Communities and Economy
Performance Report Quarter Three 2018/19

Midlothian

Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service is to support, protect and develop the communities in Midlothian through demonstrable improvements in their economic, physical and social environments. We will achieve this by:

- Providing for optimal social, economic and physical environments for our communities.
- Growing the Midlothian economy through supporting new and expanding businesses, attracting inward investment and promoting key employment sectors.
- Acting as a key driver in the development of our most disadvantaged communities.
- Maintaining high standards of public health, consumer confidence and public safety.
- Maintaining overall environmental quality, meeting housing need, and promoting Midlothian as open for business through a pro-active and responsive planning service.

Progress in Q3 can be summarised under the following services:

Planning Service
The launch of the Penicuik Heritage Regeneration Project which will see over £3m being invested in Penicuik town centre.
Planning permission was granted for;
1) the erection of a new primary school, nursery and associated facilities at the former Hopefield Primary School;
2) the erection of 554 dwellings at land between Deanburn and Mauricewood Road, Penicuik; and
3) the erection of 191 dwellings at land west of Corby Craig Terrace, Bilston.
84% of planning applications where determined within target and latest report to Scottish Government indicated the best results Midlothian Council Planning service has received so far

Building Standards
- Building Standards undertook their annual audit for 'Customer Service Excellence' accreditation. The service secured a further 4 compliance plus awards (behaviours or practices which exceed the requirements of the standard and are viewed as exceptional or as exemplar to others, either within the applicant's organisation or the wider customer service arena) taking their total from 22 to 26. This is the highest number of compliance plus awards for any Scottish building standards service which has CSE accreditation.
- Building Standards also undertook their 'Investors in People' audit and successfully retained their accreditation for Investors In People for a further 3 years.
- The Building Standards service continue to receive a high level of positive feedback from their local and national customers. Exceeding their 90% target for Timeliness, Level of Information, Staff attitude and Satisfaction with the Service.
- The Scottish Government's, National Customer Survey results have been circulated and Midlothian Building Standards have exceeded the national average in 85% of the set criteria.
- The service continues to meet the challenges of a strong performer as set out in the nationally adopted Performance Framework and retain the sole verification role wholly within the authority of Midlothian Council.

Economic Development
- Successful LEADER Application approved to continue Midlothian and Borders Tourism Action Group (MBTAG) tourism activities. New project will focus on developing tourism activities/experiences and dedicated programme of support to drive international visitors.
- £150k collaboration project approved between Tyne Esk and Borders LEADER. This was matched by successful application to Blueprint for £150k match. New £300k tourism project.
- Tourism Ideas Fund was launched and 3 Midlothian businesses successful with grant applications with awards up to £5k. This is to develop new tourism activities or events during 2019.
- MBTAG – new tourism app commissioned with expected launch date early 2019.

- New event for Midlothian – Vogrie Fire & Light Festival. First event in Midlothian to receive funding from Event Scotland National Event Programme. Event was a success in attracting in excess of 6,500 visitors to the area. Over 50% from out with Midlothian.
- Midlothian Science Festival ran successfully in Oct 2018.
- Midlothian Science Zone Collaboration Agreement and Business Plan signed off by partners showing financial commitment to invest in the area for duration of 5 years.

Superfast Broadband Roll out
- Award of voucher for €15,000 for public Wi-Fi through the WiFi4EU project
- Midlothian take up of Superfast Broadband at 56.15% as of 30/09/18 – higher than the 'Rest of Scotland Area' take-up rate at 48.85%
- 8,629 premises have access to Superfast Broadband as of 30/09/18

Business Gateway
- Close partnership established with the FSB and bi monthly Joint networking Coffee Mornings well received with an average attendance of circa 40 businesses.
- Monthly surgeries introduced with Scottish Enterprise Innovation Specialists and Scottish Microfinance Loan Fund for businesses.
- Successful Start Up Surgeries in Loanhead & Gorebridge.
- We sponsored two awards at the Midlothian & East Chamber of Commerce Awards held in October at the Brunton Musselburgh and attended by over 300 guests.
- 365 Midlothian businesses registered with the Supplier Development Programme.

Successes for Tyne Esk LEADER are:
- 7 grants were awarded totalling £312.723 in grants leveraging in a total of £415,991 in additional match funding.
- A Swedish student joined the team for a three-month unpaid internship. She updated the case studies that had been started and plotted them on an online map and she managed the procurement and filming of a video promoting Tyne Esk LEADER.
- Successfully hosted a two day meeting of Scottish LEADER Local Action Groups in the National Mining Museum with site visits to two projects in East Lothian and Track 2 Train in Midlothian.
- Allocated 89.63% of the Tyne Esk LEADER budget of £3,490,769 to projects and admin expenditure leaving only £322,000 left to allocate, which includes a forecast admin underspend of £100,000.
- Held a Governance meeting to prioritise the remaining Enquiries of Interest to the fund and using a robust methodology to choose those enquiries that the Local Action Group most wanted to see be developed into an application.

Environmental Health

Engagement with Scottish Government representatives in conjunction with the "Community Conversation" on dog control and positive recognition for the achievements by staff, particularly Environmental Wardens in improving dog control in Midlothian through education, enforcement and partnership work.

Complex Part IIA contaminated land remediation complete.

Engagement on the Scottish Government Working Group to produce the new National Model Standards for Residential Caravan site licensing has been completed with the publication of the Standards in December 2018.

Trading Standards

A decision was confirmed that the Trading Standards Partnership with East Lothian is to cease in its current form. Line management is thus soon to revert to ELC for ELC staff. In conjunction with this, a new officer has been recruited to take up the vacant Principal TSO post in East Lothian and is due to start by the end of February. A **mutual co-operation agreement** between the two authorities is now to be discussed and planned for the future.

Continual excellent work by officers in tackling unfair trading practices and rogue traders, liaising with the Police and other agencies.

Communities
- 2448 people have participated in Cost of the School Day decision making and the work is starting to have traction in schools beyond the Participatory Budgeting process.
- Communities Service has been Nominated by the Scottish Sports Futures for the Partnership of the Year Award for the work the Communities Team undertook establishing the Twilight Basketball programme.
- Communities Service has been selected as an authority to receive bespoke support from Professor Stephen Sinclair from the Scottish Poverty and Inequality Research Unit to develop the Local Child Poverty Action Plan as part of the support for the Child Poverty Act.

- Communities Service Awarded the Armed Forces Covenant Employer Recognition Silver Award thanks to the work of Communities Officers.

Welfare Rights

The internal and external review of Advice Services is complete. Work is underway to implement the 'internal one stop arrangements' with partners from across council directorates. Formal tendering for the external welfare rights and money advice service has closed and the local CAB have been named as the principle provider pending conformation of additional information. This new service is to go live on 1st April 2019.

The Council's welfare Rights Team continues to be busy with 193 new referrals and represented 50 claimants at Social Security Appeals in this quarter. Income maximisation of over one million (£1,166,304) in Q3 exceeds last year's figure of £840,808.

Challenges and Risks

Across all service areas there is concern about the possible impact of budget reductions and staff uncertainty until decisions are made. In addition the political uncertainty around Brexit and the impact of a deal/no deal/return to the drawing board has implications across services. Each service area has identified risks within their areas as set out below.

Economic Development
- Developing and implementing a refreshed Economic Development strategy.
- Assisting businesses and the potential economic impact of Brexit.
- Maximising the opportunities arising from the Edinburgh and South East Scotland City Region Deal (ESESCRD).
- Working effectively with colleagues to ensure effective engagement on Econ Dev initiatives e.g. Borders Rail, Supplier Development Programme, City Deal
- Working effectively with colleagues to reduce gaps in the Regional Skills Assessment e.g. gap between Midlothian wages and Scottish wages, gap between male and female earnings in Midlothian, under-representation of Midlothian residents in (higher wage) managerial roles.
- Midlothian participation in the R100 digital connectivity project
- Maximising funding through the Wi-Fi4Eu project to deliver wireless connectivity in Midlothian

Trading Standards

With increasing demands on the service and limited resources, maintaining performance will be a challenge, even when line management responsibilities for East Lothian staff ceases.

Communities
- We need to ensure that all services are involved and engaged in the Established Asset Transfer Procedures
- Grants allocation work was challenging due to diminishing budgets and pressure from a range of groups.

Welfare Rights

The interaction with legacy benefits and UC and how people receive help with paying their rent has increased the complexity of the benefit system. The priority of the teams work with vulnerable groups is more intense due to the complexity of working with legacy benefits and UC and the complexity of their interaction. The Scottish Social Security Bill has introduced Scottish variations on the devolved benefits and will continue to be rolled out in the coming months and years.

The increased demands of UC/PIP(Universal Credit/Personal Independence Payment) transfer has put pressures on all local advice services and requires us to continue to develop close working relationships with our partners. Working with MFIN to source additional funding to address the health inequalities and social inclusion within the Midlothian area.

Planning
- Responding to changes to the Planning System which will result from the Scottish Government Planning Review.
- Meeting the increasing customer demand for services arising from the upturn in the housing market and the progression of the Midlothian Local Development Plan and the allocation of new development sites.

Building Standards

Meet the challenges outlined in the verification Performance Framework 2018

Environmental Health
There are proposed changes to the landlord registration system, which will require checks of certification, including gas safety, electrical safety, energy efficiency certification in respect of 10% of all applications (approximately 400). It is envisaged that the estimated additional 0.5 FTE EHO required to undertake the additional enforcement work will be self- financing through a proposed national increase in application fees.
The impact of the recent statutory changes to Private Water Supply Legislation has resulted in an increase in enforcement work, generated by increased supply risk assessment work and statutory sampling of Category A private water supplies. Work is being undertaken to determine if the resources required can be self – financing from the ability to recover costs for the supply land owners.

Following the reduction in staffing Environmental health are doing no health and safety other than responding to inccidents and service requests. The Service Review seeks to address the implications and impact, including the effect on SMEs and the loss of knowledge, expertise and competency.
Following the publication of the Model Standards for Residential Mobile Homes Site Licences, the Midlothian Council Licensing Scheme policy and procedure requires to be developed

Communities and Economy PI summary 2018/19

01.1 Making the Best Use of our Resources

Priorities	Indicator	2017/18 Value	Q3 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q3 2018/19 Status	Q3 2018/19 Note	Q3 2018/19 Short Trend	Annual Target 2018/19	Feeder Data	Value
01. Manage budget effectively	Performance against revenue budget	£3.515m	£3.908m	£3.464m	£2.967m	£2.885m	✅	**Q3 18/19**: On Target The projected budget performance will be reported to the Council on 12th February 2019 and will show an underspend of £657,000	⬆	£3.534m		
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.98	4.75	1.97	2.73	3.59	🛑	**Q3 18/19**: Off Target Although off target Q3 result is the strongest absence figure in the last 7 years.	⬇	4.50	Number of days lost (cumulative)	282.76
											Average number of FTE in service (year to date)	78.67

01.2 Corporate Health

Priorities	Indicator	2017/18 Value	Q3 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q3 2018/19 Status	Q3 2018/19 Note	Q3 2018/19 Short Trend	Annual Target 2018/19	Feeder Data	Value
03. Complete all service priorities	% of service priorities on target / completed, of the total number	75.75%	87.88%	91.67%	91.84%	89.8%	🛑	**Q3 18/19**: On Target 44 of 49 actions on target.	⬇	90%	Number of service & corporate priority actions	49
											Number of service & corporate priority actions on tgt/completed	44
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	96%	95%	95%	95%	✅	**Q3 18/19**: On Target	⬇	95%	Number received (cumulative)	359
											Number paid within 30 days (cumulative)	342
05. Improve PI performance	% of PIs that are on target/ have reached their target.	52.17%	78.72%	79.55%	79.49%	82.05%	🛑	**Q3 18/19**: Off Target 32 of 39 indicators on target, plans in place to meet targets Q4 18/19.	⬆	90%	Number on tgt/complete	32
											Total number of PI's	39
06. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%	✅	**Q3 18/19**: No high risks	▬		Number of high risks reviewed in the last quarter	0
											Number of high risks	0

01.3 Improving for the Future

Priorities	Indicator	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
07. Implement improvement plans	% of internal/external audit actions progressing on target	100%	50%	0%	0%	33.33%	🛑	**Q3 18/19**: Off Target Audit actions around Climate Change have not been progressed due to other work priorities.	⬆	90%	Number of internal/external audit actions on target or complete	5
											Number of internal/external audit actions in progress	15

Communities and Economy Complaints Indicator Summary

					01.4. Commitment to valuing complaints				

Indicator	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19			Annual Target 2018/19
	Value	Value	Value	Value	Value	Status	Note	
Number of complaints received (cumulative)	23	18	9	20	27		**Q3 18/19**: Data Only	
Number of complaints closed in the year			7	18	25		**Q3 18/19**: Data Only	
Number of complaints upheld (cumulative)			3	5	5		**Q3 18/19**: Data Only	
Number of complaints partially upheld (cumulative)			0	1	2		**Q3 18/19**: Data Only	
Number of complaints not upheld (cumulative)			3	10	16		**Q3 18/19**: Data Only	
Average time in working days to respond to complaints at stage 1	6.2	1.38	4.71	8.06	6.95		**Q3 18/19**: Off Target Work is ongoing within the service to bring complaints in line with targets by Q4.	5
Average time in working days to respond to complaints at stage 2	9.33	9	0	0	31			20
Average time in working days for a full response for escalated complaints			0	29.5	24.33			20
Percentage of complaints at stage 1 complete within 5 working days	55%	62.5%	57.14%	56.25%	66.67%			95%
Percentage of complaints at stage 2 complete within 20 working days	100%	50%	0%	0%	0%			95%
Percentage of complaints escalated and complete within 20 working days			0%	0%	33.33%			95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (cumulative)			0	0	2		**Q3 18/19**: Data Only	

Communities and Economy Action report 2018/19

Midlothian

	01. Delivering Excellence - Economic				

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.1.1	Implement Delivering Excellence across the service	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Service reviews are in progress, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.
CE.P.1.2	Complete a service review of Economic Development	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Draft review agreed by CMT in Q2, implementation to complete in Q4.
CE.P.1.3	Complete a review of the Environmental Health Service	31-Mar-2019	✖	66%	**Q3 18/19**: Off Target 2018/19 Savings almost met through VSER and staff departures. Review at self-evaluation stage.
CE.P.1.4	Complete a review of the Planning Service	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Self-evaluation / initial consultations completed and structure options prepared. Majority of savings for 2018/19 already achieved through VSER and staff departures
CE.P.1.5	Work with partner authorities to implement a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2019	▶	75%	**Q3 18/19**: On Target City Deal signed by all parties on Q2. Governance arrangements now being established including joint committee and advisory boards.

	02. Maximise economic development and business investment from the opening of the Borders Rail Line				

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.2.1	Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Ongoing projects include tourism destination development, food and drink showcase completed, hotel study completed, website development ongoing. Masterplanning projects at Newtongrange well advanced. Additional funding from Blueprint Leaders' Group awarded in Sept 18 to projects at Vogrie, National Mining Museum and Mayfield Centre.

03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.3.1	Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas	31-Mar-2019	▶	75%	**Q3 18/19**: On Target All allocated funding due to be committed in accordance with Scottish Government deadlines. Successful National event hosted by Tyne Esk Leader.

04. New jobs and businesses are located in Midlothian

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.4.1	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar-2019	▶	50%	**Q3 18/19**: On Target Implementation continuing including through Business Gateway, Supplier Development Programme, Regional Selective Assistance, BIDS and tourism initiatives. Ambitious Midlothian due for review in Q4.
CE.P.4.2	Prepare and publish full review of Midlothian Economic Development Strategy	31-Mar-2019	▶	75%	**Q3 18/19**: On Target This will be a product of the ongoing review of the Economic Development Service, expected in Q4.

05. Maintain progress on the implementation of the Easter Bush Master Plan

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.5.1	Continue to liaise with the Scottish Government on transport infrastructure solutions to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Easter Bush Development Board provided with update on 24/09/18. A701/A702 road scheme ground conditions survey reported in August 2018. Further discussion planned with Transport Scotland and University of Edinburgh. City deal programme projects completion of scheme in 2022. Funding package comprises City Deal, Council funding and developer contributions.

06. Fewer people are victims of crime, abuse or harm

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.6.1	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2019	✖	66%	**Q3 18/19**: Off Target 100% of workplace incidents (requiring intervention) and service requests were attended to within time. Discretionary and Planned campaign inspection work has not been carried out in Q3, current priorities mean it's unlikely this will be recovered in 18/19.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.6.2	Deliver the Council's regulatory functions with respect to food hygiene and standards regulations	31-Mar-2019	❌	66%	**Q3 18/19**: Off Target Some inspections cannot be reported yet but are within the allowed 28 day window. At time of reporting high risk food hygiene inspections are 3% off target with medium and Low risk 30% off target. Backlog High risk food inspections will be conducted early in Q4. High and medium risk food standards are 50% off target (4/8 inspections). 98% service requests attended to but the response times have slipped to 79% being within time. Food sampling work up to date. In overall terms, 52.7% of the planned work has been achieved within time parameters.
CE.P.6.3	Implement the new Residential Caravan Site Licensing Regime	31-Mar-2019	▶	75%	**Q3 18/19**: On Target All caravan sites are currently licensed. Work is ongoing to bring all 4 sites into line with the requirements of the new licensing regime which comes into force in May 2019. All sites have been engaged with and inspections carried out. Work is now progressing on establishing procedural framework
CE.P.6.4	Identify mechanisms to further promote good dog control. Seek to introduce a Commercial Dog Walkers Registration Scheme	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Liaison with Police Scotland continues to ensure that all cases reported regards dog behaviour are investigated by the correct agency. Assistance given to Scottish Government in Q3 to run a "Community Conversation" regards dog control. A report proposing the introduction of a registration scheme for professional dog walkers is to be brought before Cabinet in Q4.

07. There is a reduction in inequality in health outcomes

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.1	Protect public health through the development of a mechanism to assist private sector owners to progress common repairs	31-Mar-2019	▶	75%	**Q3 18/19**: On Target The review of the Midlothian Council Statement of Assistance is continuing. The 'missing share' procedural element has been developed. The process will provide a mechanism for repayment through a charging order being applied to the title deeds of any defaulting owner. The Missing Share procedure has been completed and will be submitted to Committee for approval as part of the Council's Statement of Assistance. It is expected that the review of the Statement of Assistance will be completed in Q4.
CE.P.7.2	Ensure the Council works towards meeting the Clean Air for Scotland (CAFS) objectives	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Data collection for Midlothian Council's 2018 Annual Progress report for 2018 is complete and the report is being prepared for scrutiny by Scottish Government and SEPA. , A joint working group with relevant local authority services including Planning, Transportation, and Environmental Health is being convened. The first meeting date has been delayed until Q4 to allow externally organised air quality training for Planners and Transportation to take place.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.7.3	Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2019		75%	**Q3 18/19**: On Target Consultation has taken place with Procurement in Q3 to update the peer review process, which uses consultants secured through Scotland Excel Framework to undertake contaminated land work**.** An information document to assist the peer review process for remediation in terms of development nearing completion.
CE.P.7.5	Support and meet the challenge to drive forward sustainable economic development. Set challenging performance targets for building warrant applications which benefit economic development.	31-Mar-2019		75%	**Q3 18/19**: On Target Building Standards continue to meet the challenge of providing a fast track building warrant application service for those application which are seen to provide economic benefit to the Midlothian area. Building Standards continue to engage through 'one to one' meetings with relevant housing developers and agents to understand the needs and challenges and assist where ever possible to make the building warrant process efficient and consistent.
CE.P.7.6	Continue to deliver a high quality customer focused Building Standards service.	31-Mar-2019		75%	**Q3 18/19**: On Target Midlothian Building Standards continues to provide a high quality standard of service to its customers, underpinned by clear and transparent communications. The service also understands its customer and stakeholder types and their differing needs. These insights and actions are taken and utilised to bring about a continuous improvement to the customer experience, which is regularly measured and assessed in the form of Customer Service Excellence audit. The service also has in place a continuous improvement plan, which form part of the nationally adopted Performance Framework which is updated quarterly and submitted to the Scottish Government on an annual basis

08. Trading Standards

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.01	Further establish the Trading Standards Partnership with East Lothian.	31-Mar-2019		75%	**Q3 18/19**: On Target Decision made jointly by the Chief Execs, that the partnership as it currently stands will cease, but mutual co-operation will continue and be developed. A preferred candidate for the ELC Principal TSO post has been offered the job, subject to the relevant checks. The new officer is due to take up post in February.
CE.P.8.02	Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar-2019		75%	**Q3 18/19**: Off Target As for Q1 & 2. It is to be hoped that with the changes to occur to in the partnership, under a mutual co-operation understanding, there will be scope to bring performance measures more into line.
CE.P.8.03	Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2019		75%	**Q3 18/19**: On Target Officers participated in a police led multi-agency operation (incl. Immigration, HMRC, Scottish Fire & Rescue, Environmental. Health, HSE, SEPA etc.). Officers also participated in Op. Rogue Trader, essentially the same as Op. Monarda, the national Police/Trading Standards exercise to target and also disrupt rogue traders. These operations and reacting routinely to complaints by the public led to checks and further investigation of a number of traders.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.8.04	Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2019	▶	75%	**Q3 18/19**: Off Target The number of logs are lower than for the same quarter last year, but input remains good and generally above that of most other LAs. Intelligence logging remains good and one of the highest in Scotland, but figures are dependent on justifiable intelligence.
CE.P.8.05	Routine risk assessed primary inspections to traders.	31-Mar-2019	▶	75%	**Q3 18/19**: On Target
CE.P.8.06	Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2019	▶	75%	**Q3 18/19**: On Target As a consequence of joint patrols with the Police and also spotting traders whilst out on routine inspections, suspect or unknown traders continue to be challenged on their trading practices.
CE.P.8.07	Resolution of consumer complaints.	31-Mar-2019	▶	75%	**Q3 18/19**: On Target The completion rate continues to be maintained.
CE.P.8.08	Enhanced tobacco enforcement.	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Variable progress. Unable to find time to organise test purchasing, but routine advice visits continue. In addition, four registered retailers were visited with the tobacco detection dog, provided free of charge (payment covered by SCOTSS) – no illicit tobacco detected. Good exercise.
CE.P.8.09	Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2019	▶	75%	**Q3 18/19**: Off Target A further call blocker has been installed. Nine devices have now been issued. However, due to time and staffing constraints there have been no collaborative safety initiatives in Q3.
CE.P.8.10	Develop the pest control service by expansion to non-residential property	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Ongoing discussions with Property and Facilities Management to bring service to school catering premises in-house.

<table>
<tr><td colspan="6">09. Midlothian is an attractive place to live, work and invest in</td></tr>
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Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.9.1	To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2019	✖	75%	**Q3 18/19**: On Target 84% of planning applications have been determined within target.
CE.P.9.2	Complete adoption of Local Biodiversity action plan (LBAP) which through its implementation seeks to raise the profile of biodiversity issues in Midlothian	31-Mar-2019	▶	75%	**Q3 18/19**: On Target The Local Biodiversity Action Plan (LBAP) has been drafted in consultation with our biodiversity partners and was subject to a wider consultation with community and interested parties/groups. The LBAP will be reported to Planning Committee in February 2019 for consideration and adoption.
CE.P.9.3	Draft a corporate climate change action plan.	31-Mar-2019	✖	0%	**Q3 18/19**: Off Target The Climate Change Plan has not been drafted because of other work priorities.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.9.4	Investment and actions in town centre	31-Mar-2019		75%	**Q3 18/19**: On Target £3.13m has been secured towards the Penicuik Heritage Project. This comprises an award of £1.69m from the Heritage Lottery Fund, £0.98m from Historic Environment Scotland and a contribution from the Council of £0.46m. Environmental improvements and 5 high priority buildings, 14 medium priority buildings and 20 reserve buildings have been identified for improvement. The 5 year project has commenced with £0.4m being spend on public realm improvements. The adoption of the MLDP 2017 advances planning policies to protect and enhance Midlothian's town centres.
CE.P.9.5	Manage the CO2 gas ingress to properties in Gorebridge	31-Mar-2019		75%	**Q3 18/19**: On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.

10. Poverty levels in Midlothian overall are below the Scottish average

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.10.2	Welfare Rights Team will train advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act	31-Mar-2019		75%	**Q3 18/19**: On Target The Welfare Rights Team offer internal departments and external advice staff and volunteers on welfare rights issues, in particular, the new requirements of the Welfare Reform Act. Formal training has reduced due the changing priorities within the team due to the increased demands of UC/PIP(Universal Credit/Personal Independence Payment) services to the public. The team provide phone advice to external organisations, referral pathways to support in complex cases and chair the bi monthly Welfare Rights Forum which brings together statutory agencies EG: DWP, Scottish Social Security, SWF with Midlothian advice services to resolve local issues .Individual training is available on request.
CE.P.10.3	Welfare Rights Team will meet targets for ESF funded activities	31-Mar-2019		75%	**Q3 18/19**: On Target ESF project went live on 1/4/18 and in first half of 18/19 72 caselink clients have been registered and receiving support.

11. Delivering Excellence - IOM

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.11	Deliver a Community Action Plan in each of the priority areas in partnership with the community planning partners	31-Mar-2019		75%	**Q3 18/19**: On Target Work has begun to update the plans for the 3 priority areas, Mayfield and Easthouses to be launched in Q4.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.12	Provide bespoke and online training via a new Learn Pro Module on the Community Empowerment Act	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Training offered to 3500 staff via bulletin but uptake has been slow with only 38 completing the course to date. Will continue to promote to increase uptake.
CE.P.11.13	Work with Mayfield In It Together group to undertake assessment of options for redevelopment of Mayfield Town Centre	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Preparatory work has started. Written confirmation that Borders Rail Blueprint and Council funding agreed, meeting with procurement manager and IIT group to ensure compliance with Following the Public Pound Guidance.
CE.P.11.2	Research in-school child poverty measures and interventions	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Two research post-graduates have been recruited from Edinburgh University via NUS Dissertations for Good. The research will be to identify ways of increasing uptake of free school meals and maximising Pupil Equity Funding. The second project is focused on looked after children and will be complete by Q1 2019/20
CE.P.11.3	Deliver the actions in the child poverty plan, and prepare new plan to meet the requirements of the Child Poverty Act	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Work has begun. Been selected to receive targeted support from Professor Stephen Sinclair.
CE.P.11.5	Provide support to the third sector and community groups to increase their capacity	31-Mar-2019	▶	75%	**Q3 18/19**: On Target 650 support interventions completed in 18/19 to 220 different community groups. Community Support Agreements have been developed for groups that require extensive support.
CE.P.11.6	Test new approaches to funding that enable more community involvement in budgeting decisions	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Work is ongoing with Primary Schools to develop new model. 2448 people have participated in Cost of the School Day Work with 59 projects receiving funding. Seminar with Elected members planned for Q4 to progress PB in relation to their environmental funds.
CE.P.11.8	Manage a clear process for community asset transfers	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Asset Transfer Framework approved by Council. 18 Expressions of interest and two formal/completed requests pending a decision by the newly convened Asset Transfer Committee.
CE.P.11.9	Manage at least three capital programmes	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Funding secured for two capital projects through the Scottish Governments Capital Regeneration Fund. Newtongrange "Track to Train" project underway, Rosewell community hub project delayed due to an unsuccessful lottery application.
P.IOM.CE.1.2	Reduce barriers to learning by poverty proofing the school day with the Child Poverty Action Group in 11 primary schools in the priority areas. Extend this offer to all primary schools.	31-Mar-2019	▶	82%	**Q3 18/19**: On Target Programme of work going well. 9 of the 11 schools have completed the Participatory Budgeting programme, the remaining 2 schools are ongoing. Work receiving very positive feedback from the Scottish Government, Education Scotland and COSLA. Briefing scheduled with Deputy Headteachers to spread learning.
P.IOM.CE.1.3	Research in-school child poverty measures and interventions.	31-Mar-2019	▶	75%	**Q3 18/19**: On Target Research completed on update of free school meals at St David's Primary School and included in poverty plan.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
P.IOM.CE.4.1	Complete Neighbourhood Plans in all of the 16 Community Council areas. Agree a schedule of Neighbourhood Plan reviews	31-Mar-2019	✅	100%	**Q3 18/19**: Complete 15 Neighbourhood Plans Completed covering all 16 Community Council areas. Reviews ongoing, there is challenge to ensure the plans meet the requirements of Locality Planning in the priority communities. There is also a need to continually improve the process and move beyond meetings. Communities' team have a role to coordinate local activity.
P.IOM.CE.4.5	Manage clear processes for community groups to improve access to the Community Planning Partnership decision making as part of the Community Empowerment Act, including Participation Requests	31-Mar-2019	✅	100%	**Q3 18/19**: Complete Exceeding target for Participation More work needed to ensure community groups can directly inform CPP decision making.

Communities and Economy PI Report 2018/19

Midlothian

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.1.3a	Completion of review of Environmental Health Service	N/A	N/A	25%	30%	50%	🛑	⬆	**Q3 18/19**: Off Target Although savings already substantially made.	100%	
CE.P.1.4a	Processing of building warrant applications handled electronically at all stages	N/A	N/A	68.3%	70%	75%	✅	⬆	**Q3 18/19**: On Target The new application process rolled out across Scotland by Scottish Government is needing "bed in" at Council level.	70%	
CE.P.1.1a	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	2	2	0	3	3	✅	▬	**Q3 18/19**: On Target Service reviews for Economic Development and Planning on target, Review of Environmental Health currently off target. Budget proposals in all areas sent to CMT in Q4.	3	
CE.P.1.1b	Extent of savings achieved	£270,000.00	£270,000.00	£133,000.00	£272,000.00	£272,000.00	📈	▬	**Q3 18/19:** Data Only Figure represents full year savings projection.		
CE.P.1.2a	Completion of review of Economic Development Service	85%	75%	50%	75%	75%	✅	▬	**Q3 18/19**: On Target Draft review agreed by CMT in Q2, review to complete in Q4.	100%	

02. Maximise economic development and business investment from the opening of the Borders Rail Line

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.2.1a	Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor	202	80	25	81	117	📈	⬆	**Q3 18/19**: Data Only		
CE.P.2.1b	Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor (cumulative)	9	9	14	37	73	📈	⬆	**Q3 18/19**: Data Only Events and Workshops undertaken in Q3 include, Ideas fund, Digital Programme, Driving Capacity, Overnight stays, Travel Trade programme, Tourism Showcase, Events festivals workshop and Grant assistance via Ideas fund.		
CE.P.2.1d	Number of inward investment / indigenous investment enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)	34	28	23	74	115	📈	⬆	**Q3 18/19**: Data Only		
CE.P.2.1c	Number of new businesses locating in Borders Rail Corridor (cumulative)	80	62	22	34	73	📈	⬆	**Q3 18/19**: Data Only		

03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.CE.P.3.1a	Number of LEADER projects funded (cumulative)	16	9	3	9	10	📈	⬆	**Q3 18/19**: Data Only		

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.3.1b	Number of businesses participating in LEADER application process by submitting an Expression of Interest (cumulative)	20	14	4	7	8	✅	⬆	**Q3 18/19**: On Target Programme is now beginning its wind down so is promoting itself less to enquirers and not progressing new enquiries.	10	
CE.P.3.1c	Number of new jobs created through LEADER (cumulative)	3	2	0	1	1	🛑	▬	**Q3 18/19**: Off Target Awaiting feedback from completed projects.	3	
CE.P.3.1d	Number of training opportunities created through LEADER (cumulative)	0	0	0	0	0	📊	▬	**Q3 18/19**: Data Only		
CE.P.3.1e	Amount of leader funding allocated	£1,330,339	£1,330,339	£399,431	£592,154	£652,154	🛑	⬆	**Q3 18/19**: Off Target Programme is now in wind down, expect funds to be fully allocated well in advance of the deadline.		Total LEADER programme is c. £3.4m over period 2015-2020

04. New jobs and businesses are located in Midlothian

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.4.1a	Number of new Business Start Ups assisted (cumulative)	158	96	25	81	117	📊	⬆	**Q3 18/19**: Data Only		
CE.P.4.1b	Number of account managed businesses accepted by Scottish Enterprise (cumulative)	2	2	0	1	1	✅	▬	**Q3 18/19**: On Target	2	
CE.P.4.1c	Number of business related training workshops held	N/A	N/A	13	23	33	✅	⬆	**Q3 18/19**: On Target	30	

05. Maintain progress on the implementation of the Easter Bush Master Plan

PI Code	PI	2017/18 Value	Q3 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Status	Short Trend	Note	Annual Target 2018/19	Benchmark
CE.P.5.1a	Number of Easter Bush Development Board meetings held per annum	2	1	0	1	1	✅	▬	**Q3 18/19**: On Target Most recent meeting of EBDB held on 24/09/18. Regular meetings held with MSZ (sub group of EBDB).	2	

06. Fewer people are victims of crime, abuse or harm

PI Code	PI	2017/18 Value	Q3 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Status	Short Trend	Note	Annual Target 2018/19	Benchmark
CE.P.6.1a	Carry out Health and Safety intervention campaigns within the year in accordance with the latest HSE guidance on local priorities; likely to be continuation of the control of risk around warehouses, and in the beauty industry	3	3	0	1	1	🛑	▬	**Q3 18/19**: Off Target No Planned campaign inspection work has been carried out in Q3 – unlikely this will be recovered at all in 18/19 given other priority work.	3	
CE.P.6.2a	% of food businesses deemed 'broadly compliant' with the food hygiene legislation	81%	81%	82%	82.3%	81%	🛑	⬇	**Q3 18/19**: Off Target Broad compliance = 81% This is significant step towards reaching the challenging set target.	84%	
CE.P.6.4a	Dog owners observed during dog fouling patrols as picking up dog waste	0%	0%	99%	99%	99%	📈	▬	**Q3 18/19**: Data only		
CE.P.6.3a	% of residential caravan sites licensed	100%	100%	100%	100%	100%	✅	▬	**Q3 18/19**: On Target Preparations ongoing for the new licensing regime.	100%	

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.7.3a	Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports – particular emphasis on quality and reporting times	N/A	N/A	50%	50%	75%	✅	⬆	**Q3 18/19**: On Target The Scotland Excel Framework continues to be used for securing contaminated land consultancy services for reactive work. Process has been updated and reviewed in conjunction with Procurement. The peer review process for remediation in terms of development requires to be finalised – it is expected this will conclude in Q4.	100%	
CE.P.7.5a	Local target for building warrant assessment at 15 days rather than nationally adopted target of 20 days (Average time below 10 days)	100%	100%	100%	66%	74%	🛑	⬆	**Q3 18/19**: Off Target Increase in electronic applications coupled with the "bedding in" of the now mandatory e-building standards systems have impacted on performance levels	80%	
CE.P.7.5c	Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	75%	25%	50%	75%	✅	⬆	**Q3 18/19**: On Target	100%	
CE.P.7.6a	Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	92.5	92.6	95.6	93.3	93.6	✅	⬆	**Q3 18/19**: On Target	90	
CE.P.7.1a	Investigate a scheme to secure common repairs on private sector or mixed tenure residential property and make it available to private sector owners	66%	66%	90%	90%	90%	✅	➖	**Q3 18/19**: On Target The Missing Share procedure has been completed and will be submitted to Committee for approval as part of the Council's Statement of Assistance.	100%	

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.7.2a	Convene a joint working group with relevant Council services including Development Management, Building Standards, Transportation, Environmental Health with a view to maintaining air quality thereby protecting human health	66%	50%	25%	50%	75%	✅	⬆	**Q3 18/19**: On Target Preparatory work for the operation of this group has taken place. Meeting scheduled for Q4 following the SEPA run air quality training for local authority Planning, Transportation and Environmental Health staff which took place in December 2018.	100%	

08. Trading Standards

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.8.02a	The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators	75%	75%	25%	50%	50%	🛑	➖	**Q3 18/19:** Off Target No further activity, but it is hoped that this can be picked up before end of Q4.	100%	
CE.P.8.03a	Number of active interventions.	140	111	29	58	87	✅	⬆	**Q3 18/19**: On Target Intervention numbers have been consistent throughout the year.	115	
CE.P.8.04a	Number of logs made	365	271	73	132	203	🛑	⬆	**Q3 18/19:** Off Target Fewer logs have been made because Trading Standards have assessed that there has been less information or complaints requiring to be logged as intelligence.	360	
CE.P.8.05a	Number of primary inspections conducted.	153	75	46	69	105	✅	⬆	**Q3 18/19**: On Target	125	

PI Code	PI	2017/18 Value	Q3 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Status	Short Trend	Note	Annual Target 2018/19	Benchmark
CE.P.8.06a	Number of criminal investigations instigated.	16	12	6	8	12	✅	⬆	**Q3 18/19**: On Target	16	
CE.P.8.07a	Percentage of consumer complaints completed within 14 days.	88%	84.7%	88.7%	98%	98%	✅	➖	**Q3 18/19**: On Target	85%	
CE.P.8.08a	Percentage of tobacco retailers visited annually.	19.7%	7.9%	14%	6%	15%	✅	⬆	**Q3 18/19**: On Target	20%	
CE.P.8.09a	Participation in safety initiatives	4	4	0	0	0	🛑	➖	**Q3 18/19**: Off Target Due to other priorities.	6	

09. Midlothian is an attractive place to live, work and invest in

PI Code	PI	2017/18 Value	Q3 2017/18 Value	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Status	Short Trend	Note	Annual Target 2018/19	Benchmark
CE.P.9.2a	Adoption of the LBAP	N/A	N/A	25%	50%	75%	✅	⬆	**Q3 18/19**: On Target The LBAP will be reported to Planning Committee in February 2019 for consideration and adoption.	100%	
CE.P.9.4c	Draft Supplementary and Planning Guidance as required by the Midlothian Local Development Plan.	N/A	N/A	25%	50%	75%	✅	⬆	**Q3 18/19**: On Target i) Green Networks Supplementary guidance adopted; ii) Special Landscape Areas Supplementary guidance referred to Scottish Ministers; iii) Food and drink and other non-retail uses in the town centre subject to consultation; iv) Resource Extraction subject to consultation; v) Housing Development in the Countryside and Green Belt subject to consultation.	100%	

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.9.1a	The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	86%	93%	74%	83%	84%	✅	⬆	**Q3 18/19**: On Target	80%	78% of planning applications were determined within target in 2015/16.
CE.P.9.3a	Adoption of the Climate Change plan	75%	75%	20%	20%	20%	🛑	▬	**Q3 18/19**: Off Target Due to other work priorities the Climate Change Plan has not yet been drafted.	100%	
CE.P.9.4b	Implementation of the 5 year Penicuik Heritage Project following the submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding bid in March 2018.	100%	75%	25%	50%	75%	✅	⬇	**Q3 18/19**: On Target The project has commenced with works to the town centre public realm.	100%	
CE.P.9.5a	Full attention at all times to monitoring of gas levels, with any necessary action being taken timeously	Yes	Yes	Yes	Yes	Yes	✅	▬	**Q3 18/19**: On Target Regular updates continue to be provided to residents and to local members. Melville Housing have engaged a Specialist Company to trial a remediation solution for their affected properties. If the trial is successful the information will be shared with the private sector owners.	Yes	

					Q3 2018/19					

10. Poverty levels in Midlothian overall are below the Scottish average

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.10.1a	Implement the actions in the review	85%	75%	25%	50%	75%	✅	⬇	**Q3 18/19**: On Target The internal and external review of Advice Services is complete and approved at Council in May 2018. Work is underway to implement the internal one stop arrangements with partners from across council directorates. Formal tendering for the external welfare and money advice service has closed and the local CAB have been named as the principle provider pending conformation of additional information. The service is to commence in April 2019.ESF funding will stop from May 2019 for this service.	100%	
CE.P.10.2a	Number of staff participating in staff development linked to provisions of the Welfare Reform Act.	N/A	N/A	25%	50%	75%	✅	⬆	**Q3 18/19**: On Target The welfare rights team offers support to internal departments on benefit advice and supports the wider Midlothian local advice services on benefit issues. They provide phone advice to external organisations, referral pathways to support Midlothian residents in complex cases and chair the bi monthly Welfare Rights Forum which brings together statutory agencies EG: DWP, Scottish Social Security, SWF with Midlothian advice services to resolve local issues. Individual training is available on request.	100%	

PI Code	PI	2017/18	Q3 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.11.10a	Have a simplified, transparent grants programme that supports the outcomes in the Single Midlothian Plan	N/A	N/A	25%	50%	100%	✅	⬆	**Q3 18/19:** Complete	100%	
CE.P.11.11a	Robust plans that comply with the Locality Outcome Improvement statutory guidance	N/A	N/A	3	3	3	✅	▬	**Q3 18/19**: On Target These plans are targeted at Midlothian's three priority communities to tackle areas of higher deprivation.	3	
CE.P.11.5a	Provide bespoke 1-1 support to community and voluntary groups on funding, capital projects, governance, income generation, influencing and organisational development	N/A	N/A	81	81	220	✅	⬆	**Q3 18/19**: On Target	80	
CE.P.11.8a	15 organisations are supported through an expressions of interest and all organisations that apply for a formal transfer are responded to within the statutory timescales. An Asset Transfer Framework is approved by Council	N/A	N/A	15	15	17	✅	⬆	**Q3 18/19**: On Target	15	
CE.P.11.9a	Additional funding secured, capital projects delivered	N/A	N/A	2	2	2	✅	▬	**Q3 18/19**: On Target	3	

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Communities and Economies Service Risks

Midlothian

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
GENERIC - Failing to staff services with skilled and experienced staff	Threat of lowered performance and complaints/errors should the service not have the required skills and experience	01 - Structured approach to training 02 - Identification of sufficient opportunities and Resources.	⚠️		
GENERIC - Health and safety of staff/members of the public	Officers across the service are regularly out of the office, working alone and can meet aggrieved / aggressive / threatening customers in commercial and residential settings. Council has a duty of care for staff.	teams use a variety of approaches - flagging of 'known' individuals / addresses on data management systems - 'buddy' roles if appropriate - whiteboards for staff movements and expected times - mobile phones & Phone contact systems - a corporate policy for dealing with 'Unacceptable Behaviour' is being developed	⚠️		
GENERIC - Effectively linking with the Community Planning process and weak governance in the Strategic Planning Group	Threat that the connections are weak	01 - Sound and regular contact with the community planning manager. 02 - P&D service management team to review regularly. 03 - Partnership Agreement 04 - Reporting line to Community Planning Working Group 05 - Subordinate groups report to the group 06 - Business calendar and timetable 07 - Agendas and minutes 08- Agreed outcomes and monitoring	⚠️		
GENERIC - Identifying, Managing and Realising Developer Contributions	Where developers develop land they must contribute to the direct consequences they are creating. For example, impacts on local schools. Threat that these aren't identified and controlled and, as a consequence result in developers not making essential	01 - Role of the developer contributions steering group. 02 - Lead Officer Planning Obligations 03 - Local Development Plan 04 - Legal Agreements with developers 05 - Supplementary Guide to Developer Contributions	⚠️	Review of Supplementary guide to developer contributions	**Q3 18/19**: Draft guide prepared in advance of consultation/approval.

🔴 Alert   🔺 High Risk   ⚠️ Warning   ✅ OK   ❓ Unknown

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
	contributions, with the shortfall having to be provided by the Council.	06 - Software system in place to track payments against developer contribution agreements. 07 - Compliance Officer post to update system with details of developer completions and ensure that associated payment is allocated correctly against the correct infrastructure.			
ECONOMIC DEVELOPMENT - Challenging Midlothian job creation targets for 2020	The Midlothian Economic Development Framework (MEDF) highlighted the target of creating 10,000 new jobs in Midlothian by 2020. This equates to 800 new jobs per annum. This figure was temporarily revised downwards to 500 new jobs per annum by the Community Planning Partnership's MBO sub group to take account of the ongoing economic downturn. The figure is measured through Annual Business Inquiry (ABI) statistics produced in late December each year.7 economic sector action plans are in place each containing a series of priority actions for the Council and other partners. In addition, the MBO sub group is currently leading on the development of a Midlothian Economic Recovery Plan. This should be available in Spring 2013 and will link closely to the Single Midlothian Plan which is also under development.	01 - MBO Thematic Group members keep watching brief on new job creation targets. 02 - Thematic Group meetings generally held on a quarterly basis. 03 - Review/restructure of Economic Development 04 - New Economic Development Manager recruited and taking up post in February 2019.	⚠️		
PLANNING POLICY AND ENVIRONMENT - Failure to progress the sustainability agenda and Climate Change adaptation	Climate Change Act places public duties with respect to climate change adaptation and mitigation and sustainable development. Midlothian Council has signed Scotland's Climate Change Declaration.	01 - Climate Change Declaration signed by 32 Scottish Councils 02 - Senior Planning Officer leads 03 - Sustainable Development Framework in place with Action Plan to be replaced by a joint climate change and sustainability action plan agreed by CMT 04 - Divisional 'green' initiatives 06 - Biodiversity Plan and implementation of phase 1 of the Action Plan	⚠️		

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🔴 Alert   🔺 High Risk   ⚠️ Warning   ✅ OK   ❓ Unknown

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
		08 - Climate Change and Sustainability Working Group			
Failure to engage with people from equalities groups	Equality groups have been given high priority in the consultation process and professional expertise has been sought from equality professionals. however a risk exists that the voices of minority groups could be missed in a neighbourhood plan consultation process.	01. Joint working with Equality Engagement Officer to target key groupings within Neighbourhood Planning communities 02. EQIA Approach	⚠		

🔴 Alert   🔺 High Risk   ⚠ Warning   ✅ OK   ❓ Unknown

Published Local Government Benchmarking Framework – Communities and Economy

Midlothian

Economic Development and Planning										
Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
ECON1	Percentage of Unemployed People Assisted into work from Council (LGBF)	New for 2012/13		8%	6.83%	12.33%	8.57%	15.47%	6.71%	17/18 Rank 23 (Third Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).
ECON2	Cost of Planning per Application	£4,034.00	£3,983.05	£4,488.74	£4,969.34	£4,981.09	£4,040.98	£5,076.92	£4,969.50	17/18 Rank 19 (Third Quartile). 16/17 Rank 23 (Third Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 19 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)	New for 2012/13		26.3 weeks	54.9 weeks	9.9 weeks	7.9 weeks	8.4 weeks	7.3 weeks	17/18 Rank 8 (TOP Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 16 (Second Quartile).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	New for 2013/14			23.14	22.74	19.91	18.62	22.42	17/18 Rank 6 (TOP Quartile). 16/17 Rank 14 (Second Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 8 (Top Quartile)
ECON6	Cost of Economic Development & Tourism per 1,000 population (LGBF)	£66,132.61	£82,080.85	£60,173.31	£41,180.64	£53,253.68	£44,455.89	£125,753.30	£42,723.94	17/18 Rank 6 (TOP Quartile). 16/17 Rank 26 (Bottom Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 15 (Second Quartile).
ECON7	Percentage earning less than the Living Wage (LGBF)	New for 2012/13		17.5%	17.8%	19.9%	23.3%	17.2%	13.8%	17/18 Rank 1 (TOP Quartile). 16/17 Rank 3 (TOP Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 9 (Second Quartile).
ECON8	Proportion of properties receiving superfast broadband (LGBF)	New for 2013/14			57%	66%	76%	85%	91.18%	17/18 Rank 19 (Third Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 19 (Third Quartile).

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	External Comparison
ECON10	Immediately available employment land	New for 2014/15				57.14%	57.14%	57.14%	55.49%	17/18 Rank 9 (Second Quartile). 16/17 Rank 9 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 9 (Second Quartile).

Environmental Services

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	2017/18 Value	External Comparison
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)	New for 2012/13		£4,629.63	£4,639.91	£8,595.29	£6,625.47	£5,744.27	£4,917.30	17/18 Rank 13 (Second Quartile). 16/17 Rank 16 (Second Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 28 (Bottom Quartile).
ENV5b	Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)	New for 2012/13		£9,591.64	£14,120.43	£9,036.07	£10,115.57	£10,382.58	£11,311.00	17/18 Rank 8 (TOP Quartile). 16/17 Rank 5 (TOP Quartile). 15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).