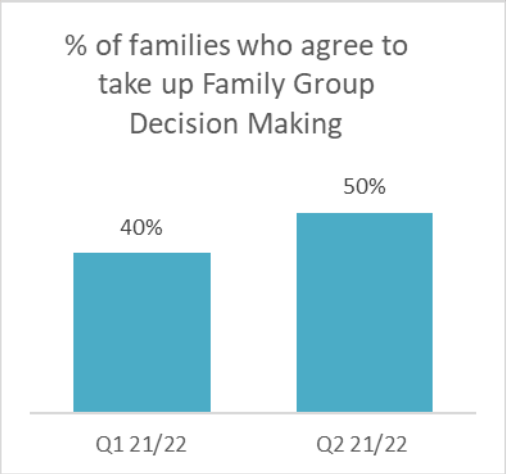




Key Highlights

- Process has allowed us to capture 100% of PB/ICPCC and ensure they have been offered the service.
- 3 of 6 families took up the offer of a family meeting in Q2

Areas of improvement

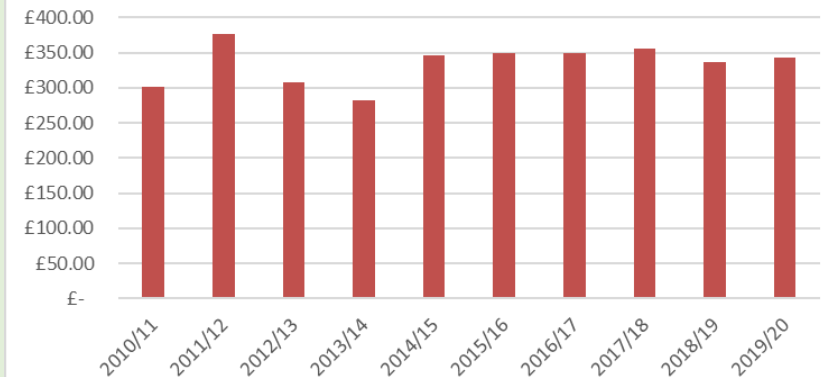


Published Local Government Benchmarking Framework - Children's Services

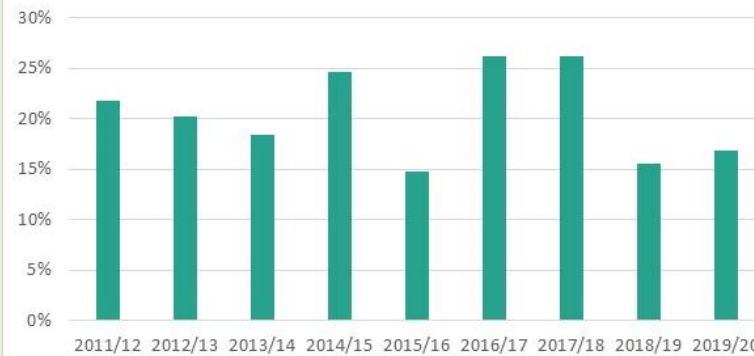
The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week



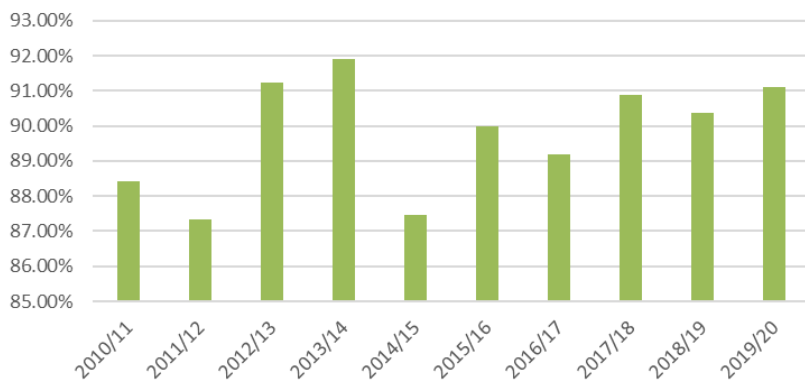
The Gross Cost of "Children Looked After" in a Community Setting per Child per Week



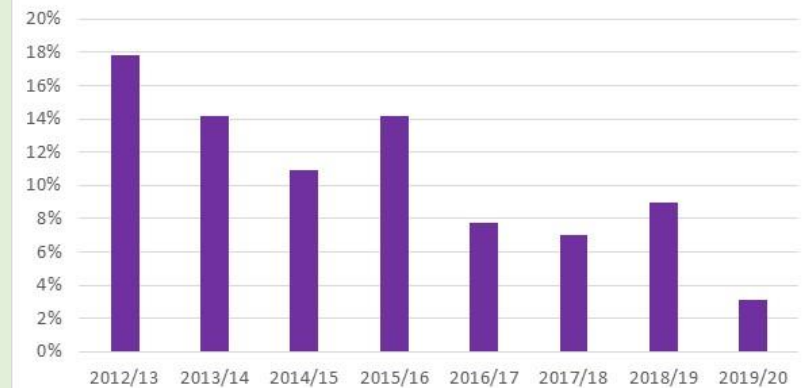
Percentage LAC with more than 1 placement in the last year (Aug-July)



Balance of Care for looked after children: % of children being looked after in the Community



Percentage of child protection re-registrations within 18 months



Corporate Solutions

Performance Report Quarter Two 2021/22

Corporate Solutions are continuing to support the recovery and the retention of the best elements of transformation that took place in response to the pandemic and securing permanent changes to the way the Council delivers its services in order to build back better. This approach is based on the creation of a wellbeing economy and it is designed to achieve wellbeing and fairness for our people and the rest of nature. The redesign of services and the changes to build back better are predicated on the overarching principle that in delivering services, whether commissioned internally or externally, we will keep our communities, our employees and our environment safe, at the same time as meeting our commitment to being carbon neutral by 2030.

Corporate Solutions will “deliver forward looking services fit for a modern 21st Century organisation and put the citizen at the centre of Service Redesign”.

Corporate Solutions is in a period of transition with plans to shift to a structure with five service areas of Finance, Human Resources, Digital & Customer Services, Legal & Governance and Business Services. Building on our nine drivers for change, Corporate Solutions has a particular focus on the key elements of the route map that encompass the delivery and acceleration of the Capital Programme, delivering digital first and remote working.

These elements of the Midlothian ‘Route map for recovery through and out of the pandemic’ are also captured in the recommendations from the NESTA ‘Listen and Learn Report’ and having embraced both strategies, the Corporate Solutions teams have a key role in progressing the following strands of work:

- **Valuing Communities** - Being well together, using social media to engage with communities; meaningful local engagement, strengthen and build upon emerging ties with communities and work in partnership to deliver local, place based services.
- **Remote/Flexible Working** - Local and flexible place based working; working smarter; sustainable futures; and a tailored approach.
- **Digital First** - Access to wifi; technical capability; making things easier; digital by default.

As a strategic partner, NESTA, the UK's innovation agency for social good are, through their people powered results team, supporting us to pioneer new approaches to achieving change and innovation. These approaches are smarter, faster, more collaborative and more inclusive of citizens and people working at the front line. This work recognises that people who are closest to services are the experts in both their own experience and the community they live in, but often don't have enough influence over transformation efforts.

The key activity which underpins this work and which the service is focused on includes:

- a) Securing continued financial sustainability and maintaining strong financial management across the Council through the delivery of the Council's Medium Term Financial Strategy (MTFS) incorporating Capital Strategy and Capital Investment plans, Reserves Strategy and Treasury Management Strategy;
- b) Nurturing a highly motivated and effective workforce through the delivery of the Workforce Strategy and the development of Service Workforce Plans;
- c) Digital first and embracing data insight and analytics by developing and implementing a refreshed Digital Strategy and Digital Learning Strategy;

- d) A refresh of the Customer Services Strategy and implementation of the online payments and services (CSP) platform;
- e) A refreshed Procurement Strategy and Contract Delivery Plan.

Remote working has brought a range of new challenges but it has by necessity accelerated the adoption of a range of business tools and systems developments that are supporting our staff to effectively continue to deliver services. These developments also provide an effective and efficient means to progress and monitor work and teams performance. The adoption of electronic workflows, for example, has removed reliance on paper and wet signatures and provides an electronic record of what has been carried out by whom and when. Managers and colleagues are using all of the new technology available to them to maintain contact with colleagues, work collaboratively to deliver outcomes and to support continued personal development and learning for staff.

Medium Term Financial Strategy (MTFS)

The core objective of the MTFS is to secure the Council's financial sustainability during an ongoing period of financial constraint coupled with acute service demand pressures and increasing customer expectations.

The MTFS is not only about balancing the budgets, it provides a means to ensure as far as possible that the limited resources available to the Council are targeted on delivery of improved outcomes, particularly against the key priorities of:

- Reducing the gap in learning outcomes
- Reducing the gap in health outcomes
- Reducing the gap in economic circumstances
- Reducing Midlothian carbon emission to net zero by 2030

Achievements

- Unqualified audit opinion on the Council's 2020/21 Financial Statements alongside a green rating on Financial Management for the Council and very positive External Audit feedback on the quality of the accounts and associated working papers.
- Presentation to Council in August of a full suite of financial monitoring reports for last quarter.
- Undertook the first full self-assessment following the introduction of the CIPFA FM Code. Findings from the self-assessment presented to CMT October 2021 – demonstrating full compliance in 11 out of 17 FM standards, with 6 standards identified as requiring mild to moderate improvement actions – These principally relate to the next iteration of the MTFS for the term of next Council. An action plan is in place.
- Continued and in depth financial input to key projects embedded in the Medium Term Financial Strategy including Destination Hillend, Early Years Expansion, and demographic pressures in service areas and the Learning Estate Strategy.
- Payments made to providers for the Scottish Government's new Milk and Healthy Snack Scheme. Discretionary funding and operator grants payments made in conjunction with Economic Development.

Workforce Strategy

The purpose of the Workforce Strategy is to ensure that the Council continues to have a workforce that is able to deliver positive outcomes for the people of Midlothian. It sets out an approach to supporting, developing and reshaping the workforce now and in the future in response to changes as a consequence of national and/or local issues. It is underpinned by the Council's values and vision.

The Workforce Strategy is an important tool to outline the organisation's approach to articulating how workforce issues will be managed and ensures the Council has the people and skills to manage change and deliver services effectively and efficiently.

Achievements

- Completion of work with NESTA on the transformation of Neighbourhood Services, with Neighbourhood Services Strategic Framework finalised
- Welcomed cohort two of the Kickstart programme. The Kickstart Scheme is a new programme aimed at young people across our communities who are currently unemployed facing long term unemployment. Young people from the Kickstart programme are already successfully transitioning into permanent roles.
- Continuation of a rolling programme of Wellness@Midlothian initiatives to ensure we continue to support the wellbeing of our staff. Renewed partnership working with Nesta on organisational wellbeing. Welcomed a new Employee Assistance Programme provider this quarter.
- Resilient Leadership Programme for 2020/21 completed and new leadership forum commenced for 21/22 – Quantum Leadership.
- Positive uptake for our Leadership Development Programme being run in partnership with Edinburgh College.
- Work continues on shaping the people agenda through continuing to implement the Workforce Strategy and the development of service workforce plans. Workforce planning guidance and supporting process documentation has been drafted this quarter with a view to finalising for CMT in Q3.

Digital Strategy and Digital Learning Strategy

Supported by the appointment of SOCITIM as a strategic partner and led by the Digital First Board work progressed to deliver an ambitious new digital strategy, aimed at improving the way services are delivered to Midlothian citizens. Entitled 'Empowering people, enabling growth', the 3-year strategy sets out how local outcomes will be improved by delivering digital services to digitally connected communities.

While responding to the pandemic has also transformed the way the council works, and we are already using technology to allow our services to be more flexible and responsive it was recognised that the Council needs to do much more to harness the opportunities that a digital approach can bring. This includes supporting our communities and local businesses to thrive in a digital world and making sure that our children are prepared for the workplaces of the future.

Among the aims set out in the new strategy are plans to:

- Refresh the council's approach to customer service, focussing on 'digital first', while making sure alternatives remain in place for those who need them
- Have a council website that meets customer needs, enabling customers to request and pay for services online and to log in to see their interactions
- Implement an update service, so that customers contacting the council online can receive follow up text messages or emails
- Look at opportunities to automate and better integrate processes so that staff can focus on the things that matter most to customers
- Enable people to stay independent and healthy for longer by using data and technology
- Introduce bookable online and face-to-face appointments so that customers don't have to waste time queuing or travelling and to help the council reduce costs
- Review and improve online engagement with customers, including online consultations, communications and social media

- Promote Midlothian as a digital destination, creating an environment that attracts leading digital businesses to the area and supporting the innovation of start-ups
- Cultivate digital skills in our communities, ensuring that young people have access to the technology and support that they need to improve educational outcomes and to prepare them with the skills they need for the future
- Reduce digital exclusion and empower learners of all ages, enabling online access and supporting them to develop digital skills
- Support Midlothian to achieve high speed connectivity, smart infrastructure and resilient cyber defences

The new strategy was approved by Council in June and work is now underway to implement the changes.

Funding was secured in the 20/21 budget to deliver the Equipped for Learning project. This will provide every school age pupil in the county with a learning device such as an iPad or Google Chromebook as part of Midlothian Council's £10.5 million investment in digital learning. Midlothian is the first local authority in Scotland to launch a digital learning project on this scale.

The ambitious plan recognises the importance of digital tools to support learning. This investment will ensure Midlothian's young people have the digital skills they need to secure a positive destination such as a job or a Further or Higher Education place, which in turn will help support the local economy. Making sure all pupils have a device will also help young people with additional support needs by giving them access to technology that can help with their different learning needs. Primary schools will have the flexibility to select the right device to support their school community until Primary 7 where all pupils from P7 upward will receive a Google Chromebook. Early years settings will also benefit from the digital strategy as they will have access to shared iPad devices.

Additionally, Newbattle Community High School will continue to be the Digital Centre for Excellence in Midlothian, piloting innovation and creativity in new technologies. This investment will also make sure Midlothian's teaching staff have access to world-class technology, with wider support for other Education staff, Children's Services and Communities & Lifelong Learning.

Achievements

- Continued progression of the new Digital Services Strategy ensuring the Council has the capacity and skills to take forward the associated investment and delivery of plans.
- Equipped for Learning Programme (ELF) work streams already progressing at pace. Significant progress made:
 - EFL Mail Migration – 2,800 new Google mail accounts created and 8TB data migrated from Microsoft Exchange into Google mail now complete
 - Increase to SWAN network bandwidth across all schools to support wider deployment of Chromebooks and underlying technologies now complete
 - Evaluated and sourced new EFL web filtering solution to support 1 to 1 device deployment.
- Digital enabled projects: a number of business applications have been upgraded and these continue to improve customer and staff experience, including upgrade to the Itrent system.
- CyberSecurity resilience: A number of improvements made to the Council cyber defences, including updated anti-virus solution, a back-up health check and staff phishing exercises.

- Implemented further enhancements to Council infrastructure and wider security management in response to heightened cyber threats along with regular review and maintenance of ongoing threats and risks. In addition, Achieved Public Services Network (PSN) Compliance in July and a report on Cyber Security awareness was presented to CMT in July on risks and actions taken.

Customer Services Strategy

The Customer Service Strategy defines the key drivers that will enable Midlothian Council to deliver 'customer service excellence' to our communities. It outlines the commitment to provide choice to the customer in the way services are accessed and provided. This includes innovation, partnership working and optimising the use of technology within resource constraints. The strategy will help us to change the way we deliver services utilising the latest technologies and linking to national frameworks.

As one of the fastest growing areas in Scotland, the Council cannot support more customers using the current resources, systems and processes. This means that the adoption of digital and automated processes will be key to continuing to provide a seamless customer journey, satisfying enquiries at the first point of contact and meeting increased demand.

Customer self-service and new automated processes can help deliver some key services without customers dealing directly with a member of staff and could truly transform the way the Council deliver services. We already have a well-managed public facing website with SOCITM awarding our site four stars. Midlothian is one of only four Councils in Scotland to achieve this accolade. Our Web Team, 50 Content Editors and Council employees, generally 'get it' and already we have been able to transform how our customers interact with the Council. During 2020/21, increasing the pace of digital transformation, particularly in front-facing customer services, will be a service and corporate priority, for Midlothian Council – one that can deliver the required efficiencies without negatively affecting customer experience.

Achievements

- Customer Services Platform (CSP) for Midlothian Council and redesign of key services work continues to redesign services that will improved the end to end customer journey. Modules in progress being designed, configured, built and tested with services such as missed bins, registrar's certificates, FOIs. New technology components for online payments and for real time reporting being progressed. A Customer Services Platform demonstration was given to elected members on some key development elements.
- Dalkeith, Danderhall, Gorebridge, Loanhead, Newtongrange, Roslin and Penicuik Libraries are fully opened to the public. Lasswade and Newbattle libraries are currently open Tuesdays, Thursdays and Saturdays and we are aiming to extend opening times as soon as we can.
- For the Summer Reading Challenge, libraries worked with the Countryside Rangers to provide various events which attracted nearly 80 participants.
- Face to face 'Braw Blether' Bibliotherapy sessions have resumed in Gorebridge, Loanhead and Penicuik Libraries while a Wednesday group continues online for those unable to attend in person. Two 'Picture This' sessions where art is used rather than literature were held and more are planned for Q3.
- Work to progress the Customer Services Strategy is ongoing in conjunction with the new Digital Midlothian Strategy, NESTA and neighbourhood services provisions.

Procurement Strategy

The procurement function, led by our new Chief Procurement Officer who joined in September 2021, has a central role in supporting the Council to achieve its strategic priorities within a constrained financial envelope. Procurement allows the Council to use its spending power to drive our key strategic priorities and to secure the best possible value and outcomes for Midlothian. Effective procurement can maximise the value of every pound spent in terms of jobs, skills and supply chain opportunities in the local community. We will aim to address economic, social and environmental considerations at all stages of the procurement cycle within the rules of open, fair and transparent competition.

The Procurement team in conjunction with Economic Development have developed a SME Strategy to support and assist local businesses to win contracts fairly and transparently on a competitive market. We will further develop our collaborative and commercial relationships with key partners as part of our strategic category management approach, to deliver the best possible outcomes for the citizens of Midlothian.

The team continues to utilise framework agreements with Scotland Excel and Procurement for Housing (amongst others) which not only provides an easier route to market but also delivers value for money. The Procurement team is currently working with Scotland Excel to review the service to ensure it remains fit for purpose. We have also explored with neighbouring Councils albeit with limited success opportunities to collaborate on the joint delivery of procurement services and so will continue to engage with Scotland Excel to help support service development.

Achievements:

A range of high value/complex contracts were awarded this quarter including Carer Support Services, and Care at Home recommissioning tender and School Counselling Services tender.

- Other key activities this quarter included the roll out of the benefits system to assist the Council in obtaining community benefits from contracts, roll out of contract variations for all National Care Home Providers contract and roll out of contract variations for all Health & Social Care providers regarding the Living Wage uplift.
- **Legal:** Section 75 agreements settled with developers to enable housing developments to proceed. Large scale property transfers as well as individual purchases to increase the Council's housing portfolio in particular: purchase of further 5 housing units at Main Street Roslin, purchase of 16 units at Shawfair Danderhall and purchase of 27 units at Wester Cowden, Dalkeith.

Challenges

The challenges for Midlothian continue with our recovery out of the pandemic, the growing and ageing population and the increasing demand for services that this brings. Midlothian is projected to have the highest percentage change in population size of all council areas in Scotland. From 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to a projected increase of 1.8% for Scotland as a whole with a 40.9% increase in older people over 75. In addition, Midlothian has 10 zones which falls into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland.

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

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

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

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

As highlighted in the last update of the Capital Plans the inclusion of pipeline projects brings total planned investments over the next 5 years to circa £0.8 billion.

Financial Sustainability

Given the divergence from budget as a result of the pandemic, the expectation of continuing challenging grant settlements representing a real terms reduction in core funding and the impact of a rapidly growing population and greater demand for services, the Council will need to maintain a focus on securing a sustainable and deliverable Medium Term Financial Strategy. A corporate solution was secured for 2021/22 with a similar aim for 2022/23. In turn, this allows the Leadership Team to focus on a sustainable MTFS covering the term of the next Council and to present this to incoming members in 2022.

Proposals for a National Care Service

The recently launched consultation setting out the Scottish Government's proposals for and scope of a National Care Service will have fundamental implications for the community and for Local Government itself. The wide reaching proposals and aim to deliver a National Care Service by the end of the parliamentary term will impact on all aspects of the work of the Corporate Solutions team, including financial implications, both revenue and capital, our asset base, our workforce, governance and legal arrangements and our digital infrastructure and platforms. It will require an immediate focus by a range of officers during the consultation phase and beyond.

Service Performance

The COVID pandemic continued to have a direct impact on service performance during the quarter and this is reflected in some of the service performance indicators set out later in this report.

The prioritisation of processing Self-Isolation Grants and Scottish Welfare Fund applications has continued to affect the average processing time for new benefit claims and change of circumstances this quarter with average processing times for new benefit claims reaching 38 days compared to 25 days in Q1. Changes to eligibility of support grants effective from October 2021 which now exclude claimants fully vaccinated and waiting for a test result or self-isolating after being identified as a close contact, is expected to result in reduction of applications in quarter 3. Once the number of grants applications begin to reduce then the average times for benefit claims will in turn improve.

The level of housing benefit overpayments has reduced as a consequence of the roll out of Universal Credit and the pandemic, which in turn reduces the level of overpayments that can be recovered, although recovery of overpayments has increased from 3% in Q1 to 7% this quarter.

Throughout the pandemic the contact centre has experienced a high volume of calls and has taken on a range of additional activity, including supporting the Kindness campaign, the self-isolation grant and increased Scottish Welfare Fund calls. Over the last few quarters as services resume back to pre-Covid levels, call volumes have increased. The Contact Centre are actively reconfiguring staffing deployment to mirror peaks in call demand during the day to increase the percentage of calls answered within 60 seconds and reduce call abandoned times. In addition we have engaged SOCITM to review current arrangements and resources.

Invoice payment performance has remained on target this quarter for Corporate Solutions with 95% of invoices paid within 30 days.

Sickness absence days have increased compared to Q2 of last year. Up to end of January 2021, Covid related sickness absence or otherwise has been recorded as special leave and not included in the calculation of average days lost. From 1st of February 2021 Covid sickness absence is now being recorded via the usual sickness procedures with the exception of special leave granted for up to 14 days for isolation which contributes to the increase in days lost. Otherwise there is no identifiable trend causing the increase, either in short term or long term absences. Consideration of an appropriate annual target following the change to the new service structure early in 2020 was subsequently deferred as a consequence of the pandemic and the impact on our workforce. Targets will be considered over the remainder of 2021/22 for inclusion in the 2022/23 plan.

Corporate Solutions

Midlothian 

Successes and Challenges

Corporate Performance Indicators (latest)

● 2 ● 9 ● 0 ● 9

Service Plan PIs (latest)

● 6 ● 5 ● 0 ● 24

Corporate PIs Off Target

PIs ● 2

% of Service PIs that are on target/ have reached their target.

Percentage of complaints at stage 1 complete within 5 working days

Service Plan PIs Off Target

PIs ● 6

Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LOBF)

All recovery overpayments - as a % of all HB overpayment debt

% of contact centre calls answered within 60 seconds

% of contact centre calls abandoned

Average processing time for new claims (internally calculated)

Average processing time for change of circumstances (internally calculated)

Service High Risks (latest)

▲ 0

All Risks - Corporate Solutions

Risks ▲ 41 ● 86

Key
PIs
● Off Target
● On Target
● Data Only
● Data Not Yet Available

Key
PIs
● Off Target
● On Target
● Data Only
● Data Not Yet Available

Key
Risks
▲ High Risk/Medium Risk
● Low Risk

Midlothian's profile



people live in Midlothian

We are one of the smallest Local Authority in mainland Scotland but the **Fastest Growing.**



Inequalities: Midlothian is made up of **115** (SIMD) data zones,

10 of which fall within the **most deprived areas**, giving Midlothian a **8.7%** local share of data zones within the 20% most deprived areas in Scotland.

Working population (aged 16-64) of **57,100** with **1,700** unemployed

5,900 people furloughed as of March 2021, 2,900 males and 3,000 females

Life expectancy at birth is:



Health Conditions

The leading cause of death rates for both males and females is **Heart diseases and dementia.**



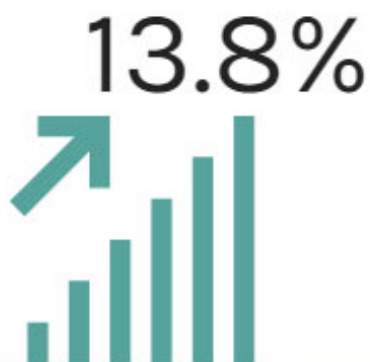
Females
81.7 years



Males
77.7 years

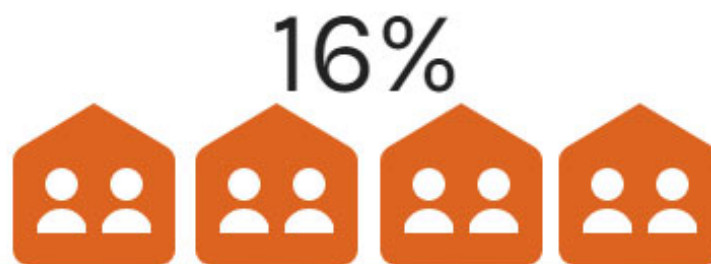
Midlothian's growing and ageing population

Data source: Midlothian Council Area Profile (nrsscotland.gov.uk), SIMD - gov.scot, nomis.web.co.uk



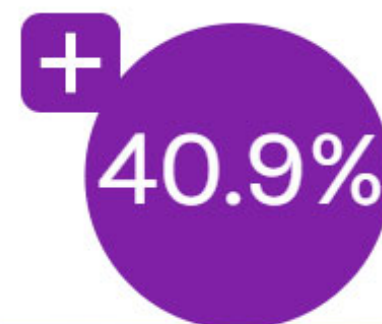
Population rise

The population of Midlothian is projected to increase from 91,340 to 103,945 by 2028. An increase of 13.8%, which compared to a projected increase of 1.8% for Scotland as a whole. Midlothian is projected to have the highest percentage change in population size out of the 32 council areas.



Increase in households

The number of households in Midlothian is projected to increase from 39,122 to 45,374 by 2028. This is a 16% increase, which compares to a projected increase of 4.9% for Scotland as a whole. Midlothian is projected to have the highest percentage change in household numbers out of the 32 council areas.



Increase in over 75s

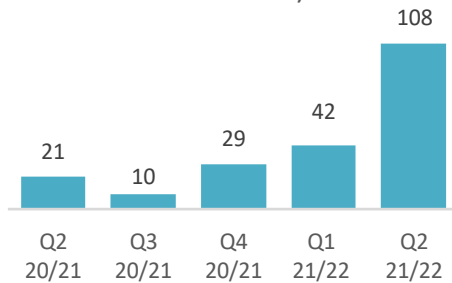
The 75 and over age group is projected to see the largest percentage increase (+40.9%). As people live for longer many more people will be living with frailty and/or dementia and/or multiple health conditions. This will pose challenges for all our health and social care services whilst also changing the face of some of the local communities.

Corporate Solutions Q2 21/22 performance report

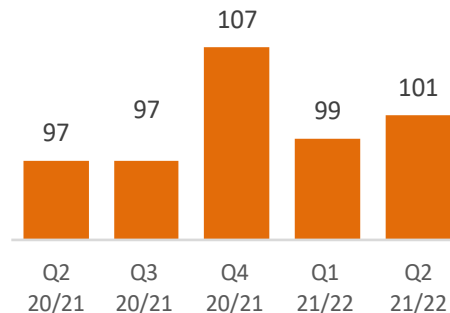
A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Trend Data

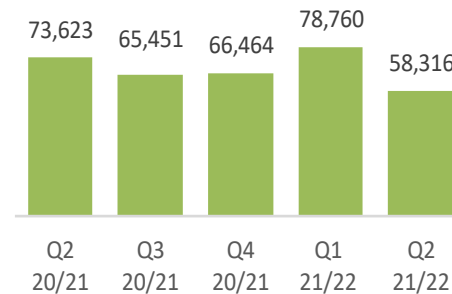
Number of complaints recieved (Corporate Solutions)



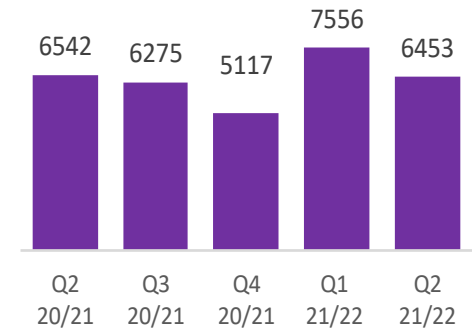
Total number of female employees in top 5%



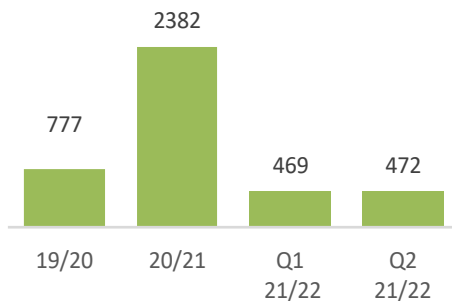
Number of virtual library visits



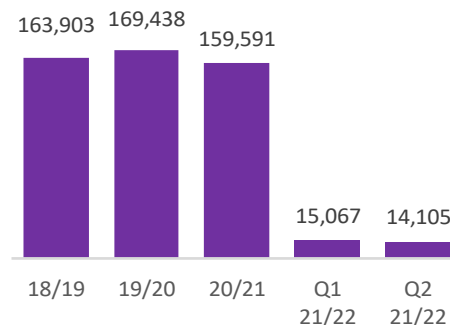
Number of Council Tax transactions recieved online



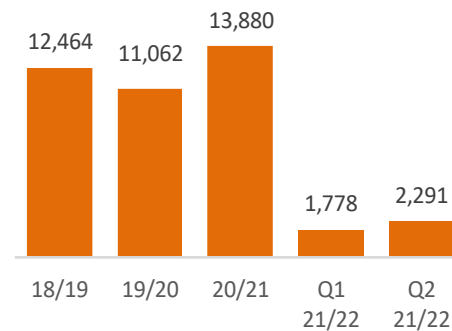
Number of social media contacts via Contact Centre



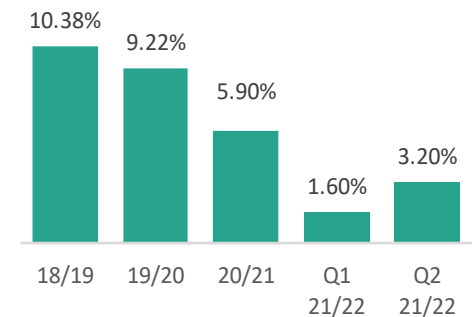
Number of Contact Centre Calls



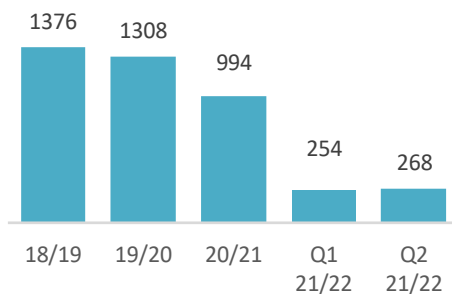
Number of webforms recieved via Contact Centre



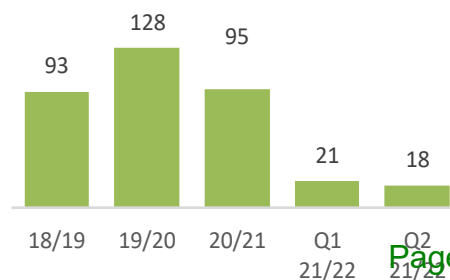
Percentage of staff turnover (including teachers)



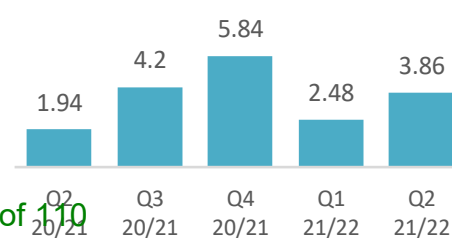
Number of Freedom of Information requests received (Council wide)



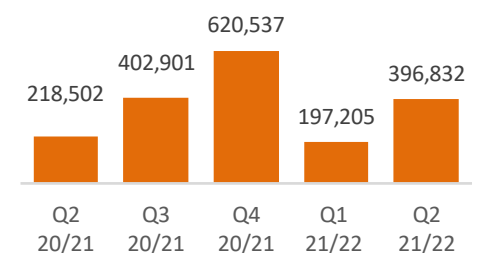
Number Subject Access Requests received (council wide)



Corporate Solutions - Average number of working days lost due to sickness absence (culmulative)



Total amount granted from Scottish Welfare Fund for crisis grants and community care grants (£)



Our Customers

4 targeted indicators, 9 data only indicators
4 off target

Our customers have choice in the way Council services are accessed and provided
Channel-shift has increased by the adoption of new digital tools and automated practices
Delivery of customer service excellence to our communities

Key highlights

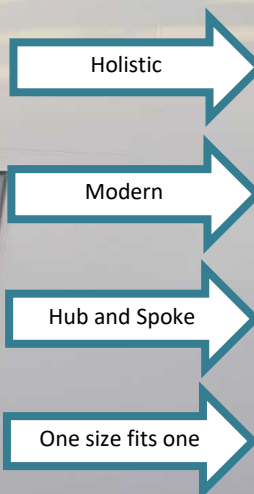
Work continues on implementing the Customer Services Platform (CSP) for Midlothian Council and redesigning key services that will improve the end to end customer journey. The modules in progress (such as missed bins, registrar's certificates, FOIs) are being designed, configured, built and tested with services. New technology components for online payments and for real time reporting are being progressed. A Customer Services Platform demonstration was given to elected members in the last quarter. Work to progress the Customer Services Strategy continues in conjunction with the new Digital Midlothian Strategy, NESTA and neighbourhood services provisions.

Libraries have been continuing to return to providing pre-Covid services. Dalkeith, Danderhall, Gorebridge, Loanhead, Newtongrange, Roslin and Penicuik libraries are fully open to the public. Lasswade and Newbattle libraries are currently open Tuesdays, Thursdays and Saturdays and we are aiming to extend opening times as soon as we can. For the Summer Reading Challenge, libraries worked with the Countryside Rangers to provide various events which attracted nearly 80 participants. Face to face 'Braw Blether' Bibliotherapy sessions have resumed in Gorebridge, Loanhead and Penicuik libraries and a Wednesday group continues online for those unable to attend in person. Two 'Picture This' sessions where art is used rather than literature were held and more are planned for Q3.

Areas of improvement

Continued increase in numbers of Self Isolation Support Grant applications (1,052 this quarter, with 481 successful applications receiving a £500 payment, totalling £240,500) is taking priority alongside increased Scottish Welfare Fund applications, leading to increased claim and change of circumstances processing times as resource is focussed on these areas. Changes to eligibility of support grants effective from October 2021 will exclude claimants fully vaccinated and waiting for a test result or self-isolating after being identified as a close contact - resulting in a reduction of applications in Q3.

Throughout the pandemic the contact centre has experienced a high volume of calls and has taken on a range of additional activity, including supporting the Kindness campaign, the self-isolation grant and increased Scottish Welfare Fund calls. In addition, over the last few quarters as services resume back to pre-Covid levels call volumes have increased. The Contact Centre are actively reconfiguring staffing deployment to mirror peaks in call demand during the day to increase the percentage of calls answered within 60 seconds and reduce call abandoned times. In addition we have engaged SOCITM to review current arrangements and resources.

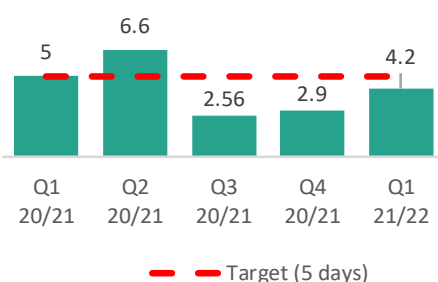


108 Complaints received this quarter

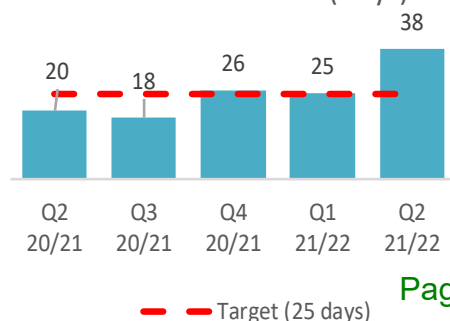
5 Taxi licences applications received this quarter and **1** Premise licence.

8% of contact centre calls abandoned

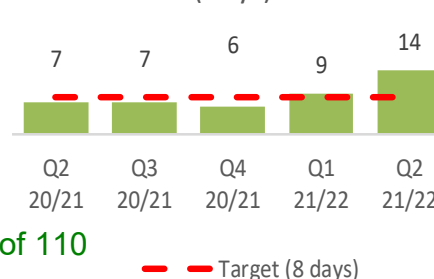
Average time in working days to respond to complaints at stage 1



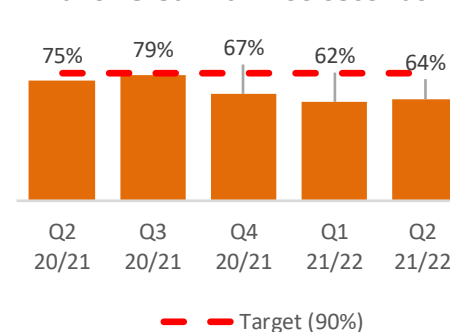
Average processing time for new benefit claims (Days)



Average processing time for change of circumstances (Days)



% of contact centre calls answered within 60 seconds



Digital by default

6 Data only indicators

We pledge to optimise the ways in which the Council does digital, data and technology to work effectively, collaborate, make decisions, adapt and innovate

We pledge to create better relationships between the Council and its communities by providing modern digital services that communities want to use

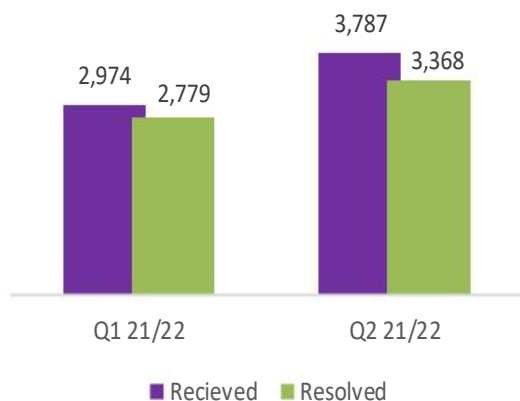
We pledge to maximize opportunities for digital, data and technology to enhance quality of life, the economy, sustainability and individual opportunity in Midlothian

Key highlights

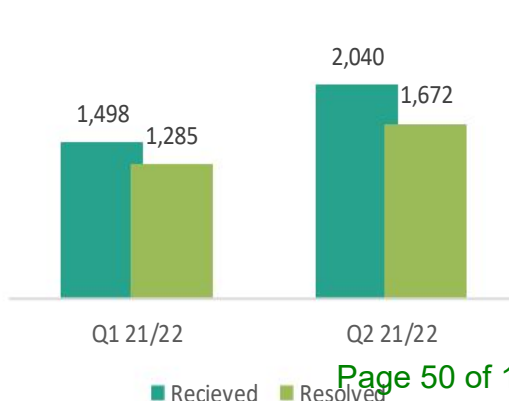
- Continued progression of the new Digital Services Strategy ensuring the Council has the capacity and skills to take forward the associated investment and delivery of plans.
- Equipped for Learning Programme (ELF) project approved and funding in place to support delivery. This will provide every school age pupil in the county with a learning device such as an iPad or Google Chromebook as part of Midlothian Council's £10.5 million investment in digital learning. Work streams already progressing at pace. Significant progress made in: EFL Mail Migration – 2,800 new Google mail accounts created and 8TB data migrated from Microsoft Exchange into Google mail now complete, Increase to SWAN network bandwidth across all schools to support wider deployment of Chromebooks and underlying technologies now complete, Evaluated and sourced new EFL web filtering solution to support 1 to 1 device deployment.
- Digital enabled projects: a number of business applications have been upgraded and these continue to improve customer and staff experience, including upgrade to the Itrent system this quarter.
- Cyber Security resilience: A number of improvements made to the Council cyber defences, including updated anti-virus solution, a back-up health check and staff phishing exercises. Implemented further enhancements to Council infrastructure and wider security management, in response to heightened cyber threats along with regular review and maintenance of ongoing threats and risks. In addition, achieved Public Services Network (PSN) Compliance in July and a report on Cyber Security awareness was presented to CMT in July on risks and actions taken.

The increase in service desk requests set out in the graphs below is normal and reflects the return of schools at the start of the new academic year. The gap between requests received and resolved is principally as a consequence of the lead time for new devices, reflecting global demand and the supply chain. Where necessary interim solutions are provided and the requests closed when a permanent resolution is secured.

Number of service incidents



Number of service requests



Areas of improvement

Work will progress on the Digital priorities:

- Continue to drive the Council's vision to improve outcomes using digital and data through the Digital First Board.
- Implement the Digital Strategy developed by SOCITM.
- Ensure the Council is well positioned to take advantage of emerging national initiatives and collaboration opportunities and exploit technology in order to reduce costs and improve services.
- Ensure that appropriate governance, security and information management policies and standards are in place.

56.08% rent transactions received online/direct debit

Our Workforce

2 Targeted indicator, 6 data only indicators

No indicators off target

Our people deliver high performing services
We build an entrepreneurial council for future
We demonstrate strong and consistent leadership
We Promote Equality, diversity and fairness

Holistic

Sustainable

Hub and Spoke

Preventative

Key highlights

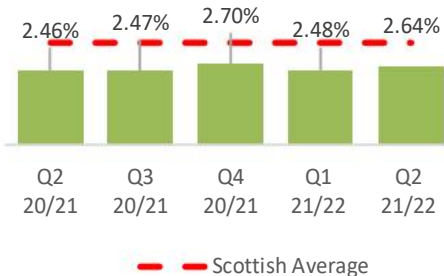
- Completion of work with NESTA on the transformation of Neighbourhood Services with Neighbourhood Services Strategic Framework finalised.
- Welcomed cohort two of the Kickstart programme. The Kickstart Scheme is a new programme aimed at young people across our communities who are currently unemployed facing long term unemployment. Young people from the Kickstart programme are already successfully transitioning into permanent roles.
- Continuation of a rolling programme of Wellness@Midlothian initiatives to ensure we continue to support the wellbeing of our staff. Renewed partnership working with Nesta on organisational wellbeing. Welcomed a new Employee Assistance Programme provider this quarter.
- Resilient Leadership Programme for 2020/21 completed and new leadership forum commenced for 21/22 – Quantum Leadership.
- Positive uptake for our Leadership Development Programme being run in partnership with Edinburgh College.
- Work continues on shaping the people agenda through continuing to implement the Workforce Strategy and the development of service workforce plans. Workforce planning guidance and supporting process documentation has been drafted this quarter with a view to finalising for CMT in Q3.

Areas of improvement

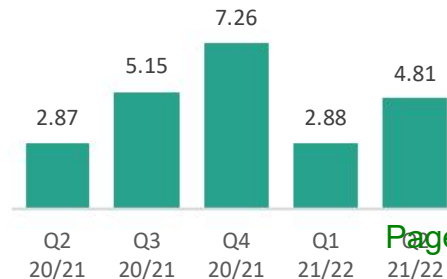
We will continue to track our gender pay gaps and employee turnover rates. Turnover varies through the year with an expected increase over the summer months. This reflects teachers and other school based staff retiring or moving to new roles at the start of the new academic year. Consideration of the levels of turnover across services, locations and particular groups of employees helps to inform workforce planning and resourcing.

Sickness absence days have increased compared to Q2 of last year. Up to end of January 2021, Covid related sickness absence or otherwise has been recorded as special leave and not included in the calculation of average days lost. From 1st of February 2021 Covid sickness absence is now being recorded via the usual sickness procedures with the exception of special leave granted for up to 14 days for isolation which contributes to the increase in days lost. Otherwise there is no identifiable trend causing the increase, either in short term or long term absences. Consideration of an appropriate annual target following the change to the new service structure early in 2020 was subsequently deferred as a consequence of the pandemic and the impact on our workforce. Targets will be considered over the remainder of 2021/22 for inclusion in the 2022/23 plan.

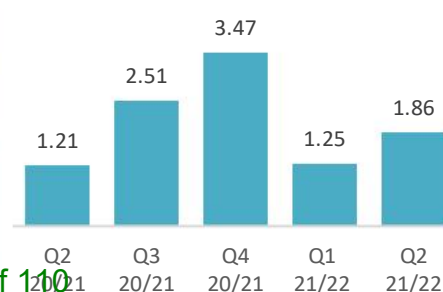
Gender pay gap between average hourly rate of pay for male and female (all employees)



Sickness Absence Days per Employee - cumulative (All employees)



Teacher Sickness absence days



Local Government employees Sickness absence days



Finance

6 Targeted indicator, 3 data only indicators
2 off target

The Councils budget gap is reduced and financial sustainability secured

The Council has robust and effective financial management arrangements

Key highlights

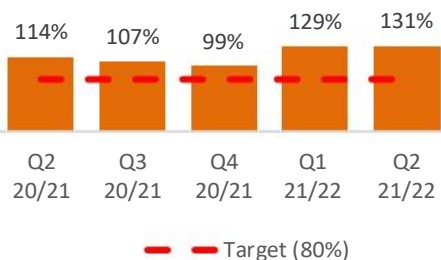
- An unqualified audit opinion on the Council's 2020/21 Financial Statements alongside a green rating on Financial Management for the Council and very positive External Audit feedback on the quality of the accounts and associated working papers.
- Presentation to Council in August of a full suite of financial monitoring reports for last quarter.
- Continued and in depth financial input to key projects embedded in the Medium Term Financial Strategy including Destination Hillend, Early Years Expansion, and demographic pressures in service areas and the Learning Estate Strategy.
- Payments made to providers for the Scottish Government's new Milk & Healthy Snack Scheme. Discretionary funding and operator grants payments made in conjunction with Economic Development.
- Invoice payment performance for Corporate Solutions has remained on target this quarter, 95% of invoices paid within 30 days, continued improvement is expected over the remainder of the financial year.
- Undertook the first full self-assessment following the introduction of the CIPFA FM Code. Findings from the self-assessment presented to CMT October 2021 – demonstrating full compliance in 11 out of 17 FM standards, with 6 standards identified as requiring mild to moderate improvement actions. These principally relate to the next iteration for the MTFS for the term of next Council and an action plan is in place.

Areas for improvement

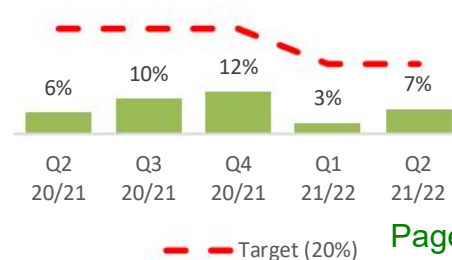
The level of housing benefit overpayments has reduced as a consequence of the roll out of Universal Credit and the pandemic which in turn reduces the level of overpayments that can be recovered. Although recovery of overpayments has increased from 3% in Q1 to 7% this quarter.

Given the divergence from budget as a result of the pandemic, the expectation of continuing challenging grant settlements representing a real terms reduction in core funding and the impact of a rapidly growing population and greater demand for services, the Council will need to maintain a focus on securing a sustainable and deliverable Medium Term Financial Strategy. A corporate solution was secured for 2021/22 with a similar aim for 2022/23. In turn, this allows the Leadership Team to focus on a sustainable MTFS covering the term of the next Council and to present this to incoming members in 2022.

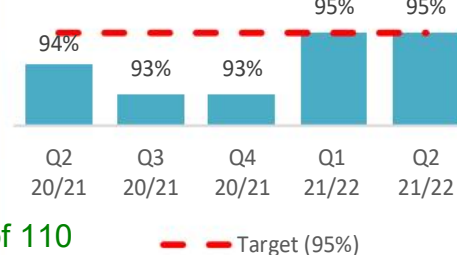
In year recovery of overpayments - % of all Housing benefit overpayments identified



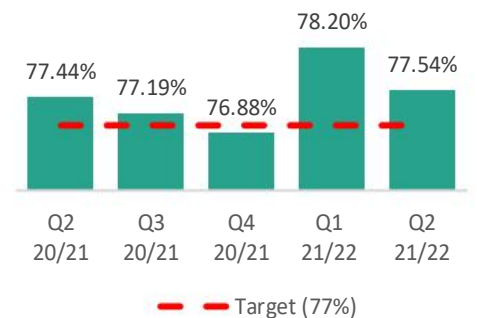
All recovery overpayments - as a % of all HB overpayment debt



% of invoices sampled and paid within 30 days - Corporate Solutions



% of Direct Debit payers for Council Tax



Procurement

No service indicators

Best Value is evidenced Council Wide in the procurement of goods and services
Effective contract and supplier management across the whole of the procurement journey

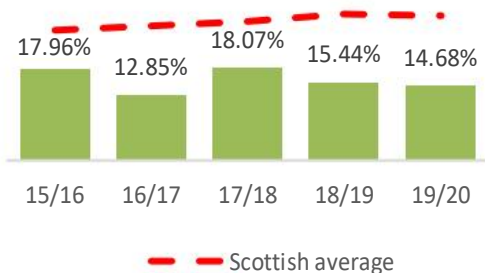
Key highlights

- The team continues to utilise framework agreements with Scotland Excel and Procurement for Housing (amongst others) which not only provides an easier route to market but also delivers value for money.
- High value/complex contracts were awarded this quarter including Carer Support Services, and Care at Home recommissioning tender and School Counselling Services tender.
- Other key activities this quarter included the roll out of the benefits system to assist the Council in obtaining community benefits from contracts. Roll out of contract variations for all National Care Home Providers contract and roll out of contract variations for all Health & Social Care providers regarding the Living Wage uplift.

Areas of improvement

Work will continue to progress on the Procurement priorities: Review and reshape the procurement service, implement learning from the Scotland excel review and in partnership with Economic Development and stakeholders continue to ensure business community benefits in the supply chain to maximise opportunities for local people.

% of procurement spent on local enterprises (LGBF)



Education

Quarter Two Performance Report 2021/22



01. Progress in delivery of strategic outcomes

Midlothian Single Plan Priority Reducing the gap in learning outcomes

Priority 1: Attainment and Achievement

1.1 Improve attainment within the broad general education stages:

- Improvements in planning, tracking and assessment and curriculum design and progression, including STEAM
- Innovative pedagogical approaches and enhanced use of digital technology to support learning
- Pedagogy, play and progression across Early Level

CfE data 2020/21 has been collected and a report will be produced albeit the data should not be used for comparative or trend analysis given the impact of the pandemic. Work is underway with the Education Scotland Attainment Advisor and our education service to agree intervention strategies to address learning loss experienced as a result of the pandemic. The additional funding provided by the SG has been allocated to support the delivery of the Building Back Better programme developed by Headteachers. An Education Support Officer and teacher team is now in place and are currently providing targeted support to over half of our primary schools. Every school also has additional learning assistant hours to support this work. An early years literacy intervention project is being piloted in 6 schools and phase 2 schools are currently involved in staff training.

The Education Strategic Group will take forward the development of the BGE curriculum frameworks and the new monitoring and tracking tool. Work on these priority actions has been delayed due to workload pressures associated with the pandemic.

Staff in our schools have demonstrated an increased use of digital technology in their classroom practice with an increasing use of innovative approaches, building from their learning during the pandemic.

All settings are using the early level progression pathways this session. A number of pilot projects are underway and Stobhill PS, working with an EYs Equity and Excellence lead has been awarded a SG STEM grant for £10k to link STEM with the development of play pedagogy.

1.2 Improve attainment within the senior phase by maximising opportunities through curriculum planning, consortium arrangements and partnership delivery, including addressing the ASN Senior Phase Gap

1.3 Reduce the attainment gap between the most and least deprived children, including care-experienced children.

Secondary schools successfully delivered the alternative certification model for senior phase qualifications. Schools received positive feedback from SQA's quality assurance of processes and evidence underpinning the judgements. Senior phase performance data has recently been updated and a report will be provided on the performance at local authority and individual school level. Entry and attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. **Comparisons of entries, attainment volumes and attainment rates should only be made with full consideration and recognition of each of these different approaches.**

Beeslack Annexe

In session 21/22, 18 children were identified as requiring additional support with their learning, emotional regulation, and skills for life. The old Glencorse Primary School was identified as an appropriate setting and adaptations were made to support the wide range of needs. A specialist staff team was employed, and training delivered to support the pupils. All the children have successfully transitioned and are experiencing success in their new classes.

P1 Classes

In session 21/22, 17 children were identified as requiring additional support as they started in Primary 1. Several schools were identified within localities and adaptations were made to support the needs of the pupils. Staff teams were employed and training was delivered before August 21. All the children have successfully transitioned to P1 and are experiencing success in their new classes

ASN Strategic group leading on audit of policy, practice, specialist provision. The group will analyse data from early level to senior phase to inform ASN learning estate and specialist provision required now and in the future. Early engagement with Parent Councils to gather feedback on involvement of parents of children who require additional support in the life and work of the school.

GIRFEMC Board established a multi-agency group to provide robust performance management and quality improvement, bringing together partners to share resources, planning and operational delivery of additional support for children and young people enrolled at Midlothian schools. Key targets will include:

- Reducing exclusions
- Increasing attendance
- Ensuring joined up support for pupils with physical / learning disabilities , autism spectrum needs , behavioural needs or other additional support requirements
- Improving/ speeding up referral processes for additional support services delivered by all partners for pupils
- Ensuring joint forward planning of such services' working arrangements takes account of all partners systems and structures

Midlothian Single Plan Priority Reducing the gap in health outcomes

Priority 2: Included, Involved and Engaged: Wellbeing & Equity

2.1 Improve Equity and Inclusion

2.2 Develop and improve health and wellbeing of staff and all children and young people from early level through to senior phase

Nurture was a new key priority within the Education Service Plan 2020-2021 and the Equity and Inclusion Plan 2020-2021 and the strategy has been shared with and ratified by the GIRFEC Board. In November 2020, a Nurture Strategy Group was established. This is led by two Educational Psychologists and includes representatives from Education, Children and Families and Community Life Long Learning. Consultation with stakeholder representatives to inform our approach. To date, this has included Secondary Guidance and PTs, Primary, Early Years Team, Parent/Carer, Young People, Staff Well-Being Strategy Group and Children and Families and Community Life Long Learning. A Mission Statement, Aims and Three Year Plan were established and these were shared across the Directorate and with partners in Health, early years and 3rd sector.

Nurture was a focus in Midlothian Children and Young People's Directorate Conferences in February 2021 and May 2021.

A Nurture Lead was established in every school, nursery, Children and Families Service, and Community Life Long Learning Service to enhance a collective approach and develop a peer support network for nurture across Midlothian. There are currently 58 Leads in Midlothian. A series of Nurture Lead focus groups starting in June 2021 are helping establish supports required to develop this community. 8 sessions of Professional Conversations for Learning for Nurture Leads are under development and will be delivered by the Nurture Strategy Group 2021-2022.

Every School, Early Years Centre, Children and Families Team and Community Life Long Learning within the Directorate has had the opportunity to complete a Self-Evaluation Audit to establish strengths in practice and target areas for school and service development planning. Themes will be collated and fed back to the Directorate, EPs, schools and Nurture Leads in August 2021. This will provide information about staff awareness and skills in nurturing practice. It will also give a needs analysis of what is required to bring nurture into practice consistently across all schools and services within the Directorate in Midlothian.

1st and 2nd editions of a nurture newsletter 'A Word about Nurture' were circulated in March 2021 and June 2021. Schools and Services were invited to contribute to this. This shares good practice within Midlothian, information about Midlothian's Nurturing Authority and signposting to training and resources. This newsletter will continue to be circulated across the Directorate termly.

A Resource Hub in GLOW currently enables Education Professionals and School Nurture Leads to share resources and ideas for practice. It is the hope this will become an accessible platform for all schools and services as Midlothian's Digital Strategy evolves.

A Twitter hashtag #nurturemidlothian has been established to promote learning and practice across Midlothian, to signpost to training and professional development opportunities and to enable sharing with families and young people.

A professional learning map has been established which includes central training for those new to nurture re Attachment Aware and Trauma Informed Practice, a series of Professional Learning Conversations with Nurture Leads and the development of Resource Hub/Nurture Library/Research Spotlights to support continued professional development for staff. Schools have been enabled x2 hours minimum protected time to support development of whole school nurture in 2021-22.

Penicuik Mental Health Early Action Project (Jigsaw)

The P7 Headstrong Programme (4 sessions) was delivered in person to both P7 classes at Strathesk PS and to the P7 class at Cornbank PS. This has been positively evaluated by teacher and pupil surveys. In May/June EPS delivered the P7 Headstrong Programme at Cuiken so every P7 pupil in the Penicuik ASG will have participated in these mental health and wellbeing/transition sessions before moving on to high school.

In partnership with Community Lifelong Learning, the EPS delivered a Digital Wellbeing workshop to the P7 classes at Cornbank PS and Cuiken PS. The class teacher at Cornbank highlighted in her evaluation the value of pupils having this opportunity to think *'in more detail about how they are using digital technology and the positive and negative impacts on their lives'*.

Project partners have developed a new relationship with a school that has not previously engaged with the third sector. As a result, 10 Families have been supported: 5 receiving art therapy and/or systemic family support; 4 referred for 1:1 adult therapy/counselling, 3 of which have received support; 1 is undergoing assessment.

School Counselling Service – MYPAS awarded the contract to deliver this service from September. MYPAS were already working with Midlothian Council delivering a pilot school counselling service and were awarded this wider project after a competitive procurement process.

Priority 3: Self-improving Systems

3.1 Develop a quality improvement framework to support schools to achieve Good or better in inspection QIs through:

- **Empowerment of leaders at all levels, leading to an empowered system**
- **Improving quality of leadership at all levels**
- **Deliver a minimum data set and supporting data literacy professional development sessions to improve self-evaluation**
- **Developing a Parental Engagement Strategy**

The Education Strategic Group is now well placed to take forward our ambition to develop an empowered system with decision-making and improvement being driven by those working closest to our children and young people. The Scottish Government Insight Professional Adviser is assisting the local authority in the delivery of data literacy professional development sessions to improve self-evaluation.

Termly Parent Council Chairs meetings held to listen to parents views on quality of education and provision within Midlothian schools. Parent Council members now sit on strategic working groups to ensure parental voice informs and influences policy development and service improvement. A Parent and Learner Engagement Officer is now in post to support our partnership working with parents and learners.

Midlothian Single Plan Priority Reducing the gap in economic circumstances

Priority 4: Life-Long Learning and Career-Ready Employability

4.1 Improve senior phase progression pathways to improve positive destinations, including for young people with ASN and who are care experienced.

Meetings with the Senior Leadership Teams in each secondary school took place early September to review young people's performance 2020/21 and how the curriculum is supporting young people to enter sustained positive destinations. Support provided by our CLLE teams to intervene where young people are at risk of a negative destination due to this destination no longer being available and also providing a range of courses and qualifications to encourage young people to remain at school.

Initial positive destination figures are above the national average and the key focus is to ensure these are sustained destinations.

Priority 5: Finance & Resources

5.1 Deliver Best Value through:

- Reviewing and implementing the learning estate strategy taking cognisance of the ASN learning estate
- Robust workforce planning
- DSM review

Strategic review of the ASN learning estate is underway. School consultation reports being prepared to establish Easthouses catchment area and proposal to close St Margaret's RC PS is a live consultation.

The re-structure of the business support team has concluded and all vacancies will be advertised externally. The revised structure now reflects the business needs of the service. Workforce strategy is being revisited to ensure our recruitment and retention of existing staff reflects the growth across our service areas.

DSM review group established to modify scheme taking into account revised SG guidance. Currently reviewing other Local Authority schemes for best practice, and attending National User Group

Workforce planning model being developed taking into account SG proposal to reduce teacher:pupil contact time and increase in staffing required as a result of growth.

5.2 Implement the Equipped for Learning Strategy to support transformational change in digital learning and teaching

An ambitious plan to transform the digital learning tools available to children young people in Midlothian schools has been agreed, an updated digital strategy is in place and funding for its roll-out approved by council. A Project Manager has been appointed to ensure the programme meets key milestones and targets. A Quality Improvement Manager has also been appointed to lead and manage the appointment of staff to the Digital Inclusion and Learning Team. This project reports into the BTB and has a well developed delivery programme in place to ensure key delivery milestones are met.

02. Challenges and Risks

Q2 21/22:

- Outcome of the Education Reform Consultation and National Care Service Consultation

Uncertainty about how SQA qualifications will be assessed academic session 2021/22 and beyond.

- Impact of the pandemic on post-school destinations

- Midlothian Council has a relatively high proportion of funded ELC places delivered by partners in the private and voluntary sectors. As such, any increases in the rate that is paid to funded providers would create additional upward pressure on the early years budget for 2022/23.

- Rate of demographic growth on the learning estate

- Increase in the number of children and young people with additional support requiring more specialist provision will require robust monitoring to ensure staffing and specialist facilities meets level of needs.

Education

Successes and Challenges

Corporate Performance Indicators (latest)

● 2 ✓ 11 ? 0 📊 8

Corporate PIs Off Target

PIs ● 2

Average time in working days to respond to complaints at stage 1

Percentage of complaints at stage 1 complete within 5 working days

Service Plan PIs (latest)

● 0 ✓ 10 ? 1 📊 5

Service Plan PIs Off Target

PIs ● 0

There are no PIs Off Target

Service High Risks (latest)

⚠ 1

School Capacities/Catchment Areas/Demand for Pupil Places

All Risks - Education

Risks ⚠ 8 ✓ 16

Key PIs
● Off Target
✓ On Target
📊 Data Only
? Data Not Yet Available

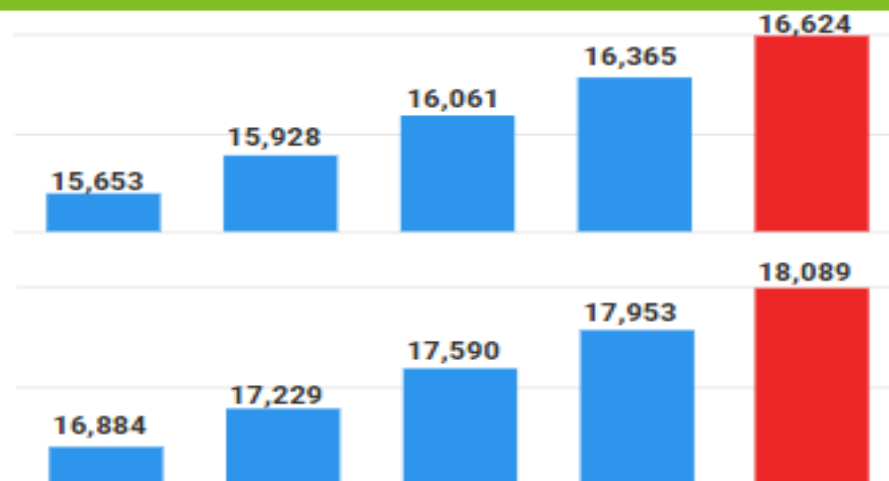
Key PIs
● Off Target
✓ On Target
📊 Data Only
? Data Not Yet Available

Key Risks
⚠ High Risk/Medium Risk
✓ Low Risk

Children in Midlothian's Profile

From 2011 to 2015, the child population of Midlothian increased by **971 (6.2%)**.

From 2016 to 2020, the child population of Midlothian increased by **1,205 (7.1%)**.



19.42% of Midlothian's Population are Children (around 1 in every 5 people).



15.72%

of Children are from low income families (as of 2016)

At the end of the 2020/21 school year, **15.9%** of children were receiving free school meals.



22% of children are living in poverty (around 1 in every 5 kids).



7.37%

of all households in Midlothian are lone parent households



The rate of under 16's pregnancy in Midlothian is **2.8** per 1,000 as of 2019.



There was a total of **394** exclusions in Midlothian schools in 2019.

Details and Comparisons

Population Rise



The population of children in Midlothian has increased by **15.56% (2,436)** from 2011 to 2020. This is a much larger increase than Scotland, which has increased by **0.07%** in the same time.

Lone Parent Households



Midlothian's percentage of lone parent households is similar to Scotland's (**7.15%**). In numbers, Midlothian has **2,577** lone parent households and Scotland has **169,707**.

Child Poverty



Since 2015, child poverty has increased by **1.5%**. Midlothian's child poverty percentage is lower than Scotland which has **26%** of children living in poverty.

Child Safety

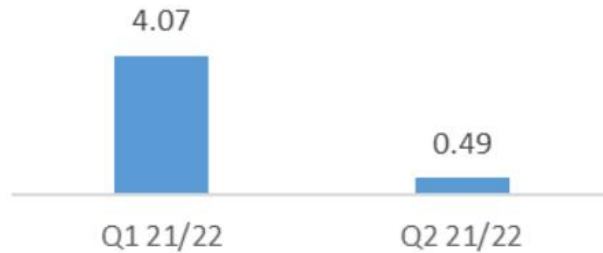


Midlothian performs better in most categories of child safety than Scotland, this is most evident in 'Looked-After' children rates, where Scotland has **2.3** more children per 1,000 than Midlothian.

Q2 21/22 Performance Report Education Trend Data

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

Reduce Exclusions in Primary (Rate per 1,000)



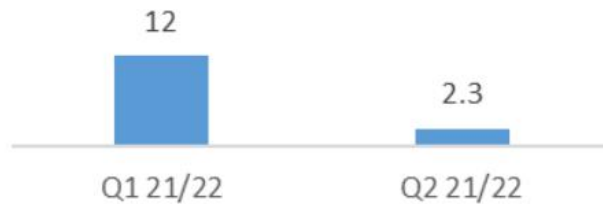
Average Primary Attendance % N/A



Care Experienced School Leavers progressing to Positive destinations



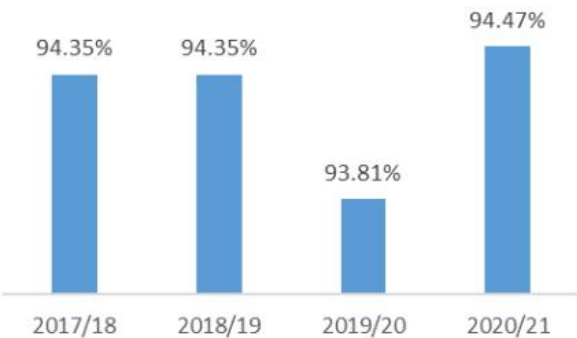
Reduce Exclusions in Secondary (Rate per 1,000)



Average Secondary attendance % N/A



School Leavers progressing to positive destinations

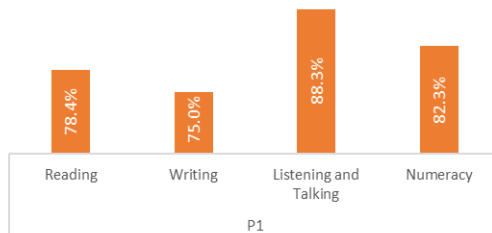


Service Priorities – Attainment and Achievement

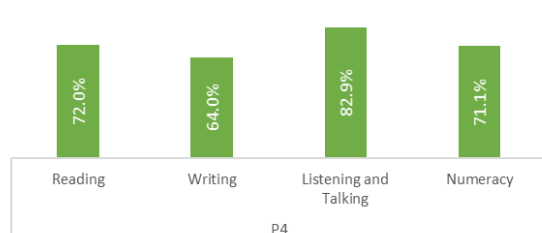
Key Highlights

- CfE data 2020/21 has been collected and is currently being analysed by School Group Managers and a report will be produced albeit the data should not be used for comparative or trend analysis given the impact of the pandemic.
- The additional funding provided by the Scottish Government has been allocated to support the delivery of the Building Back Better programme developed by Headteachers.
- All settings are using the early level progression pathways this session. A number of pilot projects are underway and Stobhill PS, working with an EYs Equity and Excellence lead has been awarded a Scottish Government STEM grant for £10k to link STEM with the development of play pedagogy.
- Secondary schools successfully delivered the alternative certification model for senior phase qualifications. Schools received positive feedback from SQA's quality assurance of processes and evidence underpinning the judgements. All secondary schools are in the process of reviewing outcomes against regional and national standards to identify further strengths and opportunities for development in relation to curriculum and qualifications on offer to all young people.
- ASN Strategic group leading on audit of policy, practice, specialist provision. The group will analyse data from early level to senior phase to inform ASN learning estate and specialist provision required now and in the future.
- Targeted support in place for young people who are at risk of underachievement, with additional inter-agency focus from Children's Services, Skills Development Scotland and CLL.
- Positive destinations results across Midlothian continue to exceed our benchmarks even through the pandemic.

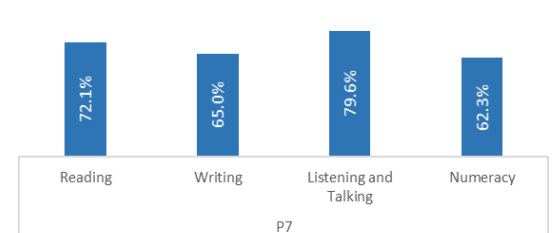
Children reaching the required level
(CFE 2021)



Children reaching the required level
(CFE 2021)



Children reaching the required level
(CFE 2021)



Areas for improvement

- Increasing attendance
- Improving/ speeding up referral processes for additional support services delivered by all partners for pupils
- Further develop senior phase curriculum.

Included, Involved and Engaged: Wellbeing & Equity

Holistic

Modern

Sustainable

Preventative

Key Highlights

- A Nurture Lead was established in every school, nursery, Children and Families Service, and Community Life Long Learning Service
- A Resource Hub in GLOW currently enables Education Professionals and School Nurture Leads to share resources and ideas for practice
- School Counselling Service – MYPAS awarded the contract to deliver this service from September. MYPAS were already working with Midlothian Council delivering a pilot school counselling service and were awarded this wider project after a competitive procurement process
- In several settings, 4 new enhanced P1 classes, supporting children with additional educational needs, have been established and pupils have successfully transition into their new setting. Locations for 5 new enhanced classes have also been identified and staffing and resources have been agreed to support children from P2 to P7.
- An outdoor learning Principal Teacher has joined the team at Pathways to success and is providing exciting opportunities for young people to develop life skills in real contexts.

31 Primary Schools

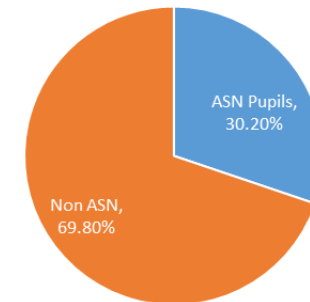
1 Special School

70 Educational
settings within
Midlothian

6 Secondary Schools

32 Early Years Provision

ASN % of School Roll



Areas for improvement

- Increase professional learning which includes central training for those new to nurture re Attachment Aware and Trauma Informed Practice, a series of Professional Learning Conversations with Nurture Leads and the development of Resource Hub/Nurture
- A Twitter hashtag #nurturemidlothian has been established to promote learning and practice across Midlothian, to signpost to training and professional development opportunities and to enable sharing with families and young people.

Finances and Resources

Holistic

Modern

Sustainable

Preventative

Key Highlights

- The latest iteration of the Google Workspace has been launched across the School estate.
- All staff accessed authority-wide professional learning in August.
- Schools are being aided in preparing submissions for the Digital Schools Award.
- Business Support restructure

Digital Delivery

2383

New devices Rolled-out in Term 1



9402

Pupils using new digital systems



Areas for improvement

- Rate of demographic growth on the learning estate
- Increase in the number of children and young people with additional support requiring more specialist provision will require robust monitoring to ensure staffing and specialist facilities meets level of needs.



Place

Performance Report Quarter Two 2021-22

The Place Principle

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

We have endorsed the place principle because we are committed to strengthening the co-ordination and integration of all place based activity. The principle is a way of bringing together ideas about services, investments, resources and assets to achieve a shared vision. We are creating a shared understanding of what a place is for and what it wants to become with partners and communities collaboratively agreeing the joint actions required to make that happen and delivering these. This approach provides our key stakeholders with a way to exercise local or regional accountability over decisions taken about the way resources, services and assets are directed and delivered.

In implementing the place principle we:

- consider the benefits of planning, investment and implementation activity at the regional level of place - where that focus could drive faster rates of sustainable and inclusive economic growth
- ensure that place based work at the local level being led by Midlothian Council and its agencies/partnerships is taken forward in a way that is integrated and complementary of all the work being taken forward in associated policy areas and plans
- exemplify the behaviours reflecting the core of the principle, working and planning together with our partners and local communities to improve the lives of people, support inclusive growth and create more successful places.

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

Hub and Spoke, one of Midlothian's key drivers for change, will see a Locality approach to service delivery adopted, developed in conjunction with community planning partners. The opportunity to review and redesign services that the pandemic has provided will result in a more efficient and effective operation of sites within local communities. This will improve service delivery, and ensure better outcomes for local communities. The continued rollout of enhanced ICT capabilities will strengthen cross service working, produce resource efficiencies and support the localisation of services.

Successes this quarter

Environmental

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

A public consultation was launched during Q1 on Service Standards for Waste Services. Approximately 2,800 responses were received from the public. Setting service standards will allow us to better monitor and improve waste/recycling collection services and will better allow customers to hold us to account if targets for service delivery are not met. The outcome of the consultation will be presented to Council in December 2021.

Communication activities took place to promote Recycle week (20-26 September) and new soft plastic collection points are now available in some local retailers.

Three applications to the Scottish Government's Recycling Improvement Fund were in scope for the fund and a decision is due on whether funding will be awarded in Q3.

We continue to achieve our ambition for access for all abilities to our parks and play areas. We received a Green Flag Award for the Dalkeith to Penicuik walkway and successfully delivered the Walking Festival through the Countryside Rangers team.

Town Centre Funding has been secured for park improvements, Saltersgate school playground refurbishment continues and Auld Gala Park Pump Track now completed and is being well utilised by the community.

6 Kickstart Land and Countryside Placements went well with positive attendance and attitude. Training was given on a range of small plant and machinery, and as a result maintenance standards were improved in several parks and feedback from the public was positive.

We continue to build on co-production with our communities and volunteers ensuring our parks and open spaces remain attractive and safe for use. During Q2 1,919 volunteer hours were delivered in countryside sites.

AECOM have been appointed as consultants to undertake a Roads Hierarchy Review & Road Safety Studies throughout Midlothian. A draft report is anticipated by the end of 2021, with the final version to be presented to Council by March 2022. The Midlothian Bus Alliance working with consultants WSP have prepared a draft bid for a new proposed Orbital bus route to the South of the Edinburgh City Bypass due for submission in October 2021. A briefing on this was presented to members in early October.

We were successful in applying for Transport Scotland's Local Authority Installation Programme (LAIP) fund and are to be awarded £75,000 to spend on public chargers. Work will now take place to implement this.

The Residential Streets programme commenced at the start of October. This is a two year programme to improve the condition of footways and roads across the county, and an example of a coordinated Neighbourhood Services works programme. Whilst these works are taking place, Land and Countryside will be attending to verges and overgrown foliage, whilst dropped kerbs are also being carried out and street lighting assessments taking place in each location.

Economic

Midlothian Council approved a new Economic Renewal Strategy which sets out its ambitious approach to managing the transition from lockdown and planning for the longer term challenges the local economy will face, the strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery.

Locate in Midlothian, Midlothian's new website focussed on economic development, was launched during the pandemic, with supporting social media channels. The website continues to be a valuable tool for employability opportunities and support as well as showcasing the work of our local businesses. Each social channel is targeting different audiences and each is performing well in terms of audience growth and interaction.

The Carbon Charter was refreshed during Q1 and a marketing campaign developed with the aim of encouraging businesses to sign up and benefit from developing tailored action plans with our Business Gateway team to support the net zero agenda. This was launched on 19th of July and 10 local business have signed up the Pledge. More promotional work will be carried out with these businesses which should lead the way for others to follow.

The Economic Development team, with other departmental support, continued to process the discretionary fund. During Quarter 2 the third phase of the fund was processed. As of 30th of September the balance on the fund was £87,462 with 9 applications currently in progress which should clear the fund by the end of October.

Work was undertaken with 5 clients this quarter who were new to the Social Enterprise model, as a result all 5 have expanded their initial ideas and set up as Community Interest Companies and continue to access advisor support as they develop their models.

Regeneration

At its meeting in June 2021 the Planning Committee adopted a Roslin Conservation Area Character Appraisal and Management Plan which will provide a framework for the conservation and management of the Conservation Area. In August 2021 the Planning Committee determined to grant planning permission for two significant strategic planning applications which will result in the restoration of the Drummond Moor landfill site and its reuse as a self-catering tourist resort, leading to the provision of an exciting new tourist facility and significant investment and job creation.

Town centre Capital Fund: of the seven applications approved (£910,000) all projects, with the exception of Penicuik Town Hall project are now complete. On 21st September 2020 Midlothian Council accepted a further £331,000 from the Scottish Government's £30 million capital contribution into regeneration in 2020/21, part of the £230 million economic recovery stimulus package. Two projects are now complete with work ongoing at Jarnac Court regeneration, and Newtongrange Welfare Park.

Housing and homelessness

Midlothian Council's Rapid Rehousing Plan (RRTP) was submitted to the Scottish Government on 30th June 2021. This sets out a vision that by 2024: an increased number of homeless households will obtain permanent accommodation, no homeless household will be accommodated in bed and breakfast accommodation, and the average time taken for the Council to complete its homeless duty will have halved from 105 to 52 weeks.

The RRTP sets out how Midlothian Council will continue the work undertaken to deliver key actions during 2021/22 and explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need, including compliance with the Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2020. Midlothian Council believes these activities are crucial to reduce the time spent in temporary accommodation, improving the quality of temporary accommodation provided, continue to deliver Housing First and improve the health and wellbeing of those most vulnerable households. The plan also explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need by developing other initiatives during 2021/22 and into 2022/23, with an emphasis on the prevention of homelessness. Work continues on the delivery of key actions set out in the Midlothian Council's Rapid Rehousing Plan (RRTP).

During this reporting period, 118 households were assessed as homeless, with 233 households since 1 April 2021. 438 households were assessed as homeless during 2020/21 representing a 6% reduction compared to 2019/20. There has been a slight uplift in Q2 in the number of households provided with advice and assistance at 208, compared to 179 for Q1.

Emergency accommodation to provide fully furnished, self-contained, accommodation for up to four households with either children or a pregnant person was established in Gorebridge. This project became operational in July 2021. An on-site caretaker service during office hours provides basic support to residents as required, while also maintaining the security and cleanliness of the building and monitoring anti-social behaviour.

Proposals to introduce a Crisis Intervention Fund were approved by Midlothian Council last quarter. This fund will be accessible to front line officers allowing a more preventative approach to be taken when assisting those in housing need. The fund will operate as a two year pilot to enable its effectiveness to be fully evaluated with an interim review completed after 12 months. An annual budget of £30,000 has been committed to the fund for the duration of the pilot, making use of savings realised from ending the use of emergency B&B accommodation.

Equally Safe Housing and Homelessness Policy: A draft Policy has been developed with Midlothian Women's Aid and Mid and East Lothian's Public Protection Team taking into account the specific needs of those experiencing domestic abuse and upcoming legislative changes.

Capital programme

Midlothian are taking a very positive and flexible approach to build momentum around the new supply recovery. There is a clear recognition that there will be a delay in starting and completing projects in the current five year programme and speculation about medium and long term impacts of the pandemic. A full evaluation was carried out of all current and planned construction projects and resourcing reviewed. This construction will directly support employment and wherever possible, new housing will be located close to good community facilities, shops and employment opportunities, with efficient and high quality public transport connections. New development shall be of high quality, balancing a desire for good

contemporary design with respect for the area's heritage. The established community will benefit as much as possible from growth, through new affordable homes, enhanced employment prospects, improved education facilities and the development of green networks with opportunities for leisure and recreation.

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

The Capital roads programme for carriageway and footway renewal/improvement schemes has commenced with progress to end of Q2, with approximately 38% of budget completed or in progress.

Challenges

The challenges for Midlothian continue with our recovery out of the pandemic, the growing and ageing population and the increasing demand for services that this brings. Midlothian is projected to have the highest percentage change in population size of all council areas in Scotland. From 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to a projected increase of 1.8% for Scotland as a whole with a 40.9% increase in older people over 75. In addition, Midlothian has 10 zones which fall into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland. This pace of growth demands additional capacity within the school estate to cope with the projected increase in pupil numbers. The general population growth forecast places additional pressure on our infrastructure, including the growth of the road network as new development roads are adopted, and increases the demand on essential services such as waste collection.

As part of work to address the issue of significant population growth and demographic changes within Midlothian, the key drivers of change in delivery of sustainable and transformational services and regeneration of our communities must be viewed holistically. We have endorsed the Place Principle because we are committed to strengthening the co-ordination and integration of all place based activity. This means we will:

- consider the benefits of planning, investment and implementation activity at the regional level of place - where that focus could drive faster rates of sustainable and inclusive economic growth
- ensure that place based work at the local level being led by Midlothian Council and its agencies/partnerships is taken forward in a way that is integrated and complementary of all the work being taken forward in associated policy areas and plans
- exemplify the behaviours reflecting the core of the principle, working and planning together with our partners and local communities to improve the lives of people, support inclusive growth and create more successful places.

Service Performance

The COVID pandemic continues to have a direct impact on Place services during the quarter and this is reflected in some of the service performance indicators set later in this report.

Slight reduction in the number of Public Health requests responded to from Q1. The service has been impacted by the diversion of Environmental Health resources to proactively deal with the COVID-19 pandemic.

The requirements of the Scottish Government and the NHS Pan Lothian Asymptomatic testing regime for Midlothian Council to provide mobile LFD testing continues to demand significant resources to meet expectation.

Enhanced cleaning and janitorial services continues during Q2 in all schools resulting in continued increased weekly hours:

Primary schools – Budgeted weekly hours are 2105, currently 2825 hours used per week due to Covid measures.

Secondary schools – Budgeted weekly hours are 1392, currently 1632 hours used per week due to Covid measures.

Janitorial services – Budgeted weekly hours are 1140, currently 4130.5 hours used per week due to Covid measures

In Trading Standards, a total of 135 consumer complaints have been received this financial year with 127 completed. Of those, 101 were completed within 14 days, 79.5%. It should be noted that completion is not always within service control as responses from complainants and traders can cause delay. In addition, the team were proactive in accepting 41 notifications from Advice Direct Scotland this financial year with 33 completed; 29 of them within 14 days, 87.9%.

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge for Q3 2021/22 will be an increase in homelessness as the financial measures put in place to protect households during the Covid pandemic are now withdrawn, alongside the recent increase in energy costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan 2021/22.

Re-let time for permanent properties has increased to 50 days this quarter due to 11 properties requiring extensive works due to property condition and delays with utility connections.

Although the length of time homeless applicants wait until receiving a permanent housing outcome is off target this quarter, the amendments made to the Housing Allocations Policy will ensure homeless households are able to access settled accommodation more quickly. Improved position this quarter is 103 weeks compared to Q1 of 127 weeks. The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024. Similarly, the length of time spend in temporary accommodation is off target this quarter (66 weeks) however continued downward trend from 71 weeks in Q1.

Building standards continue to receive a sustained demand on its services. Service provision in the form of site inspections and building warrant application processing has remained high where processing targets aim for 10 working days rather than the nationally adopted target of 20 working days. The loss of the agency building standards inspector has resulted in a reduction in performance.

Average time to complete non-emergency repairs continues to remain off target (7 day). Whilst suppliers are reporting that they are getting closer to pre-pandemic production levels, there are supply chain issues that are being seen now through reduced delivery capacity. These restrictions in resource and materials have been challenging although there are some improvements from 17.95 days in Q1 compared to 14.27 days in Q2.

Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria back to 100% will commence at the start of Q3 after Covid related delays.

Limited progress with annual Capital Works Programme for footway resurfacing due to focus on carriageway works but it is hoped that the team can catch up on footway works in Q3 and Q4. There has been a focus on delivery of Capital works moving to external works contractors due to commencement of in-house Residential Streets Project at start of Q3. This is likely to result in reduced rate of progress with the capital programme due to additional procurement activities and limited available resources for additional contract administration and site supervision duties. Replacement of street lighting columns is off target this year to date due to Covid related staff absence.

Domestic residual waste collection tonnages remain high. This is likely to impact the household waste recycling rate for 2021.

Number of Business starts ups remain low after impact from Covid. Initiatives in place to promote and encourage businesses where possible in the current climate.

Place



Successes and Challenges

Corporate Performance Indicators (latest)

● 6 ● 5 ● 0 ● 9

Service Plan PIs (latest)

● 8 ● 21 ● 3 ● 18

Corporate PIs Off Target

PIs ● 6

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

Performance against revenue budget

% of internal/external audit actions progressing on target or complete this quarter.

Average time in working days to respond to complaints at stage 2

Percentage of complaints at stage 2 complete within 20 working days

Percentage of complaints at stage 1 complete within 5 working days

Service Plan PIs Off Target

PIs ● 8

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

Re-let time permanent properties (calendar days)

Percentage of consumer complaints completed within 14 days (cumulative).

Average time taken to complete non-emergency repairs (LGBF)

Percentage of Building warrant assessments processed within 10 days (rather than nationally adopted target of 20 days), fast tracking applications which provide economic benefit to the Midlothian area or people living with disabilities circumstances.

Number of volunteer hours in countryside sites

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

Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).

Service High Risks (latest)

▲ 0

All Risks - Place

Risks ▲ 45 ● 88

Key
PIs
● Off Target
● On Target
● Data Only
● Data Not Yet Available

Key
PIs
● Off Target
● On Target
● Data Only
● Data Not Yet Available

Key
Risks
▲ High Risk/Medium Risk
● Low Risk

Midlothian's profile

 92,460

people live in Midlothian

We are one of the smallest Local Authority in mainland Scotland but the **Fastest Growing.**

 **18%** of people are over 65
20% are under 16

Inequalities: Midlothian is made up of **115** (SIMD) data zones,

10 of which fall within the **most deprived areas**, giving Midlothian a **8.7%** local share of data zones within the 20% most deprived areas in Scotland.

Working population (aged 16-64) of **57,100** with **1,700** unemployed

5,900 people furloughed as of March 2021, 2,900 males and 3,000 females

Life expectancy at birth is:



Health Conditions

The leading cause of death rates for both males and females is **Heart diseases and dementia.**



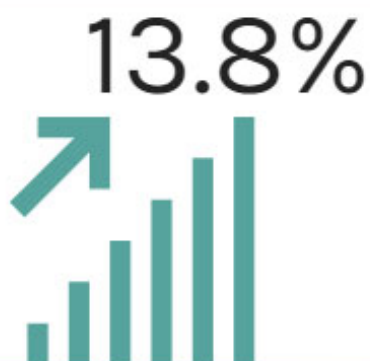
Females
81.7 years



Males
77.7 years

Midlothian's growing and ageing population

Data source: Midlothian Council Area Profile (nrsscotland.gov.uk), SIMD - gov.scot, nomis.web.co.uk



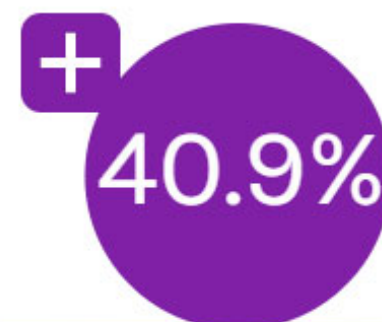
Population rise

The population of Midlothian is projected to increase from 91,340 to 103,945 by 2028. An increase of 13.8%, which compared to a projected increase of 1.8% for Scotland as a whole. Midlothian is projected to have the highest percentage change in population size out of the 32 council areas.



Increase in households

The number of households in Midlothian is projected to increase from 39,122 to 45,374 by 2028. This is a 16% increase, which compares to a projected increase of 4.9% for Scotland as a whole. Midlothian is projected to have the highest percentage change in household numbers out of the 32 council areas.



Increase in over 75s

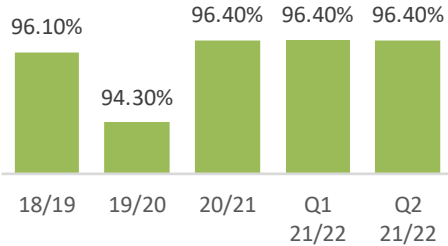
The 75 and over age group is projected to see the largest percentage increase (+40.9%). As people live for longer many more people will be living with frailty and/or dementia and/or multiple health conditions. This will pose challenges for all our health and social care services whilst also changing the face of some of the local communities.

Place Q2 21/22 performance report

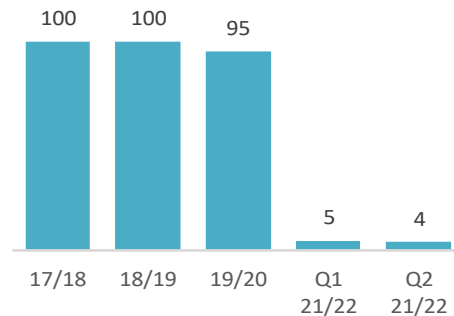
A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Trend Data

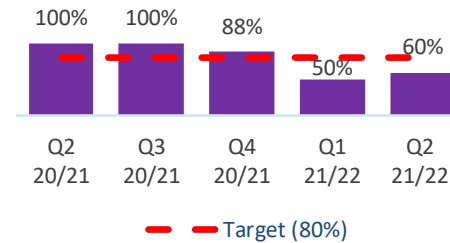
% of Councils housing stock meeting Scottish Housing Quality Standard (SHQS) criteria (Target 100%)



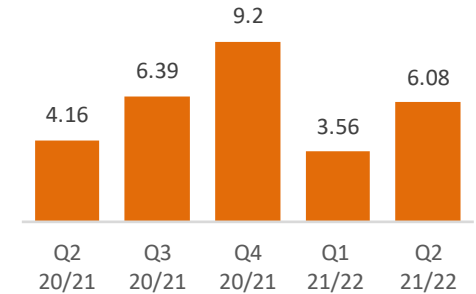
Number of major adaptations completed



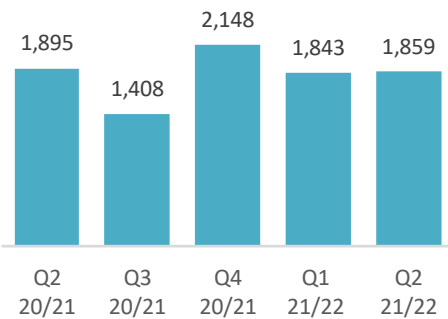
Local target for building warrant assessment dealt with in 10 days rather than nationally adopted target of 20 days



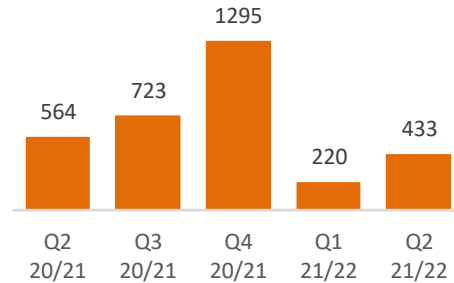
Average number of working days lost due to sickness absence (cumulative)



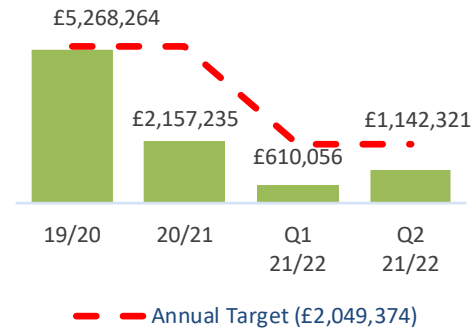
Number of complaints recieved



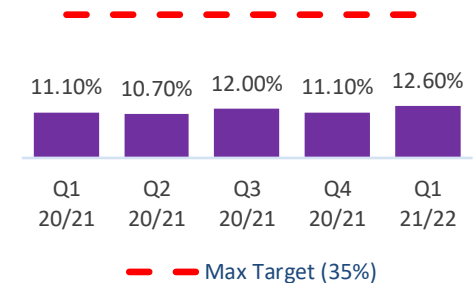
Total savings in street lighting carbon emissions (Tonnes) (cumulative)



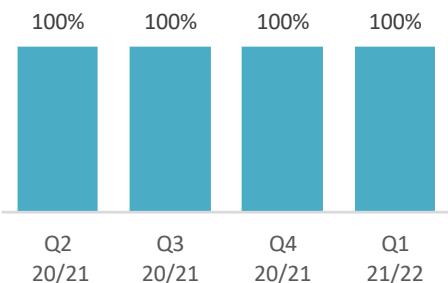
Achieve 5% reduction of target in transport costs



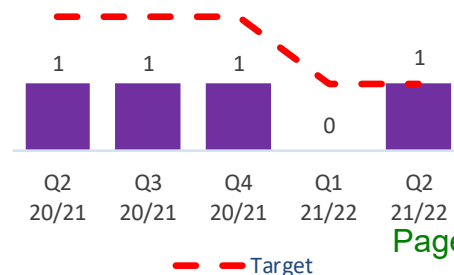
% of waste going to landfill per quarter



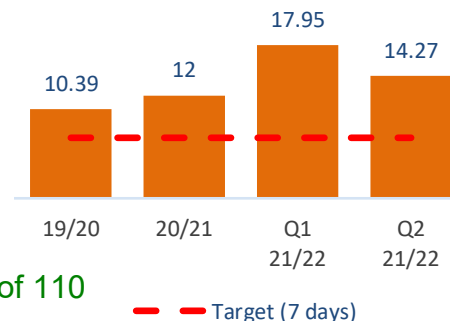
Proportion of fly tipping incidents removed within 5 working days



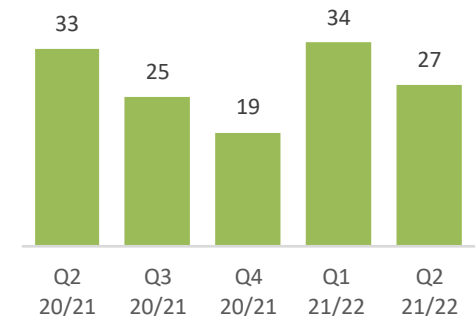
Number of environmental awards e.g. Green flags



Average days to complete non-emergency repairs



Number of out of control dog investigations conducted



Building Services

7 Targeted indicators, 3 data only indicators

2 off Target

Continue to deliver the Building Standards continuous improvement plan which forms part of the nationally adopted performance framework and is submitted to the Scottish Government.

Continue to deliver the additional programmes of work identified by the house condition surveys to maintain Scottish Housing Quality Standard for the Councils housing stock.

Deliver the Energy Efficiency Standard for Social Housing (EESH) programme.

Continue to improve the delivery of Building Maintenance services through the review of mobile working, process improvements, income and productivity.

Implementation of the Local Authority Carbon Management Plan and General Services Capital programme.

Key highlights

- Building standards continues to provide a high level of customer satisfaction against an increasing demand. In September 2021 the Building Standards was awarded with a CSE (Customer Service Excellence) award. Building Standards were re-awarded the 31 compliance pluses gained over previous years, and gained an extra 3 compliance pluses for:
 - Co-ordinated working arrangements with partners;
 - Monitoring performance, identifying any dips, and publishing information on this together with any remedial action and;
 - Identifying customer needs and ensuring appropriate resources are available to meet those needs.
- Stage 1 of the Destination Hillend end report and Initial Gateway Review has been signed off. Procurement of initial civils contract for main junction/access road car parking and utilities infrastructure is underway.
- Initial design appraisals completed for the A701 link road and costed with route options. Public consultation now underway.
- Education Learning Estate Strategy programme in progression for New Beeslack School, and improvements/expansion projects ongoing for Easthouses, Mayfield, Shawfair, Rosewell, Kings Park, Sacred Heart and Woodburn Temp Primary School. In addition various projects within the summer works programme was completed during Q2.
- Additional resource identified for the delivery of Capital and HRA funded projects where the significant programmes that were adding additional demands on capital works construction team resources.

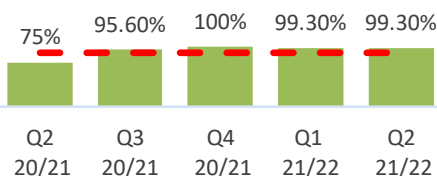
Areas of improvement

- Building standards continue to receive a sustained demand on its services. Service provision in the form of site inspections and building warrant application processing has remained high where processing targets aim for 10 working days rather than the nationally adopted target of 20 working days. The loss of the agency building standards inspector has resulted in a reduction in performance.
- Average time to complete non-emergency repairs continues to remain off (7 day) target. Whilst suppliers are reporting that they are getting closer to pre-pandemic production levels, there are supply chain issues that are being seen now through reduced delivery capacity. These restrictions in resource and materials have been challenging although there are some improvements from 17.95 days in Q1 compared to 14.27 days in Q2.
- Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria back to 100% by the end of the year will commence at the start of Q3.

91.7% of completed first priority housing repairs within 24 hour target

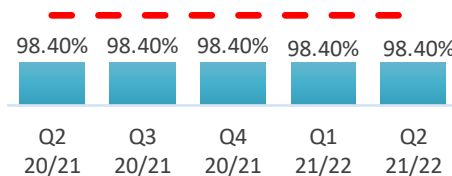
88.9% of completed second priority housing repairs within 7 day target

Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



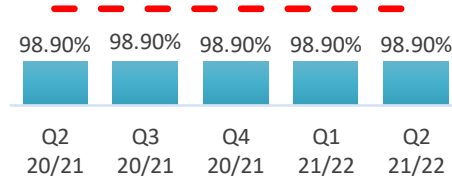
Target (90%)

% of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria (Target 100%)



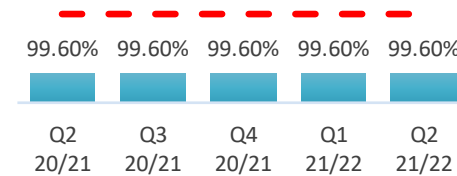
Target (100%)

% of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria



Target (100%)

% of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria



Target (100%)

Property and Facilities Management

0 targeted indicators

6 data only indicators

Develop carbon reduction targets for Council properties and support of sustainable low carbon energy targets and district heating schemes.

Support the delivery of the Economic Renewal Strategy through the letting and sale of PIA properties.

Lead the acquisition and disposal of identified sites in Capital and Local Plans, Learning Estate and Housing programmes and the climate change agenda.

Continue the delivery of the Effective Working in Midlothian Strategy.

Maintain compliance and review Health and Nutrition of school meals in accordance with new Scottish Government legislation.

Increase revenue throughout the commercial sector of catering services.

Continue to provide a catering and facilities service that reacts to, and meets the requirements of the Early Years expansion programme.

Key highlights

- **Asset Valuation:** Property Valuation and GIS team members contributed to the significant work undertaken in respect the Annual Asset Valuation which despite short deadlines and reduced staff has seen a significant improvement in the output of the valuation and no adjustment required. This is an ongoing process with significant time and resource but the adopted process is proving to be successful and effective.
- **Property Asset Web Site:** In conjunction with Economic Development a Property enquiries web page has now been finalised and will assist with more effective recording and capturing of property enquiry data. This is due to a launch in Q3 21/22
- **Newtongrange Library:** Outline proposals for the development of a new library space in conjunction with the Parish Church were submitted to the Capital Plan board confirmed that a report is to be taken to Council for feasibility funding to develop a full business plan.
- **Energy Centre:** Agreement reached with City of Edinburgh to dispose of land required for the construction of the new Energy Centre.
- Cleaning and Janitorial Services continued support across all council buildings and schools in response to ongoing COVID cases.
- Catering maintained compliance of the new nutritional guidelines that came into force in April.
- Work underway to provide additional equipment and resource for the full roll out of the school meal expansion programme in August 2022.

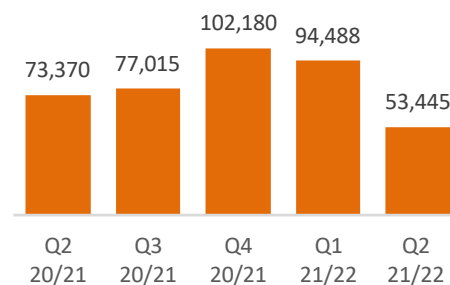
Areas for improvement

Stobhill Depot: Progress with Master plan for Stobhill has progressed significantly nearing the point of submission to planning. A late call from Blue Light Services has resulted in further review of site proposals in order to seek to accommodate their requirements, maintain progress with the Depot and optimise site value to support funding of the redevelopment.

Due to Covid 19 enhanced cleaning and janitorial services has continued to take place during Q2 in all schools, resulting in continued increased weekly hours. To note graphs below reflect 22 days in quarter 2 due to school holidays.

- Primary schools – Budgeted weekly hours are 2105, currently 2825 hours used per week due to Covid measures.
- Secondary schools – Budgeted weekly hours are 1392, currently 1632 hours used per week due to Covid measures.
- Janitorial services – Budgeted weekly hours are 1140, currently 4130.5 hours used per week due to Covid measures.

Number of Free school meals provided (Primary 1-3) (quarterly)



Housing

5 targeted indicators, 0 data only indicators

3 indicators off target

- Increase the number of homeless households that obtain permanent accommodation, and half the average time taken to complete homeless duty from 105 weeks to 52 weeks.
- Implement Midlothian Council's Allocation Policy.
- Implement the approach to housing those with complex needs through a 'Housing First' model.
- Review void management to minimise re-let timescales and further development of our tenancy support to improve the sustainability of tenancies.
- Introduce a new strategy to reduce drug deaths within Midlothian homelessness accommodation.

Key highlights

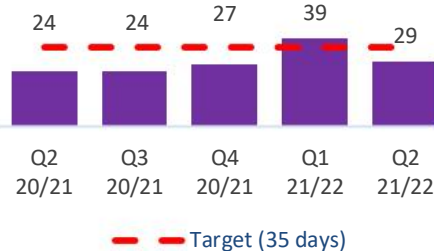
- Work continues on the delivery of key actions set out in the Midlothian Council's Rapid Rehousing Plan (RRTP).
- Emergency accommodation to provide fully furnished, self-contained, accommodation for up to four households with either children or a pregnant person was established in Gorebridge. This project became operational in July 2021. An on-site caretaker service during office hours provides basic support to residents as required, while also maintaining the security and cleanliness of the building and monitoring anti-social behaviour.
- Proposals to introduce a Crisis Intervention Fund were approved by Midlothian Council last quarter. This fund will be accessible to front line officers allowing a more preventative approach to be taken when assisting those in housing need. The fund will operate as a two year pilot to enable its effectiveness to be fully evaluated with an interim review completed after 12 months. An annual budget of £30,000 has been committed to the fund for the duration of the pilot, making use of savings realised from ending the use of emergency B&B accommodation.
- 15 new affordable council homes were completed at Dalkeith and Shawfair and on target for this quarter. The allocations were prioritised to local residents via Local Lettings Initiatives. 3 further properties were purchased from the open market.
- In December 2019, Midlothian Council approved revised plans to refurbish Jarnac Court, Dalkeith to be re-purposed to provide supported accommodation for 22 households that is of good quality with access to support appropriate to the needs of the individual. This project is progressing and is scheduled for completion by March 2022.
- Equally Safe Housing and Homelessness Policy: a draft policy has been developed with Midlothian Women's Aid and Mid and East Lothian's Public Protection Team taking into account the specific needs of those experiencing domestic abuse and upcoming legislative changes.

Areas for improvement

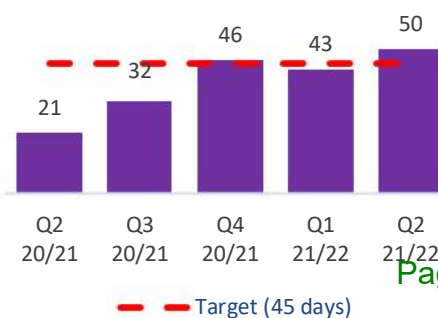
During this reporting period, 118 households were assessed as homeless, with 233 households since 1 April 2021. 438 households were assessed as homeless during 2020/21 representing a 6% reduction compared to 2019/20. There has been a slight uplift in the number of households provided with advice and assistance at 208, compared to 179 for Q1.

There continues to be a significant demand placed on homeless and temporary accommodation services. A potential key challenge for Q3 2021/22 will be an increase in homelessness as the financial measures put in place to protect households during the Covid pandemic are now withdrawn, alongside the recent increase in energy costs, requiring a comprehensive preventative approach as set out in the Council's Rapid Rehousing Transition Plan 2021/22.

Re-let time temporary accommodation properties (Days)



Re-let time permanent properties (calendar days)



103 weeks wait time until homeless applicants receive a permanent housing option, although slightly off targeted 100 weeks, improved position compared to **127** weeks in Q1. To note: The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024.

66 weeks was length of time homeless applicants spent in Temporary accommodation, although over the target of 60 weeks, this has reduced from 71 weeks in Q1. Increase in lets to homeless applicants resulting in reduction of households with children living in temporary accommodation and continued downward trend.

Neighbourhood Services

14 targeted indicators, 2 data only indicators

1 off target

Transform service delivery through the adoption of digital and mobile platforms.

Improve and expand active travel and public transport for Midlothian residents.

Continue to progress actions to reach the Scottish Government targets to recycle 70% of all waste by xxxx.

Develop a comprehensive asset database management plan for all Neighbourhood Services assets.

Continue to invest in the workplace across all Neighbourhood Services teams to develop sustainable career pathways and generic working model to grow talent and foster leadership opportunities.

Key highlights

- Annual Capital Works Programme for carriageway resurfacing progressed well due to favourable working condition - approximately 38% of total carriageway budget completed or in progress.
- AECOM have been appointed as consultants to undertake a Roads Hierarchy Review & Road Safety Studies throughout Midlothian. A draft report is anticipated for end 2021, with the final version to be presented to Council March 2022.
- The Midlothian Bus Alliance working with consultants WSP have prepared a draft bid for a new proposed orbital bus route to the South of the Edinburgh City Bypass due for submission in October 2021.
- Approximately 2,800 responses were received for the Service Standards public consultation. Setting Service Standards will allow us to better monitor and improve waste/recycling collection services and will better allow customers to hold us to account if targets for service delivery are not met.
- Communication activities took place to promote Recycle week (20-26 of Sept) and new soft plastic collection points now available in some local retailers.
- 6 Kickstart Land and Countryside placements went well with positive attendance and attitude. Training was given on a range of small plant and machinery, as a result maintenance standards were improved in several parks and feedback from the public was positive.
- Work continues with the maintenance and volunteer involvement in ensuring our parks and open spaces remain attractive and safe for use with 7 sites inspected this quarter and 1,919 volunteer hours spent in countryside sites. (Although off target due to Covid, volunteer hours now starting to increase).
- Green flag awarded for the Dalkeith to Penicuik walkway.

Areas for improvement

Limited progress with annual Capital Works Programme for footway resurfacing due to focus on carriageway works but it is hoped that the team can catch up with footway works in Q3 and Q4. There has been a focus on delivery of Capital works moving to external works contractors due to commencement of in-house Residential Streets Project at start of Q3. This is likely to result in reduced rate of progress with the capital programme due to additional procurement activities and limited available resources for additional contract administration and site supervision duties. Domestic residual waste collection tonnages remain high. This is likely to impact the household waste recycling rate for 2021.

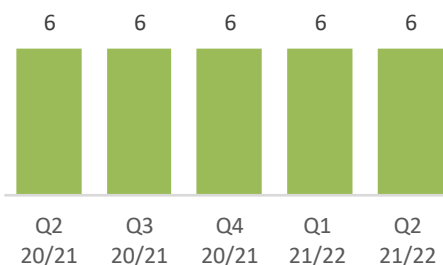
100% of all street lights completed within 7 days

0.15% of footpath network resurfaced (0.1% increase from Q1)

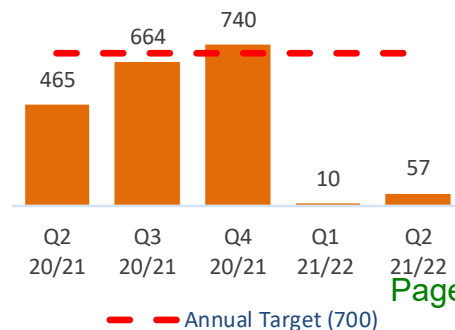
8.2% of Council fleet which is 'Green'

£77,245 spent on staff travel costs this quarter, costs have significantly decreased from previous years due to remote working.

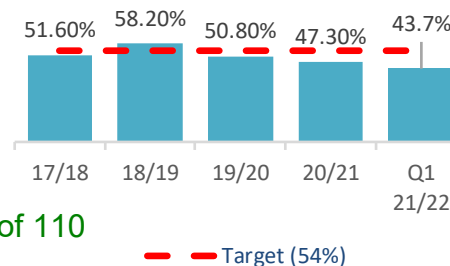
Number of parks for which quality plans have been implemented (cumulative)



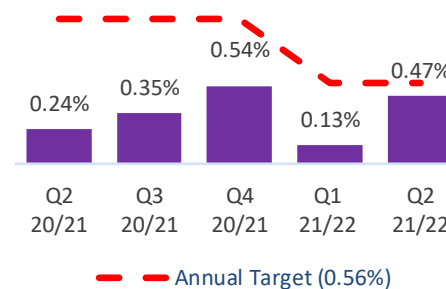
Number of lighting columns replaced (cumulative)



% of total household waste that is recycled (Tonnes) (cumulative)



% of total road network resurfaced (cumulative)

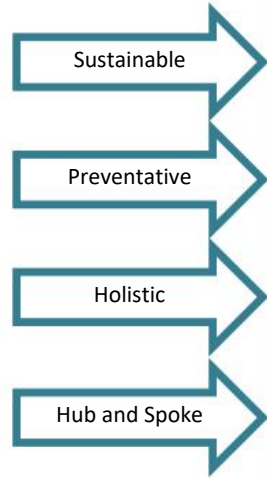


Planning and Economy

2 targeted indicator, 1 data only indicator

1 indicator slightly off Target

- Achieve the aims set out in the Planning Performance Framework (PPF)
- Continue to embed the Climate Change Strategy and deliver against the action plan.
- Implement year 3 of a 5 year Penicuik Heritage project which delivers public realm improvements and investment in heritage assets in the town centre
- Draft and adopt supplementary guidance on the 'Quality of Place' which will be used as a tool to enhance place-making within Midlothian
- Draft and adopt supplementary guidance on 'Developer Contributions' which will be used as a tool to secure financial contributions towards infrastructure to meet the demands arising from new development
- Implement the statutory requirements of the new Planning Act 2019 which places additional burdens onto the Planning Service
- Deliver on the objectives identified in the Strategy for Growth 2020-25
- Maintain and grow the client reach of Business Gateway services in Midlothian and continue to develop locate in Midlothian



Key highlights

- The Carbon Charter was refreshed during Q1 and a marketing campaign developed with the aim of encouraging businesses to sign up and benefit from developing a tailored action plan with our Business Gateway team to support the net zero agenda. This was launched on 19th of July and 10 local businesses have signed up to the pledge. More promotional work will be carried out with these businesses which should lead the way for others to follow.
- The Economic Development team, with other departmental support continued to process the discretionary fund. During Quarter 2 we processed the third phase of the fund. As of 30th of September the balance on the fund was £87,462 with 9 applications currently in progress which should clear the fund by the end of October.
- Work undertaken with 5 clients this quarter who were new to the Social Enterprise model, as a result all 5 have expanded their initial ideas and set up as Community Interest Companies and continue to access advisor support as they develop their models.
- At its meeting in June 2021 the Planning Committee adopted a Roslin Conservation Area Character Appraisal and Management Plan which will provide a framework for the conservation and management of the Conservation Area. In August 2021 the Planning Committee determined to grant planning permission for two significant strategic planning applications which will result in the restoration of the Drummond Moor landfill site and its reuse as a self-catering tourist resort, leading to the provision of an exciting new tourist facility and significant investment and job creation.

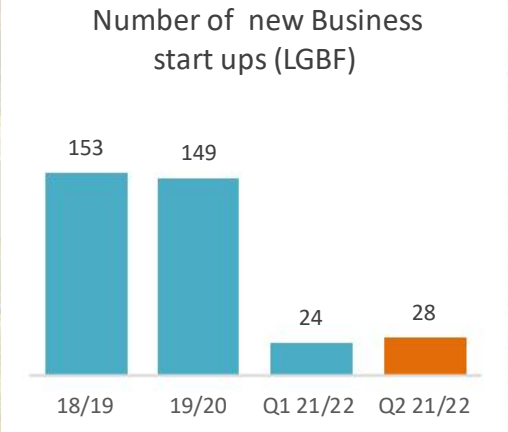
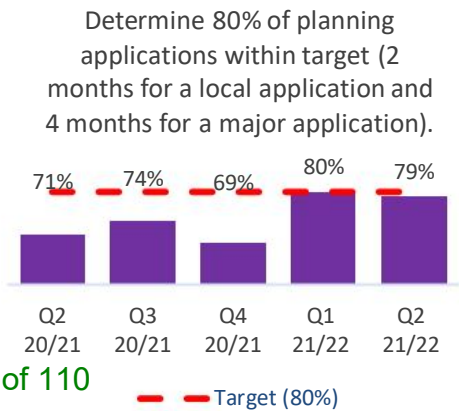
Areas for improvement

Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the South East of Scotland that leaves Midlothian and the other Council's in the region without an up to date strategic development plan.

Number of Business starts ups remain low after impact from Covid. Initiatives in place to promote and encourage businesses where possible in the current climate.

Recover to Grow awarded **40** Businesses **£394,485** of discretionary funding.

8,442 visits to Locate in Midlothian' site over Q2 target of 7,500. (Increase from 2,061 in Q1)



Protective Services

4 targeted indicators, 6 data only indicators

2 off target

Continue to support the Council's response to the pandemic and recovery programme
Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations
Regulate Health and Safety across Midlothian through the investigation of workplace accidents
Restart a programme of test purchase for under-age goods
Implement a robust business continuity management system and business continuity approach
Continue to identify and respond to incidents of rogue trading

Key highlights

- The Midlothian Council Asymptomatic Covid-19 Testing Programme continues to operate and meet the demands placed on it by members of the public for on-site Lateral Flow Testing.
- Refunds received to the value of at least £30,225 in Q2 further to the £9,100 in Q1 to consumers following Trading Standards advice or active involvement. Most of this was for car refunds and from a Midlothian business who was refunding all or part of deposits for work not started.

Areas of improvement

The requirements of the Scottish Government and the NHS Pan Lothian Asymptomatic testing regime for Midlothian Council to provide mobile LFD testing continues to demand significant resources to meet expectation. In addition, the numbers of persons presenting for LFD on site testing had decreased and identifying suitable fixed locations has proved problematic following the lifting of lockdown which has allowed business premises to reopen. A new fixed location is currently being sought and an ATS mobile facility is under development.

Slight reduction in the number of Public Health requests responded to this quarter compared to 75.45% in Q1. The Environmental Health team has been impacted by the diversion of resources to proactively deal with the COVID-19 pandemic.

In Trading Standards a total of 135 consumer complaints have been received this financial year with 127 completed. Of those, 101 were completed within 14 days, 79.5%. It should be noted that completion is not always within service control as responses from complainants and traders can cause delay. In addition, the team were proactive in accepting 41 notifications from Advice Direct Scotland this financial year with 33 completed; 29 of them within 14 days, 87.9%. Intelligence logging although off target remains strong and one of the highest in Scotland for our authority size. Figures are dependent on justifiable intelligence.

Holistic

Preventative

Hub and Spoke

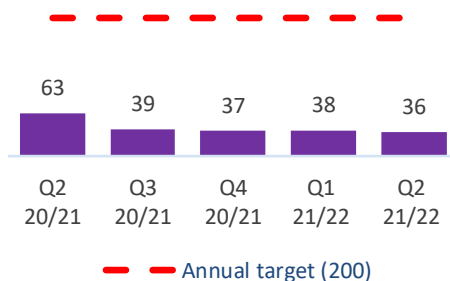
One size fits one

185 COVID tests undertaken at new asymptomatic testing sites, a decrease from 1,287 in Q1 and **1407** home test kits handed out.

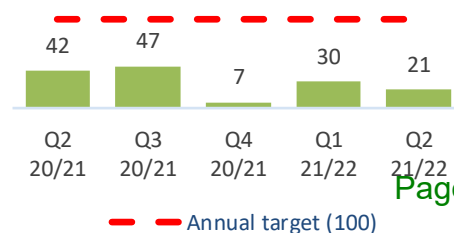
18.52% of dog control investigations requiring statutory enforcement action.

72.68% of all Public Health service requests responded to, with **50%** responded to within required timescale.

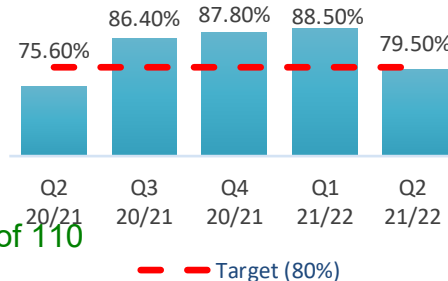
Number of intelligence logs made (quarterly)



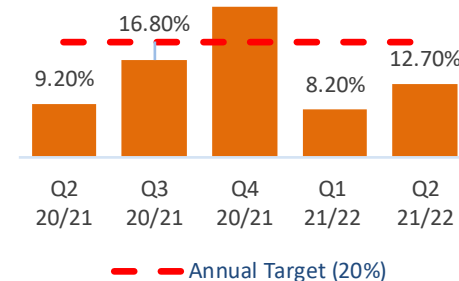
Number of primary inspections conducted quarterly



% of consumer complaints completed within 14 days (cumulative)



% of Tobacco retailers visited (cumulative)



Midlothian Council Report Quarter Two 2021/22



Progress Against Strategic Outcomes

The Route Map through and out of the crisis, approved by Council in June 2020, set out how the Council would work with its partners and communities to put the necessary changes in place to support recovery from the pandemic and to meet the challenges ahead. Our focus in supporting the recovery and retaining the best elements of transformation that took place in response to the pandemic has been to secure permanent changes to the way the services are delivered in order to build back better. We are harnessing the energy, flexibility and creativity demonstrated by our workforce, through the creation of a wellbeing economy which will achieve wellbeing and fairness for our people and the rest of nature. The redesign of services and the changes to build back better are predicated on the overarching principle that in delivering services, whether commissioned internally or externally, we will keep our communities, our employees and our environment safe, minimising exposure to COVID-19, or any other viruses, at the same time as meeting our commitment to being carbon neutral by 2030.

Each service has a Service Plan which provides a link to the outcomes contained within the commitments of the Single Midlothian Plan, the Route Map through and out of the crisis, the Listen and Learn report, any relevant legislation that is specific to the service and to the strengths and improvement activities identified as part of self-evaluation.

Service plans translate 'what we intend to do' into 'how we will achieve it'. There is a clear link between the priorities in the service plan and those identified in the SMP and the Council's strategic priorities. Whilst detailed progress for individual service plans are provided quarterly the following provides a summary of key updates against the five overarching thematic areas within the Single Midlothian Plan as follows:

- **Adult Health and Social Care** - Responding to growing demand for adult social care and health services
- **Community Safety & Justice** - Ensuring Midlothian is a safe place to live, work and grow up in
- **Getting it Right for Every Midlothian Child** - Improving outcomes for children, young people and their families.
- **Improving Opportunities for Midlothian** - Creating opportunities for all and reducing inequalities.
- **Sustainable Growth in Midlothian** - Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment.

Whilst a full update for quarter two performance for each of the Council's Service areas is published separately, this report reflects an overview of the key service updates, against the thematic areas of the Single Midlothian Plan.

Single Midlothian Plan Themes in 2021/22

Adult, Health and Care - Achievements

Responding to growing demand for adult social care and health services

Our Vision: People in Midlothian are enabled to lead longer and healthier lives.

Our Values: Right support, right time, right place.

Midlothian Integration Joint Board plan and direct the services that are delivered by Midlothian Health and Social Care Partnership (HSCP). The HSCP is a partnership between NHS Lothian and Midlothian Council and is responsible for services that help Midlothian residents to live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some hospital-based services such as Accident and Emergency.

Work on the IJB Strategic Plan 2022-25 continued in Q2.

HSCP COVID-19 Response

The COVID-19 pandemic brought many challenges and much disruption to the Health and Social Care Partnership, its partners and the communities it serves. The vast majority of services were operating at full capacity by the end of Q2 although some, such as respite and a number of day service remained limited due to infection control guidance, work is underway to increase availability of this support. As well as presenting a tremendous challenge to services, staff and partners, the crisis also created an opportunity to build on existing and new community connections. Volunteering programmes continued and were further supported by the Partnership.

Seasonal Flu/COVID Booster Programmes

Vaccinations for care home residents, children under 5 and primary school children also started. This is the first year when the Health and Social Care Partnership (HSCP) is leading the flu programme. The majority of vaccinations will be provided from three venues: Gorebridge Leisure Centre, Midlothian Community Hospital and Eastfield Medical Practice. The COVID Booster programme for eligible residents started on Monday 27th September and the HSCP also leads the ongoing COVID vaccination programme which includes Evergreen (1st and 2nd COVID doses), 12-15 years olds, and 3rd dose for people who are immunosuppressed and the Booster programme.

Service Transformation

Health and Social Care services continued to develop during Q2:

- This included the ongoing transformation of local service pathways to embed a Home First approach, whereby people are supported out of hospital promptly, with a greater emphasis on supporting people at home, through investment in care at home, early intervention and prevention. Additional staff were recruited, including drivers, Allied Health Professionals and sixteen carers. Data indicates that the increased capacity within the team has facilitated earlier discharge from acute hospitals.
- The Community Respiratory Team (CRT) continued to successfully manage COPD exacerbations in people's own homes and the development of a new Scottish Ambulance Service pathway has led to a reduction in acute hospital respiratory admissions. Expansion of the team has meant that this has also facilitated early discharges to home.
- Mental Health, Substance Misuse and Justice Services continue to operate and adapt according to COVID guidelines. Work to develop Peer Support across all No 11 services was progressed and some group activities were re-established; this will continue into Q3.

Digital

We continued to proactively engage with the emerging digital agenda in Scotland to maximise the value that technology, in all its forms, can add. With the inauguration of a new Digital Governance Group we anticipate improved planning and resourcing of projects (internally) which connect effort across the partnership. Furthermore, we hope to be able to present a united front to and for our key business partners with regard to digital development planning and to support prioritisation. In considering how services are designed the development of the next IJB strategic Plan, positions Digital as an enabler of transformation rather than a service or resource to demonstrate the paradigm shift required to deliver digital transformation.

Learning Disabilities

Implementation of a framework for providing positive behavioural support within Midlothian has been completed and continues to receive support from all stakeholders. Whilst implementation has been impacted by COVID19, the steering group has now reconvened and training at levels one and two is underway and the pathway has been updated.

The project to review and redesign Day Services to reduce costs including transport continues as part of the COVID-19 Remobilisation Plan. Progress is contingent on further national guidance.

Work continues to progress plans in relation to housing, both short term by making best use of the property available and longer term by ensuring needs as considered as part of the Phase 3 Housing Programme. Bonnyrigg High Street site scheduled for completion Mid 2023. Designs for Primrose Lodge in Loanhead are complete but still awaiting availability of the property.

Older People

- **Extra Care Housing:** Work was progressed on 3 sites (Dalkeith, Bonnyrigg and Gorebridge) to provide 106 ECH bungalows or flats. Timescales were impacted by Covid 19 with completion dates now estimated at 2023.
- **Care Homes:** The Care Home Support Team has provided substantial support to care homes for older people to address the challenges faced throughout the Covid-19 pandemic. Examples include the provision of direct support to meet staffing challenges, input to meet the complex care needs of individual residents, vaccination, testing of staff and residents, support with the reintroduction of visiting and providing practical and emotional support to staff affected by the impacts of the loss of residents in unprecedented numbers.
- **Care at Home:** Care at Home is currently provided by the HSCP and external providers. Midlothian experienced significant pressures within Care at Home services over the last 6 months. This was in line with the national challenges to recruit care staff. Despite this pressure, Care at Home worked hard to ensure packages of care continued to be delivered. On 1st September new contracts were awarded to external Care at Home providers.

Carers

Q2 Marked the beginning of the new Carer Support contract (01/07/21); both Lots of the contract being delivered by VOCAL, engagement with the British Red Cross to take forward some community engagement aspects. Q2 was about being able to take forward preparations to enable delivery on the new service specification, and it has been an

active period for recruitment (expansion of some areas of delivery, e.g. income maximisation; counselling - and also in establishing shared protocols and agreements with new delivery partners (British Red Cross).

Previously discussed was the Scottish Government announcement of a significant additional resource for carers for 2021/2022. Q2 followed up on a collaborative workshop in June exploring options and proposals for how this funding should be utilised. Feedback and consideration of how proposals met strategic aims or supported existing work was fed back to SMT and the Performance and Finance group. Final agreements will be fed back to those who submitted proposals imminently.

Mental Health

The Mental Health Strategic Planning group developed the Mental Health Action Plan reflecting the priorities set out in the Midlothian HSCP Strategic Plan.

- Primary Care Mental Health Nurses are now in 12 practices and the role of OT is being recruited to supplement the service. Evaluation of the impact of primary care nurses is being developed.
- People can access Midlothian Access Point directly via email and then will be allocated an assessment.
- The recommissioning of community mental health and wellbeing supports involved key stakeholders, staff and third sector colleagues working across the HSCP, as well as consultation with people who use services through a paper questionnaire, online survey monkey, focus groups and individual interviews. New contracts commenced 1st July 2021.

Adults with Long Term Conditions, Disability and Impairment

- Work has commenced with Sight Scotland to provide information sessions to staff in relation to the services they provide.
- Volunteers continue to uplift peoples' faulty hearing aids from their homes and delivered the aids to Midlothian Community Hospital for an Audiology technician to repair, and then return the repaired aids back to the individuals.
- Hybrid model up and running for delivery of face to face and digital for all weight management programmes. Digital devices secured for people referred so they are able to decide what options best suits their needs.
- Midlothian HSCP commenced work on Improving the Cancer Journey (ICJ) during 2021. ICJ is a partnership between Macmillan and the four Lothian Health and Social Care Partnerships. Midlothian Council hosts the Programme on behalf of the four HSCPs. The ICJ Programme aims to meet the non-clinical needs of people living with cancer; it promotes self-management and person-centred solutions. The service in Midlothian has strong links with the Wellbeing Service in GP practices and the MacMillan Welfare Rights Advisor in the Welfare Rights Team.

Community Safety – Achievements

Ensuring Midlothian is a safe place to live, work and grow up in

Justice Service

Activity during Q2 continued to focus on recovery and our response to the COVID-19 pandemic.

Service delivery focused on managing individuals in the Justice system through a mixture of face-to-face and virtual meetings. The Justice team are continuing to design alternatives to prosecution/Court disposals. Structured Deferred Sentences offered to the Court by the Justice team launched on 1st September. We hope to continue to design further services such as Supervised Bail and Diversion.

Q2 saw a continuation of unpaid work service users completing their hours and being supported by our new unpaid work supervisor. The Justice team have also focused efforts in engaging with third sector partner organisations to look at opportunities for expanding the work placements available. A contract was also agreed with Cyrenians to provide work placements in Bonnyrigg community garden. Further, a pilot project to increase training opportunities with a local college has proved beneficial to a number of individuals within the Justice System.

Stride, the Justice specific Men's service, launched in September. Justice identified funding to recruit a health and social care practitioner to support delivery of this service. Some of the work of this service mirrors the work being undertaken by Spring, our women's service. Spring continues to support women and has been able to re-establish group work activities. Recruitment to the Peer Support Co-ordinator post was completed in September and has a focus on the development of a pathway for volunteer peer supporters to form a network for services within Number 11.

Substance Misuse

Key services based in Number 11 in Dalkeith continued to provide services including outreach treatment, injecting equipment provision [IEP], naloxone, information/advice and door step deliveries of Opiate Substitute therapy [OST] and other medication to those requiring this support within Scottish Government guidance. Despite Covid restrictions impacting service delivery the Midlothian Substance Misuse service instigated an outreach model to those individuals who were most at risk. This includes the trialling of Buvidal [an injectable form of Buprenorphine].

There continues to be concerns about the availability in some communities of what would appear to be illicit Diazepam tablets and also Etizolam and Alprazolam [Xanax] whose quality is variable but would appear to be much stronger. These tablets are likely to be used in conjunction with other drugs [poly drug use] increasing the level of risk. Alerts and Intelligence were [and are] shared between Police Scotland, MELDAP and Drug Treatment and Support services to ensure that officers/workers had information to support harm minimisation information and support to people who use drugs. MELDAP services are developing electronic and other versions of information highlighting the risks caused by poly drug use. MELDAP services continue to provide data packages, basic smart phones and tablets to those individuals as part of impacting the digital inequalities agenda. The partnership intends to continue this work for the rest of 2021/22. All MELDAP services are continuing to provide the Covid driven practice developments that have proven useful to their clients/patients as restrictions ease. One particular area is providing a blended care approach of one to one engagement augmented with the use of digital/phone platforms according to choice and need.

Getting it Right for Every Midlothian Child - Achievements

Improving outcomes for children, young people and their families

“All children, young people, adults and families in Midlothian are supported to be the best they can be. This is achieved through a nurturing, respectful and collaborative approach that promotes wellbeing, equity and inclusion.”

Within children's services Q2 has continued to be impacted by Covid and some restrictions, including the increase in number of staff who have had to self-isolate. Staff continue to work on a rota basis within Eskdaill Court until such times that Scottish Government guidance allows for a return of all staff. There has been a 35% increase in the number of referrals in Q2 in comparison to the same time last year. 20/21 (2761) to 21/22 (3794). Police referrals into the service accounted for 37% of all referrals which is a 6% reduction from last year at this time. 21% of the referrals were for financial assistance a 12% increase from last year. Further work on this area is being undertaken.

Family Group Decision Making service requires additional workers to make a difference and improve outcomes that are aligned to the Promise, to ensure all children and young people remain in Midlothian with their family and local community.

The new **National Child Protection Guidance** has been published. There is a national implementation group which Midlothian are part of and we have between 18-24 months to fully implement all the actions.

Equity and Inclusion

The Equity and Inclusion GIRFEC subgroup is well established and a plan has been approved with key areas of work identified: ASN review, attendance and engagement in education; nurture; poverty and attainment and family learning.

Reducing Poverty

The income maximisation project has demonstrated that this was a successful pilot which shall continue to be a part of children's services work going forward. This early intervention approach of supporting families to ensure they access the benefits they are entitled to, is a key support in helping families get out of the poverty trap. Covid-19 has impacted hugely on families' financial position and therefore the need to ensure that we continue to offer this service is required to try and reduce the impact of poverty.

Attainment and Achievement

Curriculum for Excellence data 2020/21 has been collected and is currently being analysed by School Group Managers and a report will be produced albeit the data should not be used for comparative or trend analysis given the impact of the pandemic. Work is underway with the Education Scotland Attainment Advisor and our education service to agree intervention strategies to address learning loss experienced as a result of the pandemic. The additional funding provided by the SG has been allocated to support the delivery of the Building Back Better programme developed by Headteachers.

The Education Strategic Group will take forward the development of the BGE curriculum frameworks and the new monitoring and tracking tool. Work on these priority actions has been delayed due to workload pressures associated with the pandemic.

All settings are using the early level progression pathways this session. A number of pilot projects are underway and Stobhill PS, working with an EYs Equity and Excellence lead has been awarded a SG STEM grant for £10k to link STEM with the development of play pedagogy.

Secondary schools successfully delivered the alternative certification model for senior phase qualifications. Schools received positive feedback from SQA's quality assurance of processes and evidence underpinning the judgements. Senior phase performance data has recently been updated and a report will be provided on the performance at local authority and individual school level. Entry and attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. Comparisons of entries, attainment volumes

and attainment rates should only be made with full consideration and recognition of each of these different approaches.

ASN Strategic group leading on audit of policy, practice, specialist provision. The group will analyse data from early level to senior phase to inform ASN learning estate and specialist provision required now and in the future. Early engagement with Parent Councils to gather feedback on involvement of parents of children who require additional support in the life and work of the school.

Key targets for the GIRFEMC Board includes:

- Reducing exclusions
- Increasing attendance
- Ensuring joined up support for pupils with physical / learning disabilities , autism spectrum needs , behavioural needs or other additional support requirements
- Improving/ speeding up referral processes for additional support services delivered by all partners for pupils
- Ensuring joint forward planning of such services' working arrangements takes account of all partners systems and structures

Included, Involved and Engaged: Wellbeing & Equity

Nurture was a newly identified key priority within the Education Service Plan 2020-2021 and the Equity and Inclusion Plan 2020-2021 and the strategy was shared with and ratified by the GIRFEC Board, a Nurture Strategy Group was also established.

A Nurture Lead has been established in every school, nursery, Children and Families Service, and Community Life Long Learning Service to enhance a collective approach and develop a peer support network for nurture across Midlothian. There are currently 58 Leads in Midlothian. A series of Nurture Lead focus groups starting in June 2021 are helping establish supports required to develop this community. 8 sessions of Professional Conversations for Learning for Nurture Leads are under development and will be delivered by the Nurture Strategy Group 2021-2022.

A Resource Hub in GLOW currently enables Education Professionals and School Nurture Leads to share resources and ideas for practice. It is the hope this will become an accessible platform for all schools and services as Midlothian's Digital Strategy evolves. A Twitter hashtag #nurturemidlothian has also been established to promote learning and practice across Midlothian, to signpost to training and professional development opportunities and to enable sharing with families and young people.

School Counselling Service – MYPAS awarded the contract to deliver this service from September. MYPAS were already working with Midlothian Council delivering a pilot school counselling service and were awarded this wider project after a competitive procurement process.

Improving Opportunities Midlothian - Achievements

Creating opportunities for all and reducing inequalities

Customer Services Strategy

The Customer Service Strategy defines the key drivers that will enable Midlothian Council to deliver 'customer service excellence' to our communities. It outlines the commitment to provide choice to the customer in the way services are accessed and provided. This includes innovation, partnership working and optimising the use of technology within resource constraints. The strategy will help us to change the way we deliver services utilising the latest technologies and linking to national frameworks.

As one of the fastest growing areas in Scotland, the Council cannot support more customers using the current resources, systems and processes. This means that the adoption of digital and automated processes will be key to continuing to provide a seamless customer journey, satisfying enquiries at the first point of contact and meeting increased demand.

Customer self-service and new automated processes can help deliver some key services without customers dealing directly with a member of staff and could truly transform the way the Council deliver services. We already have a well-managed public facing website with SOCITM awarding our site four stars. Midlothian is one of only four Councils in Scotland to achieve this accolade. Our Web Team, 50 Content Editors and Council employees, generally 'get it' and already we have been able to transform how our customers interact with the Council. During 2020/21, increasing the pace of digital transformation, particularly in front-facing customer services, will be a service and corporate priority, for Midlothian Council – one that can deliver the required efficiencies without negatively affecting customer experience. Work to progress the Customer Services Strategy is ongoing in conjunction with the new Digital Midlothian Strategy, NESTA and neighbourhood services provisions.

The Communities, Lifelong learning and Employability Service

Covid recovery and increasing our engagement with local people is a continual challenge although good progress is being made. Supporting staff to operate within changing circumstances with isolation, etc. is a key priority for the

service. Barriers exist in terms of increasing our face to face provision for youth work and adult learning, including access to appropriate accommodation with good wifi access..

The Communities, Lifelong learning and Employability Service (CLLE) in Q2 have had success with:

- Grants report and new council 3 year funding programme has been launched with successful surgeries
- Summer family learning was well attended and the adult learning programme now offers increased qualification opportunities and more face to face learning blended with online.
- Community groups have responded well to the support and awareness sessions of reopening groups safely.
- Adult family employability support progressing well and digital devices secured through the Connecting Scotland Programme.
- Targeted summer support programme consistent numbers and outcomes
- Duke of Edinburgh awards completed
- Youth work offer re-opened in all clusters
- FA all courses started and extra places obtained
- Croft Street Hub partnership work commenced/garden complete
- Young Carers additional funding sourced, allowing additional young people to attend
- 12 plus Marg prevention have secured funding to provide youth club activities for 12 months.
- Kickstart induction process recognised as good practice

Overall the CLLE service is making good progress in reaching our recovery targets and increasing the number of local people we are supporting to improve their skills for learning, life and work.

Sport and Leisure

Following the move to “beyond Level 0” Sport and Leisure (S&L) operations have continued to move towards pre-covid operations, however there are still significant challenges related to the pandemic. The ongoing restrictions around schools has resulted in the continued closure to the public of Newbattle Community Campus and The Lasswade Centre during school hours, leaving only weekday evenings and weekends for Sport & Leisure operations. Gorebridge Leisure Centre continues to be utilised as a mass vaccination centre, now administering the Flu vaccine in addition to Covid vaccinations, and will continue to do so until at least 31/03/2022.

Newtongrange Leisure Centre had been utilised to accommodate Midlothian residents with pre-existing health conditions who access the Midlothian Active Choices (MAC) and Ageing Well programmes to provide safe, specific support to that vulnerable client group. However as a result of the Newbattle restrictions and use of Gorebridge for non S&L activities this dedicated use of Newtongrange has had to cease to allow other members of the public access to leisure facilities during the day in their local community. This has led to a drop in the usage by some MAC members who still hold concerns regarding Covid and the safety of mixing with the wider community due to their vulnerable health and wellbeing.

The Ageing Well programme of activities is nearly back to pre-covid levels in terms of the range of activities on offer. Participation and volunteering levels have been good but there has been an inevitable turnover of participants who cannot or who do not yet wish to return and the case is the same for volunteers, however the resumption of a much fuller programme has also seen a good number of new participants and volunteers access the project.

Sport & Leisure services will continue to develop its digital capabilities including an expanded role out of online booking and advance payment for all activities, online fitness classes and activities as well as deploying digital platforms such as MS Teams for internal and external communication and workforce training and development.

Sustainable Growth - Achievements

Growing the local economy by supporting business growth and responding to growing demand for housing in a sustainable environment

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

In implementing the place principle we:

- consider the benefits of planning, investment and implementation activity at the regional level of place - where that focus could drive faster rates of sustainable and inclusive economic growth
- ensure that place based work at the local level being led by Midlothian Council and its agencies/partnerships is taken forward in a way that is integrated and complementary of all the work being taken forward in associated policy areas and plans
- exemplify the behaviours reflecting the core of the principle, working and planning together with our partners and local communities to improve the lives of people, support inclusive growth and create more successful places.

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

Hub and Spoke, one of Midlothian's key drivers for change, will see a Locality approach to service delivery adopted, developed in conjunction with community planning partners. The opportunity to review and redesign services that the pandemic has provided will result in a more efficient and effective operation of sites within local communities. This will improve service delivery, and ensure better outcomes for local communities. The continued rollout of enhanced ICT capabilities will strengthen cross service working, produce resource efficiencies and support the localisation of services.

Environmental

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

Economic

Midlothian Council approved a new Economic Renewal Strategy which sets out its ambitious approach to managing the transition from lockdown and planning for the longer term challenges the local economy will face, the strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery.

Locate in Midlothian, Midlothian's new website focussed on economic development, was launched during the pandemic, with supporting social media channels. The website continues to be a valuable tool for employability opportunities and support as well as showcasing the work of our local businesses. Each social channel is targeting different audiences and each is performing well in terms of audience growth and interaction.

The Carbon Charter, supporting the net zero agenda was launched on 19th of July and 10 local business have signed up to the Pledge. More promotional work will be carried out with these businesses which should lead the way for others to follow.

The Economic Development team, with other departmental support, continued to process the discretionary fund. During Quarter 2 the third phase of the fund was processed. As of 30th of September the balance on the fund was £87,462 with 9 applications currently in progress which should clear the fund by the end of October.

Procurement - The Procurement team in conjunction with Economic Development have developed a SME Strategy to support and assist local businesses to win contracts fairly and transparently on a competitive market. We will further develop our collaborative and commercial relationships with key partners as part of our strategic category management approach, to deliver the best possible outcomes for the citizens of Midlothian.

Regeneration - In August 2021 the Planning Committee determined to grant planning permission for two significant strategic planning applications which will result in the restoration of the Drummond Moor landfill site and its reuse as a self-catering tourist resort, leading to the provision of an exciting new tourist facility and significant investment and job creation.

Town centre Capital Fund: of the seven applications approved (£910,000) all projects, with the exception of Penicuik Town Hall project are now complete. On 21st September 2020 Midlothian Council accepted a further £331,000 from the Scottish Government's £30 million capital contribution into regeneration in 2020/21, part of the £230 million economic recovery stimulus package. Two projects are now complete with work ongoing at Jarnac Court regeneration, and Newtongrange Welfare Park.

Capital

Midlothian are taking a very positive and flexible approach to build momentum around the new supply recovery. There is a clear recognition that there will be a delay in starting and completing projects in the current five year

programme and speculation about medium and long term impacts of the pandemic. A full evaluation was carried out of all current and planned construction projects and resourcing reviewed. This construction will directly support employment and wherever possible, new housing will be located close to good community facilities, shops and employment opportunities, with efficient and high quality public transport connections. New development shall be of high quality, balancing a desire for good contemporary design with respect for the area's heritage. The established community will benefit as much as possible from growth, through new affordable homes, enhanced employment prospects, improved education facilities and the development of green networks with opportunities for leisure and recreation.

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

The Capital roads programme for carriageway and footway renewal/improvement schemes has commenced with progress to end of Q2, with approximately 38% of budget completed or in progress.

Digital Strategy and Digital Learning Strategy

Supported by the appointment of SOCITIM as a strategic partner and led by the Digital First Board work progressed to deliver an ambitious new digital strategy, aimed at improving the way services are delivered to Midlothian citizens. Entitled 'Empowering people, enabling growth', the 3-year strategy sets out how local outcomes will be improved by delivering digital services to digitally connected communities.

While responding to the pandemic has transformed the way the council works, and we are already using technology to allow our services to be more flexible and responsive it was recognised that the Council needs to do much more to harness the opportunities that a digital approach can bring. This includes supporting our communities and local businesses to thrive in a digital world and making sure that our children are prepared for the workplaces of the future.

The new strategy was approved by Council in June and work is now underway to implement the changes. Funding was secured in the 20/21 budget to deliver the Equipped for Learning project. This will provide every school age pupil in the county with a learning device such as an iPad or Google Chromebook as part of Midlothian Council's £10.5 million investment in digital learning. Midlothian is the first local authority in Scotland to launch a digital learning project on this scale.

The ambitious plan recognises the importance of digital tools to support learning. This investment will ensure Midlothian's young people have the digital skills they need to secure a positive destination such as a job or a Further or Higher Education place, which in turn will help support the local economy. Additionally, Newbattle Community High School will continue to be the Digital Centre for Excellence in Midlothian, piloting innovation and creativity in new technologies. This investment will also make sure Midlothian's teaching staff have access to world-class technology, with wider support for other Education staff, Children's Services and Communities & Lifelong Learning.

Housing and homelessness

Midlothian Council's Rapid Rehousing Plan (RRTP) sets out a vision that by 2024: an increased number of homeless households will obtain permanent accommodation, no homeless household will be accommodated in bed and breakfast accommodation, and the average time taken for the Council to complete its homeless duty will have halved from 105 to 52 weeks.

The RRTP sets out how Midlothian Council will continue the work undertaken to deliver key actions during 2021/22 and explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need, including compliance with the Homeless Persons (Unsuitable Accommodation) (Scotland) Amendment Order 2020. Midlothian Council believes these activities are crucial to reduce the time spent in temporary accommodation, improving the quality of temporary accommodation provided, continue to deliver Housing First and improve the health and wellbeing of those most vulnerable households. The plan also explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need by developing other initiatives during 2021/22 and into 2022/23, with an emphasis on the prevention of homelessness. Work continues on the delivery of key actions set out in the Midlothian Council's Rapid Rehousing Plan (RRTP).

During this reporting period, 118 households were assessed as homeless, with 233 households since 1 April 2021. 493 households were assessed as homeless during 2020/21. There has been a slight uplift in Q2 in the number of households provided with advice and assistance at 208, compared to 179 for Q1.

Emergency accommodation to provide fully furnished, self-contained, accommodation for up to four households with either children or a pregnant person was established in Gorebridge. This project became operational in July 2021. An on-site caretaker service during office hours provides basic support to residents as required, while also maintaining the security and cleanliness of the building and monitoring anti-social behaviour.

Equally Safe Housing and Homelessness Policy: A draft Policy has been developed with Midlothian Women's Aid and Mid and East Lothian's Public Protection Team taking into account the specific needs of those experiencing domestic abuse and upcoming legislative changes.

Challenges and Risks

The challenges for Midlothian continue with our recovery out of the pandemic, the growing and ageing population and the increasing demand for services that this brings. Midlothian is projected to have the highest percentage change in population size of all council areas in Scotland. From 2018 to 2028, the population of Midlothian is projected to increase from 91,340 to 103,945. This is an increase of 13.8%, which is in contrast to a projected increase of 1.8% for Scotland as a whole with a 40.9% increase in older people over 75. In addition, Midlothian has 10 zones which falls into the most deprived areas giving a local share of 8.7% living in the most deprived areas in Scotland.

This growth creates the opportunity to meet the housing need with 25% of new homes being built in the affordable housing bracket, in addition to the expansion in Council house building. This construction will directly support employment and will see a steady increase in the value of Council Tax received over time. The approved Capital Strategy sets out the infrastructure required to meet those demographic pressures and includes the financial contributions Midlothian will make to the Edinburgh and South East Scotland City Region Deal.

A growing and ageing population: Midlothian is the second smallest Local Authority in mainland Scotland but has the fastest growing. This will continue to pose challenges for health and social care services whilst also changing some local communities. As people live for longer many more people will be living at home with frailty and/or dementia and/or multiple health conditions. An increasing number of people live on their own, and for some this will bring a risk of isolation.

Health and Social Care: The Health and Social Care Partnership, its partners and the communities it serves continued to be impacted by the COVID 19 pandemic. Covid continued to influence how the HSCP delivered core services, it impacted on staff absence and deployment, and it required additional resource, for example to deliver vaccination clinics, coordinate staff testing for HSCP and other staff, and manage PPE provision locally.

Financial Sustainability: Given the divergence from budget as a result of the pandemic, the expectation of continuing challenging grant settlements representing a real terms reduction in core funding and the impact of a rapidly growing population and greater demand for services, the Council will need to maintain a focus on securing a sustainable and deliverable Medium Term Financial Strategy. A corporate solution was secured for 2021/22 with a similar aim for 2022/23. In turn, this allows the Leadership Team to focus on a sustainable MTFS covering the term of the next Council and to present this to incoming members in 2022.





National Care Service: The recently launched consultation setting out the Scottish Government's proposals for and scope of a National Care Service will have fundamental implications for the community and for Local Government itself. The wide reaching proposals and aim to deliver a National Care Service by the end of the parliamentary term will have a significant impact, including financial implications, both revenue and capital, our asset base, our workforce, governance and legal arrangements and our digital infrastructure and platforms.

Midlothian Council - How we are Performing



Successes and Challenges

Corporate Performance Indicators (latest)

PIs  4  6  0  9

Balanced Scorecard Indicators

Half Year Report 2021/22



This section of the Council report is presented using the Balanced Scorecard approach. The four Balanced Scorecard perspectives and key areas of focus are shown in the following table and the associated key indicators that follow are drawn from across the Council's services.

Customer/Stakeholder		Financial Health	
<ul style="list-style-type: none"> Improving outcomes for children, young people and their families Ensuring Midlothian is a safe place to live, work and grow up in Creating opportunities for all and reducing inequalities Growing the local economy and supporting businesses Responding to growing demand for Housing and Adult Social Care services 		<ul style="list-style-type: none"> Maintaining financial sustainability and maximising funding sources Making optimal use of available resources Reducing costs and eliminating waste 	
Internal Processes		Learning and Growth	
<ul style="list-style-type: none"> Improving and aligning processes, services and infrastructure 		<ul style="list-style-type: none"> Developing employee knowledge, skills and abilities Improving engagement and collaboration Developing a high performing workforce 	

Each of the perspectives shown above are supported by a number of key measures and indicators which ensure that the Balanced Scorecard informs ongoing performance reporting and helps to identify areas for further improvement. The strategy map below provides an at a glance summary of the key performance indicators identified for the Single Midlothian Plan and under each of the perspective headings of the Balanced Scorecard. Detailed performance data is available in the quarterly service performance reports.

Balanced Scorecard Strategy Map

SMP Key Priority Indicators

Reducing the Gap in Economic circumstances

● 2 ✓ 3 📈 0 ? 0

Reducing the Gap in Health Outcomes

● 3 ✓ 7 📈 0 ? 0

Reducing the gap in Learning Outcomes

● 0 ✓ 5 📈 0 ? 0

Customer Perspective Performance Indicators

● 8 ✓ 17 📈 24 ? 0

Financial Health PIs

● 1 ✓ 0 📈 0 ? 0

Learning and Growth PIs

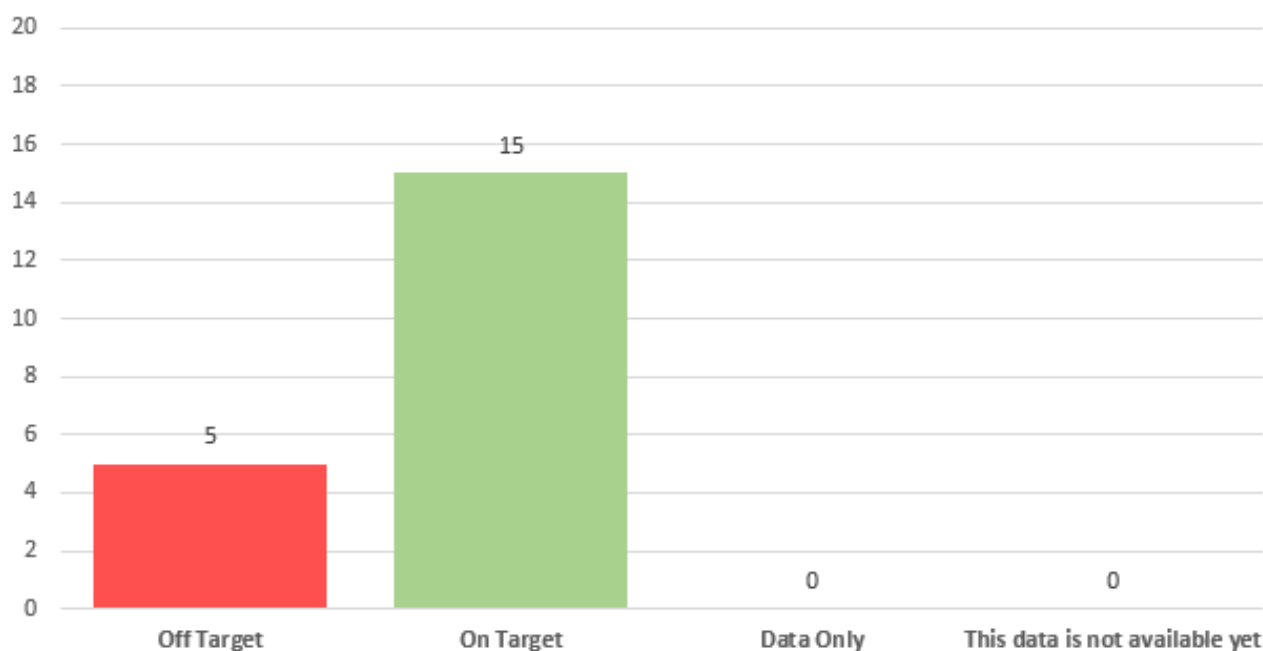
● 0 ✓ 2 📈 5 ? 0

Internal Process PIs

● 2 ✓ 2 📈 1 ? 0

● Off Target ✓ On Target 📈 Data Only Indicator ? The Data is not available yet











Single Midlothian Plan - Key Indicators








Reducing the gap in economic circumstances

PI Description	2016/ 17 2017/ 18 2018/ 19 2019/ 20 2020/ 21 H1 2021/22							Target	Status	Note
	Value	Value	Value	Value	Value	Value	Value			
	Value	Value	Value	Value	Value	Value	Value			
Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter	£3,820,265	£3,704,161	£3,352,380	£4,401,850	£4,226,848	£2,378,557	£1,250,000		✓	H1 21/22: On Target
Relative to Scotland, Midlothian can demonstrate a 1% reduction in child poverty. Currently the Scottish Average is 22% and Midlothian is 22.5%	-	22.5%	22.5%	25%	-	23.9%	21.5%		✗	H1 21/22: A reduction of 1.1% from 2019/20
Ensure the number of unemployed adults in Midlothian does not increase beyond existing levels	-	-	3.6%	2.7%	-	3.7%	3.5%		✗	H1 21/22: On Target
Ensure the number of workless households in Midlothian does not increase beyond existing levels	-	-	12.4%	11.6%	-	12.4%	12.4%		✓	H1 21/22: 12.4% is similar to 18/19 levels.
Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £625k per quarter	-	-	£4,407,373.09	£4,411,105.24	-	£2,329,063.00	£1,000,000.00		✓	H1 21/22: Income maximisation targets significantly exceeded

Reducing the gap in health inequalities

PI Description	2016/ 2017/ 2018/ 2019/ 2020/ H1 2021/22								
	17	18	19	20	21				
	Value	Value	Value	Value	Value	Value	Target	Status	Note
Number of people supported with Cancer (cumulative)	-	240	316	265	239	175	125		H1 21/22: On Target
Total number of people attending activity groups hosted by Ageing Well each year	-	739	21,446	21,427	3,895	8,269	0		H1 21/22: Annual target in place.
Number of people supported with Mental Health needs	-	253	360	336	249	267	125		H1 21/22: On Target
Number of people referred to Weight Management Triage	172	159	215	509	190	270	100		H1 21/22: On Target Q1 = 138 Q2 = 132
Number of people attending activity groups hosted by Midlothian Active Choices (MAC)	-	7,845	10,280	9,786	766	1,820	5,000		H1 21/22: Off Target From 02/05 due to lockdown
Number of people on Unpaid Work Programme attending at least one appointment with a nurse from the Health Inequalities Team (HIT)	-	-	-	8	4	1	5		H1 21/22: Off Target Due to Covid the Unpaid work team did not operate face to face during April to June and started group activity in September.
Number of people in employment or education following intensive intervention	-	-	-	6	14	5	3		H1 21/22: On Target
Number of assessments for home adaptations by Red Cross Link Workers, as part of mild frailty assessment.	-	-	-	161	108	63	20		H1 21/22: On Target 63 referrals have received an adaptation assessment.
Annual number of CAMHS referrals	-	591	774	643	520	327	290		H1 21/22: On Target
Children & Young People's Wellbeing and Mental Health Strategy approved and in place	-	-	No	No	-	No	Yes		H1 21/22: The CYP Mental Health Strategic planning Group have experienced a number of unforeseen changes to membership, including the Chair. As a result, there has been a small delay in completing the strategic plan. An extension to time has been agreed by the GIRFEC Board, to 31 December 2021



Reducing the gap in learning outcomes






PI Description	2016/ 2017/ 2018/ 2019/ 2020/ H1 2021/22								
	17	18	19	20	21				
	Value	Value	Value	Value	Value	Value	Target	Status	Note
Increase the number of care experienced young people attending the Champions Group	-	-	-	101	42	47	40		H1 21/22: On Target Main group -15 Mini champ - 20 Penicuik high champs - 5 Pathways champs - 2 1-2-1's - 5
Monitor qualification levels at SVQ 1	88.1%	88.2%	87.6%	84.1%	88.5%	88.5%	84.2%		H1 21/22: On Target The latest available information (Jan-Dec 2020) shows Midlothian is above the Scottish average of 86.4%
Monitor qualifications at SVQ level 4	38.5%	38.5%	41.8%	42.9%	50%	50%	40.6%		H1 21/22: On Target The latest available information (Jan-Dec 2020) shows Midlothian is above the Scottish average of 49.3%
Monitor number of people with no qualifications	6.4%	6.4%	7.3%	9.4%	5.3%	5.3%	8.6%		H1 21/22: On Target The latest available information (Jan-Dec 2020) shows Midlothian is below the Scottish average of 8.0%
Number of training events delivered	-	-	54	8	15	6	5		H1 21/22: On Target

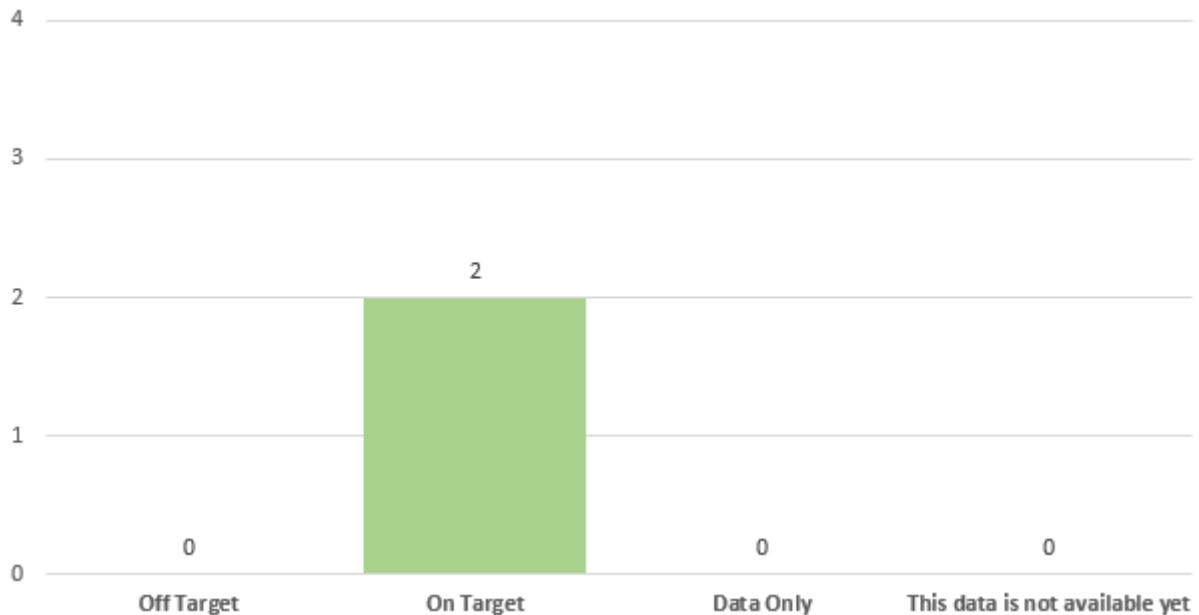
Customer Perspective - Adult, Health and Care





1. Adult Health and Care

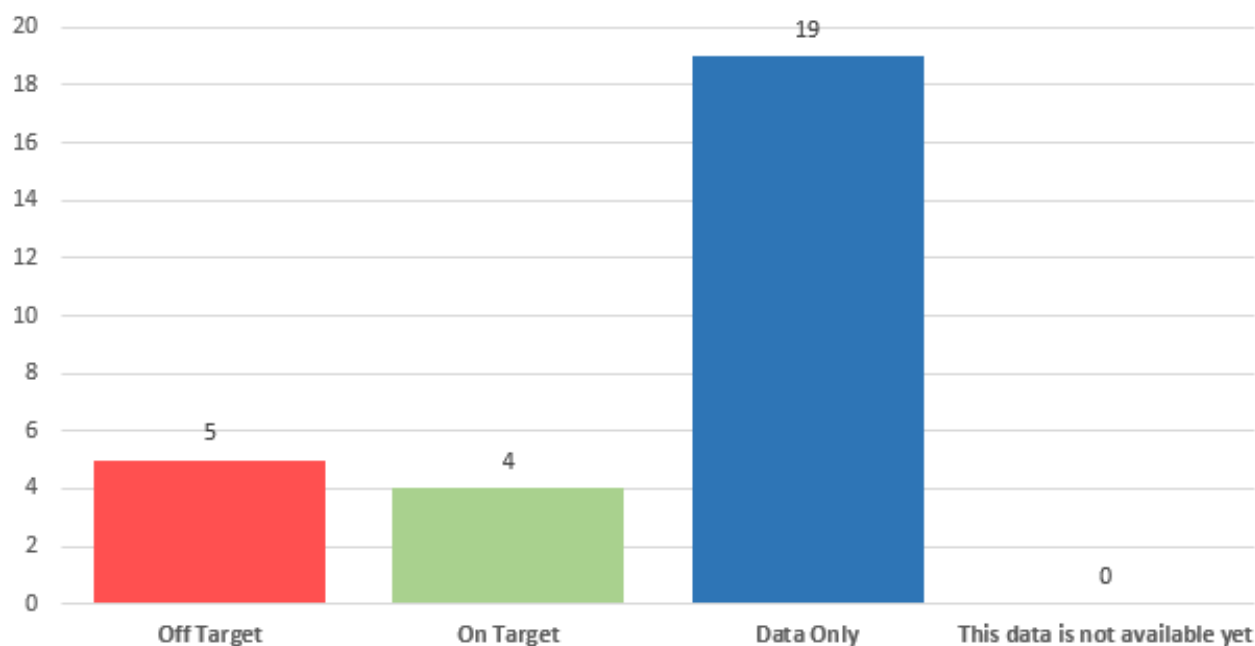
Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22	Target	Status	Note
	Value	Value	Value	Value	Value	Value			
Number of individuals referred through the Safe and Together approach.	-	-	-	7	4	0	2		Q2 21/22: Off Target Referrals to the service remain low but promotion of the service has continued to be a priority. Justice workers have attended team meetings for each service at No.11 and used this as an opportunity to share information about MFF; the leaflet and referral form have been shared across the council and with partners across the CJ working group, VAWG working group and the HSCP. Children and Families Social Work have invited a Justice Team Leader to attend their meetings to promote the service.
Reduce the number of emergency admissions for people aged 75+	2,257	2,785	2,797	2,923	2,573	541			Q2 21/22: Data only

Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
Total number of carers receiving an adult carer support plan of their care needs (cumulative)	-	-	-	665	1,623	968			Q2 21/22: Data only
Number of individuals accessing the Midlothian Access Point	395	949	1,092	911	605	368	0		Q2 21/22: On Target
Number of Health & Social Care staff who have participated in face to face or on-line training	N/A	1,741	1,595	979	1,171	185			Q2 21/22: Data only Training data for Adult and Social Care. Data source: Learnpro
Decrease the percentage of falls which result in a hospital admission for clients aged 65+	5.03%	3.8%	7%	4.4%	3.77%	4%	6%		Q2 21/22: On Target 12 out of 296 hospital admissions (65+) as a result of falls continues to be monitored.
Maintain at zero the number of patients delayed in hospital for more than 2 weeks at census date	11	16	20	1	4	4	0		Q2 21/22: Off Target





























2. Community Safety



Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
% of satisfactory complete Community Payback Orders	78.7%	67%	68%	61.8%	78%	81.8%	80%		Q2 21/22: On Target 18 out of 22 community payback order successfully completed in period July to September. Satisfactory completion is affected by non attendance of offenders, and this is outwith the control of Council.
Percentage of all street light repairs completed within 7 days (cumulative)	98.5%	90.6%	100%	80.5%	94%	100%	88.5%		Q2 21/22: On Target During Q2 all faults recorded were repaired within 7 days.



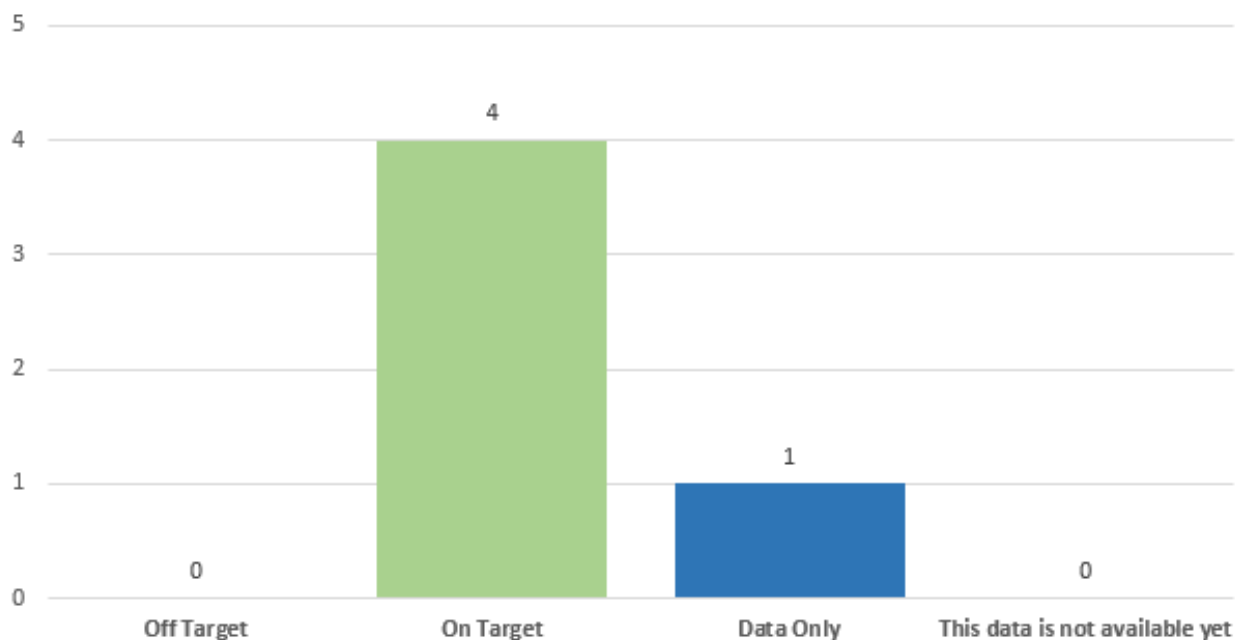
3. Getting it Right for Every Midlothian Child

Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
Number of outcome focused assessments undertaken (cumulative)	180	1,006	1,241	1,478	1,045	567	-		Q2 21/22: Data Only Q1 - 299, Q2 - 268
Number of referrals to the duty service (cumulative)	4,764	4,893	5,519	5,930	6,043	3,794	-		Q2 21/22: Data Only Q1 - 1893, Q2 - 1901
Number of foster carers going through prep groups on a quarterly basis (cumulative)	43	53	23	28	27	8	-		Q2 21/22: Data Only
Number of new foster carers approved (cumulative)	9	5	5	1	2	0	-		Q2 21/22: Data Only
Number of foster carers de-registered quarterly (cumulative)	5	3	4	2	5	2	-		Q2 21/22: Data Only
Number of permanence LAAC Reviews happening quarterly (cumulative)	34	16	37	29	23	8	-		Q2 21/22: Data Only
Number of children matched in quarter – (average months from perm LAAC to matching panel) (cumulative)	19	12	6	7	2	2	-		Q2 21/22: Data Only
Number of places taken at residential houses - capacity 12	10	10	7	12	12	12	-		Q2 21/22: Data Only
The number of children living in kinship care	171	66	53	70	61	57	-		Q2 21/22: Data Only Not cumulative - snapshot figure
The number of children living in foster care	171	86	63	68	65	57	-		Q2 21/22: Data Only






Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
									Not cumulative - snapshot figure
Number of Midlothian children on the Child Protection Register	54	36	51	53	36	28	-		Q2 21/22: Data Only Not cumulative - snapshot figure
Rate per 1,000 population of Midlothian children on the Child Protection Register in relation to the Scottish average	3.2	2.2	3	3	2	1.5	-		Q2 21/22: Data Only Not cumulative - snapshot figure
% of Child Protection plans which have integrated chronology	79%	94%	96%	99%	93%	92%	-		Q2 21/22: Data Only
Rate per 1,000 of Midlothian Looked After Children AT HOME in comparison with the Scottish average	3.7	3.7	4.2	3.1	1.6	1.6	-		Q2 21/22: Data Only Not cumulative - snapshot figure
Rate per 1,000 of Midlothian Looked After and Accommodated Children in comparison with the Scottish average	10.7	9.4	7	7.9	7.3	6.5	-		Q2 21/22: Data Only Not cumulative - snapshot figure
The number of looked after children and young people not in residential placed outwith Midlothian	51	24	16	13	9	11	-		Q2 21/22: Data Only Not cumulative - snapshot figure
The number of looked after children and young people placed in Residential School outwith Midlothian	10	8	6	4	3	2	-		Q2 21/22: Data Only Not cumulative - snapshot figure
The number of young people who are allocated/engage with Through Care and After Care service	88	90	65	56	51	56	-		Q2 21/22: Data Only Not cumulative - snapshot figure
Child Protection: % of Core Group meetings held within a 8 week period.	80%	100%	99%	98%	100%	100%	100%		Q2 21/22: On Target
Child Protection: % of Core Group meetings held within 15 days for Initial	87%	93%	87%	79%	89%	92%	100%		Q2 21/22: Off Target 2 core groups held out with time scale
Improve Primary School attendance	95%	94.5%	94.86 %	94.04 %	95.06 %	93.09 %	95%		Q2 21/22: Data Only Information for Primaries to 30/09/2021, due to pupils isolating as a result of contact tracing
Improve Secondary School Attendance	90.24 %	89.4%	89.34 %	89.34 %	90.97 %	90.01 %	91.5%		Q2 21/22: Data Only Information for Secondaries to 30/09/2021, due to pupils isolating as a result of contact tracing
Reduce exclusions in Primary schools (Rate per 1,000)	101	74	94	8.44	6.16	0.49	15		Q2 21/22: Data Only Information for Primaries to 30/09/2021
Reduce exclusions in Secondary schools (Rate per 1,000)	318	299	210	14.8	13.7	2.3	40		Q2 21/22: Data Only Information for Secondaries to 30/09/2021
Average primary school attendance	95%	94.47 %	94.86 %	-	95.06 %	93.09 %	95%		Q2 21/22: Data Only Information for Primaries to 30/09/2021, due to pupils isolating as a result of contact tracing
Average secondary school attendance	90.24 %	89.39 %	89.34 %	-	90.97 %	90.01 %	91.5%		Q2 21/22: Data Only Information for Secondaries to

Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
									30/09/2021, due to pupils isolating as a result of contact tracing
Number of Children looked after away from home	200	181	-	-	150	133	-		Q2 21/22: Data Only Not cumulative - snapshot figure
Percentage of Midlothian Care Experienced school leavers progressing to positive destinations	76.92 %	76.92 %	69.23 %	62.5 %	92.31 %	92.31 %	82.43 %		Q2 21/22: On Target

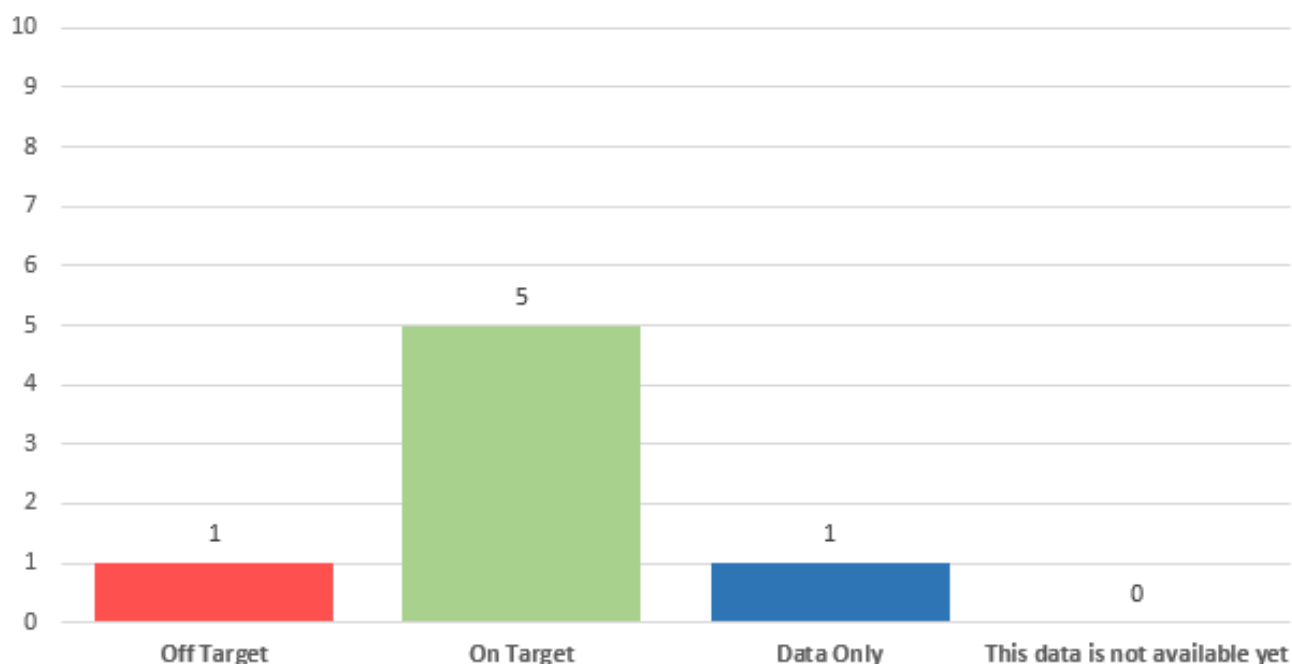
Customer Perspective - Improving Opportunities for Midlothian



4. Improving Opportunities for Midlothian




Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22		Status	Note
	Value	Value	Value	Value	Value	Value	Target		
Midlothian Citizen Advice Bureaux (CABs) will generate an income maximization of £625k per quarter	£3,820,265	£3,704,161	£3,352,380	£4,401,850	£4,226,848	£2,378,557	£1,250,000		Q2 21/22: On Target
% of those leaving school secure a positive destination	95.1%	94.35%	94.35%	93.81%	94.47%	94.47%	94.47%		Q2 21/22: On Target
Number of Midlothian Active Choices (MAC) attendees during quarter (quarterly)	5,253	9,263	11,433	1,997	-	1,086	-		Q2 21/22: Data only
Number of activities offered by Ageing Well to 50+ age groups (quarterly)	23	23	15	15	19	39	15		Q2 21/22: On Target
Tone zone retention rate (quarterly)	55.25%	49.25%	53.5%	55%	52%	74%	55%		Q2 21/22: On Target

Customer Perspective - Sustainable Growth and Housing




5. Sustainable Growth

Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22		Status	Note
	Value	Value	Value	Value	Value	Value	Target		
Number of environmental awards e.g. Green flags	5	5	2	2	1	1	1	✓	Q2 21/22: Complete Green flag received this quarter for the Dalkeith to Penicuik walkway.
Percentage of Council fleet which is 'Green' (cumulative)	4.68%	5.41%	5.34%	8.2%	8.4%	8.2%	8%	✓	Q2 21/22: On Target Going forward Fleet replacement will include a proportion of electric vehicles.
Re-let time permanent properties (calendar days)	48 days	50 days	49 days	54 days	46 days	50 days	45 days	✗	Q2 21/22: Off Target 11 properties requiring extensive works due to property condition and delays with utility connections.
Percentage of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%	98.4%	98.4%	98.4%	98.4%	✓	Q2 21/22: On Target Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria will commence at the start of Q3 after Covid related delays to meet annual target.

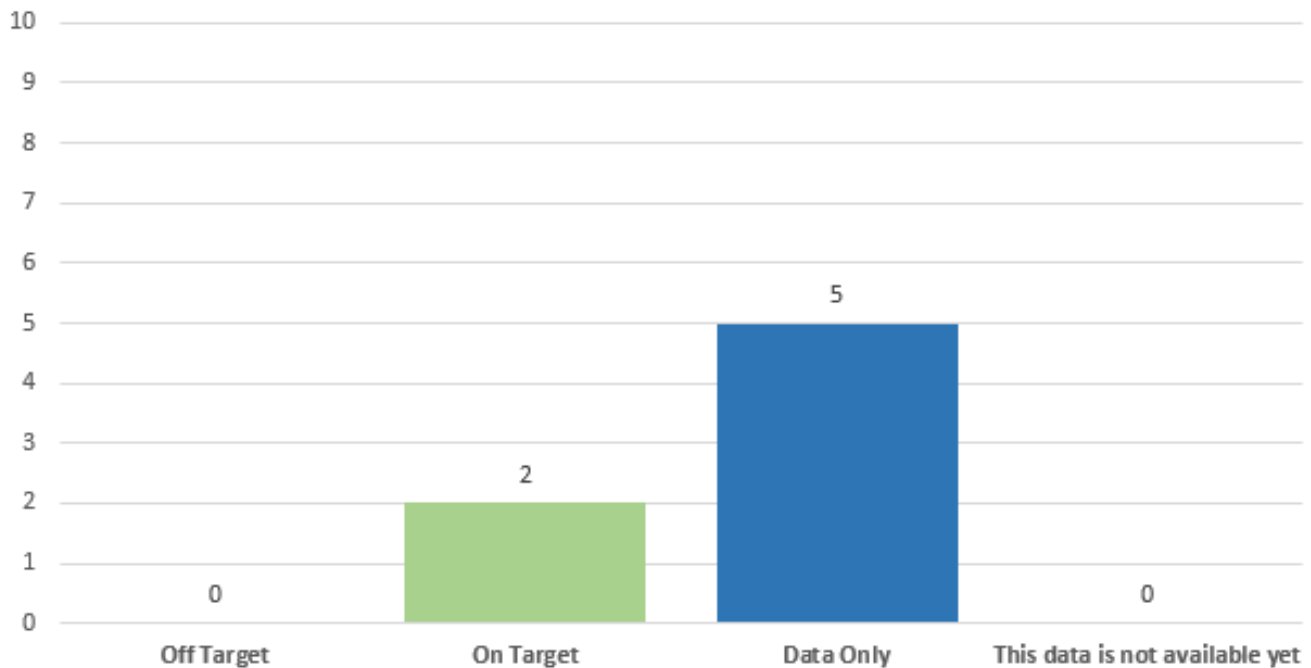
Performance Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
Number of New Business Start Ups (LGBF)	165	202	153	149	N/A	28			Q2 21/22: Data Only
Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	96.04 %	96.05 %	96.1%	94.3%	96.4%	96.4%	96.4%		Q2 21/22: On Target 96.4% of Midlothian Council houses have modern facilities and services. Work to bring the percentage of Councils housing stock that meets Scottish Quality Standards criteria will commence at the start of Q3 after Covid related delays to meet annual target.
% of total road network resurfaced (cumulative)	1.1%	1.3%	1.67%	0.85%	0.54%	0.47%	0.32%		Q2 21/22: On Target 3.2km of carriageway resurfaced to end of Q2.



Financial Health Perspective








Short Name	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2020/ 21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
Corporate Indicator - Percentage of invoices sampled and paid within 30 days (LGBF)	87.4%	93.1%	91.1%	89.6%	92.3%	93.1%	95.0%		Q2 21/22: Off Target 93.1% of invoices were paid on time for Q2 2021/22. Work continues to resolve barriers in services to help ensure all invoices are paid within the 30 days

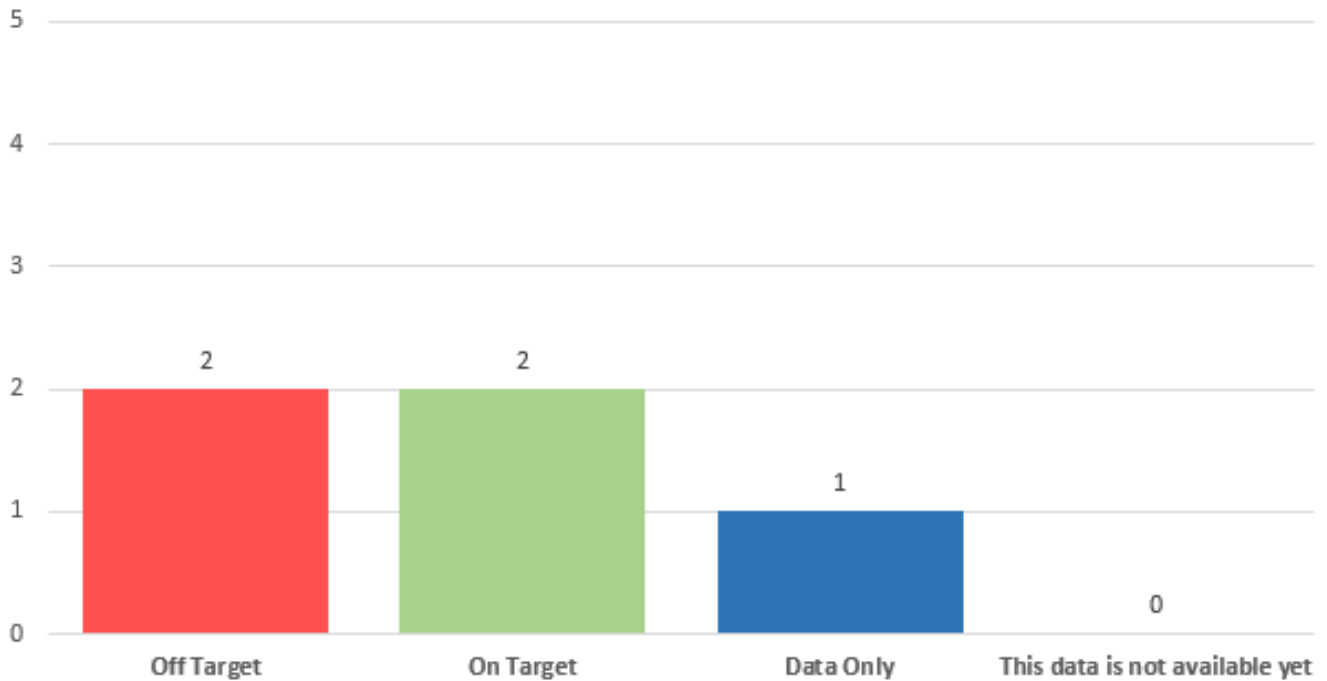
Learning and Growth Perspective








Short Name	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2020/ 21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
Corporate Indicator - Sickness Absence Days per Employee (All employees)	8.34	7.5	8.55	9.7	7.26	4.81	-		Q2 21/22: Data only Sickness absence days have increased compared to Q2 of last year. Up to end of January 2021, Covid related sickness absence or otherwise has been recorded as special leave and not included in the calculation of average days lost. From 1st of February 2021 Covid sickness absence is now being recorded via the usual sickness procedures with the exception of special leave granted for up to 14 days for isolation which could be attributable to the increase in days lost. This change contributed in an increase in day lost across the service.
Percentage of staff turnover (including teachers)	10.48 %	10.3%	10.38 %	9.22%	5.9%	3.2%	-		Q2 21/22: Data only We track our employee turnover

Short Name	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2020/ 21	Q2 2021/22			
	Value	Value	Value	Value	Value	Value	Target	Status	Note
									rates on a half yearly basis by expressing it as a percentage of employees overall when taking account of all leavers. Turnover varies through the year with an expected increase over the summer months. This reflects teachers and other school based staff retiring or moving to new roles at the start of the new academic year. Consideration of the levels of turnover across services, locations and particular groups of employees helps to inform workforce planning and resourcing.
Progress against Council's mainstream report (Equality and Diversity)	100%	100%	100%	100%	100%	50%	50%		Q2 21/22: Progress reflects year 1 of a 2 year timeframe.
Corporate Indicator - The Percentage of council employees in top 5% of earners that are women (LGBF)	47.0%	49.0%	49.2%	51.0%	55.1%	53.2%	50.0%		Q2 21/22: On Target
Corporate Indicator - The gender pay gap between average hourly rate of pay for male and female - all council employees (LGBF)	2.97%	2.32%	3.94%	3.06%	2.7%	2.64%	-		Q2 21/22: Data only The gender pay gap indicator is a measurement of average female pay versus average male pay within the organisation and the figures show that the Council has more male staff at higher rates of pay by 2.64%.
Corporate Indicator - Teachers Sickness Absence Days (LGBF)	4.90 days	4.59 days	5.15 days	5.77 days	3.47 days	1.86 days	-		Q2 21/22: Data only Sickness absence levels continue to be a challenge as we navigate through the COVID pandemic and as the effects of longer term Covid infections are realised.
Corporate Indicator - Local Government Employees (except teachers) sickness absence days (LGBF)	9.64 days	8.59 days	9.86 days	11.19 days	8.76 days	5.99 days	-		Q2 21/22: Data only Sickness absence levels continue to be a challenge as we navigate through the COVID pandemic and as the effects of longer term Covid infections are realised.

Internal Processes Perspective



Short Name	2019/ 20	2020/ 21	Q2 2021/22			
	Value	Value	Value	Target	Status	Note
% of internal/external audit actions progressing on target.		95.4 %	90%	85%		Q2 21/22: On Target
% of high risks that have been reviewed in the last quarter		100%	100%	100%		Q2 21/22: On Target
Total number of complaints received (quarterly)		7,337	1,996			Q2 21/22: Data Only
Percentage of complaints at stage 1 complete within 5 working days	87.61 %	91.32 %	87.1%	95%		Q2 21/22: Off Target 1724 out of 1979 complaints were complete within 5 working days.
Percentage of complaints at stage 2 complete within 20 working days	60.87 %	78.57 %	71.4%	95%		Q2 21/22: Off Target 10 out of 14 complaints were complete within 20 working days.