

# Communities and Economy Quarter One 2015/16 Performance Report

Special Cabinet  
Tuesday 30 August 2016  
Item No 4.5



## 01. Progress in delivery of strategic outcomes

### Overall Strategy

- Council approval of Midlothian Local Development Plan for sending formally to Scottish Ministers.
- Identification of specific projects in Midlothian for implementation through the Borders Rail Blueprint funding programme.
- Council confirmation of its commitment to City Deal, including proposed governance arrangements.

### Serving Communities

- Delivery of a Scottish Government funded Participatory Budgeting Project in Mayfield/Easthouses where 350 residents decided on the allocation of £30,000 to 17 locally based community projects.
- Joint Police/Trading Standards *operation Monarda 5* to target doorstep crime.
- Successful collaboration with Police by Trading Standards to stop sales of 'Poppers' (Amyl Nitrite) in Midlothian.
- Restoration of Newbyres Hall as part of the Gorebridge Conservation Area Regeneration Scheme.

### Economic Development

- New Business Gateway programme commenced 01/04/16.
- Continued focus on maximising economic impact of the Borders Rail Line in Midlothian.
- Establishment of the governance arrangements and resourcing of the EU LEADER Programme which supports and promotes rural economic development.

### Service Development and Improvement

- Integration of operational functions following confirmation of the Trading Standards Partnership between East Lothian and Midlothian Councils.
- Finalisation of preparation for rollout of eBuilding Standards in August 2016.

## 02. Emerging Challenges

### Overall Strategy

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

### Serving Communities

- Building the capacity of Community Councils and third sector groups to engage fully in community planning and neighbourhood planning work to achieve demonstrable outcomes for their communities.
- Mitigate the impact of welfare reform.
- Deliver on health and safety, and food safety responsibilities.
- Tackle underage sales of tobacco.
- Review the climate change and biodiversity agenda for Midlothian.

### Economic Development

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

### Service Development and Improvement

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

## Suggested changes to priorities in Service Plan

### Environmental Health

NEW Action and PI requested

Action - Deliver the Council's regulatory functions with respect to water quality regulations

PI - Percentage of private water supplies sampled in accordance with the Council's sampling programme which are broadly compliant with water quality regulations.

New PI for action **CE.S.06.01 Protecting public health by improving standards and safety in private rented housing** - Develop a procedure to assess housing conditions for people with disabilities to ensure compliance with the Tolerable Standard, particularly in relation to electrical safety, insulation and water quality.

**CE.S.05.04b Implement targeted inspection programme in relation to licensed premises and gambling establishments** reword to

Conduct inspection programme in relation to licensed premises with emphasis on protecting and improving public health and protecting children from harm.

Remove CE.S.05.04c Protect vulnerable persons from being exploited by gambling

### Economic Development

**M.SG.CE.03.01b Number of businesses participating in LEADER projects** to read

Number of businesses participating in LEADER application process by submitting an Expression of Interest

The Expression of Interest is the formal starting point for applicants to apply to our Programme. Once they submit that they're in the application pipeline and we essentially manage them. It just seems a slightly more measurable indicator.

### Communities and Performance

**CE.S.11.01a Deliver the 21 capacity building actions identified in the Communities Team contribution to the CLD Regulations** - change to 20

**CE.S.11.03a All 16 Community Councils to adopt the revised constitutions** to All 16 geographic Community Councils and the Federation of Community Councils to adopt the revised constitutions making target to be 17

**CE.S.11.01 Implement Community Learning and Development regulations action plan** reword to Implement Community Development as part of Community Learning and Development action plan

**CE.S.8.02a Number of Indicators being used at each level** change to **Reduce the number of indicators used at strategic and operational level**

**CE.S.10.01d % of appeals which are successful** change to **Number of referrals received per quarter** as the criteria for the new benefit has changed and the disputes of benefit now have an additional mandatory reconsideration step before proceeding to appeal which now involves more evidence finding and outcomes prior to the oral appeal stage.

### Trading Standards

**CE.S.07.01a How do both authorities working practices differ and how easily can integration take place** change to

**How do both authorities Trading Standards services working practices differ and how easily can integration take place**

# Communities and Economy PI summary









## 01.1 Outcomes and Customer Feedback

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	44	12	26		Q1 16/17: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	9	1.88	3.38		Q1 16/17: On Target		5	Number of complaints complete at Stage 1	16
									Number of working days for Stage 1 complaints to be Completed	54
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	19	0	0		Q1 16/17: On Target No complaints of this category received in quarter		20	Number of complaints complete at Stage 2	0
									Number of working days for Stage 2 complaints to be Completed	0
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	52.38 %	87.5%	87.5%		Q1 16/17: Off Target Due to complexity of complaints 2 of 16 not completed on target.		95%	Number of complaints complete at Stage 1	16
									Number of complaints at stage 1 responded to within 5 working days	14
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	100%	0%	0%		Q1 16/17: On Target No complaints of this category received in quarter		95%	Number of complaints complete at Stage 2	0
									Number of complaints at stage 2 responded to within 20 working days	0



## 01.2 Making the Best Use of our Resources

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 4.235 m	£ 4.315 m	N/A		Q1 16/17: Performance against budget will be reported to the Council in September				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.12	2.81	1.23		Q1 16/17: Off Target		4.50	Number of days lost (cumulative)	108.11
									Average number of FTE in service (year to date)	87.75

### 01.3 Corporate Health







Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	90.48 %	90.48 %	100%		Q1 16/17: On Target		90%	Number of service & corporate priority actions	34
									Number of service & corporate priority actions on tgt/completed	34
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	97%	94%		Q1 16/17: On Target		92%	Number received (cumulative)	89
									Number paid within 30 days (cumulative)	84
06. Improve PI performance	% of PIs that are on target/ have reached their target.	83.33 %	77.14 %	75.68 %		Q1 16/17: Off Target 27/37		90%	Number on tgt/ tgt achieved	28
									Number of PI's	37
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	0%	100%		Q1 16/17 : There were no risks graded as high		100%	Number of high risks reviewed in the last quarter	0
									Number of high risks	0










### 01.4 Improving for the Future











Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	68.75 %	0%	16.67 %		Q1 16/17: Off Target All 12 in progress		90%	Number of on target actions	2
									Number of outstanding actions	12

# Communities and Economy Action report










## 03. Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
M.SG.CE.01.01	01. Promote and implement support for businesses in Midlothian	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar-2017		10%	<b>Q1 16/17:</b> On Target
M.SG.CE.02.01	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Ongoing - Business Adviser for tourism appointed jointly for Midlothian and Scottish Borders Councils. Consultant appointed to oversee Inward Investment jointly with Edinburgh and Scottish Borders. Blueprint Manager works between all three Councils.
M.SG.CE.03.01	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target A LEADER Programme Coordinator was appointed prior to this reporting period and started on 4th April during this reporting period. A Project Officer has also been appointed during this reporting period. A Local Action Group meeting was held on 12th May 2016, one Communications Subgroup meeting and two Governance Subgroup meetings have been held during this period.
CE.S.04.01	04. Maintain progress on the implementation of the Easter Bush Master Plan	Continue to lobby the Scottish Government for urgent transport infrastructure schemes to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Ongoing
CE.S.05.01	05. Fewer people are victims of crime, abuse or harm	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target These functions are being delivered in relation to the Environmental Health service plan for health and safety
CE.S.05.02		Deliver the Council's regulatory functions with respect to food safety and standards regulations	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target These functions are being delivered in accordance with the service plan for 2016-17. Specifically All "A" high risk inspections completed for Q1 92% of "B" risk inspection completed for Q1. 74% of low risk inspections completed 9 Inspections outstanding which should be achieved early in Q2 Sampling plan is on target, there are no outstanding service requests.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.05.03	05. Fewer people are victims of crime, abuse or harm	Review the guidance available to organisers produced by Env Health in relation to events safety management	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target This action will be achieved by the due date
CE.S.05.04		Protect and improve public health with regards to liquor and gambling	31-Mar-2017		25%	<b>Q1 16/17:</b> On target Targeted inspection programme is being developed to improve compliance with the licensing objectives of protecting and improving public health, protecting children from harm and protecting vulnerable people from being exploited by gambling.
CE.S.06.01	06. There is a reduction in inequality in health outcomes	Protecting public health by improving standards and safety in private rented housing	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Policies in relation to private housing are being reviewed and updated to incorporate legislative change and changes in Council's procedures.
CE.S.06.02		Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2017		5%	<b>Q1 16/17:</b> On Target Contaminated Land Strategy will be reviewed and updated during 16/17. This will form the basis of future decisions in relation to priorities for site investigations and subsequent remediation. The highest priority sites have been identified and will be taken forward during 16/17
CE.S.06.03		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	31-Mar-2017		77%	<b>Q1 16/17:</b> On Target
CE.S.06.04		Support and meet the challenge to drive forward sustainable economic development. Set challenging performance targets for building warrant applications which benefit economic development.	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target
CE.S.06.05		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target
CE.S.06.06		Prepare protocol for liaison between Building Standards, Environmental Health and Development Management to achieve benefits in the handling of applications relating to energy performance requirements, environmental reviews and public safety at events.	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target
CE.S.07.01	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	As part of the Trading Standards Partnership with East Lothian, look at the possibility of database integration.	31-Mar-2017		10%	<b>Q1 16/17:</b> On Target The whole Idox system in both authorities is to be upgraded in July/August 2016. Digital Services and others in both authorities will need to be consulted regarding the feasibility of potential integration of the two systems.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.07.02	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar-2017		5%	<b>Q1 16/17:</b> On Target Discussion to take place over the next few months regarding combining the performance indicators or developing new ones, however this will need to be in consultation with both Councils' Performance & Planning and taking account of any proposed national Trading Standards performance indicators being developed in conjunction with APSE (The Association for Public Service Excellence).
CE.S.07.03		A proportion of East Lothian Trading Standards staff to work part of the week from Fairfield House.	31-Mar-2017		5%	<b>Q1 16/17:</b> On Target Undertaken steadily to recognise need for a pace of transition to allow staff to remain confident.
CE.S.07.04		Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target
CE.S.07.05		Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2017		33%	<b>Q1 16/17:</b> On Target In conjunction with inputting into and using this database, regular tactical meetings are held to discuss ongoing and new intelligence and agree any relevant action. The minutes of these meetings are required to be sent to Trading Standards Scotland's Intelligence Unit.
CE.S.07.06		Trading Standards: Routine risk assessed primary inspections to traders.	31-Mar-2017		31%	<b>Q1 16/17:</b> On Target Progress is currently on track
CE.S.07.07		Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target
CE.S.07.08		Trading Standards: resolution of consumer complaints.	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target
CE.S.07.09		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2017		10%	<b>Q1 16/17:</b> On Target No test purchasing this quarter. Expected there will be some test purchasing in Q2 in conjunction with East Lothian colleagues.
CE.S.07.10		Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Officer presented training at a Financial Harm Workshop, to social workers and other front line (NHS) staff through the training programme organized by East & Midlothian Public Protection Unit. This is conducted 4x a year. No specific consumer safety work for Trading Standards through the Community Safety Partnership this quarter.
CE.S.08.01	08. Performance improvement	Drive performance across Council and Community Planning Partnership – self evaluation	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Customer satisfaction survey completed on service planning. Seven Heads of Service reported communication about service planning was useful. Performance reporting survey questions prepared, to be distributed July/August 16.



Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.08.02	08. Performance improvement	Improve use of performance information at all levels	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Two new team plans created and further 8 team plans reviewed for use at management ,meetings.
CE.S.09.01	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Convert existing team post into traineeship.	31-Mar-2017		100%	<b>Q1 16/17:</b> Complete 1 post converted to traineeship
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar-2017		25%	<b>Q1 16/17:</b> On target 38 appeals attended. Welfare Reform Group meeting scheduled for August to plan Mitigation against welfare reform and set new priorities for training
CE.S.11.01	11. Citizens are engaged with service development and delivery	Implement Community Learning and Development regulations action plan	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Updated paper and action plan provided at the IOM on the 16 June 2016. Agreement at IOM that a subgroup would be established to review and oversee the implementation of the plan
CE.S.11.02		Implement improvements from neighbourhood plan review	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Meeting of Midlothian wide Neighbourhood Planning group focused on Town Centres, as per recommended in review. This brought together Planners and NP groups. Undertook an online survey for a stakeholders which has informed a schedule of review meetings to address the topics that cut across NP groups. Created a guide to help ensure consistency across NP. Have made progress against all of the seven recommendations, this is an ongoing process with no end date as improvements will be ongoing.
CE.S.11.03		Build capacity of Community Councils and third sector groups	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target Increased support to Community Councils with named officers for each one. Increased funding support, and continue to increase the engagement of the Federation with Community Planning Partnership partners. Core role of Communities Team documented in the Teams work plan.
CE.S.12.01	12. Midlothian is an attractive place to live, work and invest in	Draft a Local Biodiversity Action Plan which through its implementation seeks to raise the profile of biodiversity issues in Midlothian.	31-Mar-2017		10%	<b>Q1 16/17:</b> On Target The Local Biodiversity Action Plan (LBAP) has not been drafted to date – this work is scheduled to commence in Q2
CE.S.12.02		To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2017		25%	<b>Q1 16/17:</b> On Target 80% of planning applications were determined within target.
M.SG.CE.10.01		Submit the Proposed Midlothian Local Development Plan (MLDP) to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination	31-Mar-2017		50%	<b>Q1 16/17:</b> On Target The evidence and response to outstanding issues (Schedule 4s) are being prepared and the Proposed MLDP is scheduled to be submitted to the Scottish Government in August 2016.





























# Communities and Economy PI Report





























## 03. Service Priorities













PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.01.0 1b	01. Promote and implement support for businesses in Midlothian	Number of account managed businesses accepted by Scottish Enterprise	New for 16/17		0			<b>Q1 16/17:</b> On Target A number of businesses are working towards account management	2	
M.SG.CE.01.0 1c		Number of business related training workshops held	New for 16/17		11			<b>Q1 16/17:</b> On Target	30	
M.SG.CE.01.0 1a		Number of new Business Start Ups assisted	173		9			<b>Q1 16/17:</b> Off Target This reflects the normal seasonal pattern.	200	
M.SG.CE.02.0 1a	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of new business start ups in Midlothian area of Borders Rail Line corridor	New for 16/17		7			<b>Q1 16/17:</b> Data Only 7 new start ups in the Borders Rail Line corridor		
M.SG.CE.02.0 1b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor	New for 16/17		16			<b>Q1 16/17:</b> Data Only Number of Businesses Assisted with direct one to one business advice 16. Launch of Business Opportunities Guide number of businesses attending 40. Number of Collaboration projects 1		
M.SG.CE.02.0 1c		Hectareage take up of economic land in Midlothian area of Borders Rail Line corridor	New for 16/17		0			<b>Q1 16/17:</b> Data only There has currently been no take up		







PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.02.01d	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of inward investment/ indigenous enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor	New for 16/17	14				Q1 16/17: Data only		
M.SG.CE.03.01a	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas	Number of LEADER projects funded	New for 16/17	0				Q1 16/17: Data Only The Local Action Group doesn't intend to assess applications till the first week in November so no projects have been approved in Midlothian yet.		
M.SG.CE.03.01b		Number of businesses participating in LEADER projects	New for 16/17	0				Q1 16/17: Data Only The Local Action Group doesn't intend to assess applications until the first week in November so no projects have been approved in Midlothian yet.		
M.SG.CE.03.01c		Number of new jobs created through LEADER	New for 16/17	0				Q1 16/17: Data Only The Local Action Group doesn't intend to assess applications until the first week in November so no projects have been approved in Midlothian yet.		
M.SG.CE.03.01d		Number of training opportunities created through LEADER	New for 16/17	0				Q1 16/17: Data Only The Local Action Group doesn't intend to assess applications until the first week in November so no projects have been approved in Midlothian yet.		
CE.S.06.01a	06. There is a reduction in inequality in health outcomes	Review policies re private rented housing inc. interdepartmental and agency working to ensure properties in private residential sector meet statutory requirements are in good repair, safe, landlords are fit and proper persons	New for 16/17	25%				Q1 16/17: On target Work in relation to assisting Housing developing minimum acceptable standards for properties to be let through Council's new Private Leasing Scheme is complete. Policies in relation to landlord registration to be reviewed during Q2 and Q3, with input from the Police in relation to fit and proper person checks. Work to update licensing conditions for HMOs to be reviewed during Q4.	100%	

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.S.06.02a	06. There is a reduction in inequality in health outcomes	Review and update contaminated land strategy including re-prioritisation of sites	New for 16/17		5%			<b>Q1 16/17: Off Target</b> The Contaminated Land Strategy will be reviewed and updated during 16/17.	100%	
CE.S.06.02b		Undertake Site Investigations in accordance with contaminated land strategy	New for 16/17		0			<b>Q1 16/17: Off Target</b> Next priority sites identified for investigation and subsequent remediation. In process of obtaining scope of works / specification for tender to allow work to progress. Delays due to difficulties contacting Coal Authority and obtaining advice in relation to detailed scope of work.	4	
CE.S.06.03a		Further development of e-building standards (to meet Scottish Government target launch date)	Yes	Yes	Yes			<b>Q1 16/17: On Target</b>	Yes	
CE.S.06.04a		Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days	New for 16/17		100%			<b>Q1 16/17: On target</b>	80%	
CE.S.06.04b		Undertake annual focus group meetings with local architects	New for 16/17		50%			<b>Q1 16/17: On Target</b>	100%	
CE.S.06.04c		Undertake annual one to one meetings with major developers currently constructing within Midlothian. (100% by April 17)	New for 16/17		25%			<b>Q1 16/17: On Target</b>	100%	
CE.S.06.05a		Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	New for 16/17		91.7			<b>Q1 16/17: On Target</b>	85	







PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.S.06.06a	06. There is a reduction in inequality in health outcomes	Have in place a performance management system which enables the recording, tracking and analysis of all associated workload allocation against risk and development complexity.	New for 16/17	25%			Q1 16/17: On Target	100%		
CE.S.07.01a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards Partnership: How do both authorities (East Lothian and Midlothian) working practices differ and how easily can integration take place	New for 16/17	10%			Q1 16/17: Off Target Idox system to be upgraded in July/August 16. Digital Services and others in both East Lothian Council and Midlothian Council will need to be consulted regarding the feasibility of potential integration of the two systems.	100%		
CE.S.07.02a		Trading Standards Partnership: The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators	New for 16/17	5%			Q1 16/17: Off Target Consultation to take place with both councils' Performance & Planning and taking account of any proposed national Trading Standards performance indicators being developed in conjunction with APSE (The Association for Public Service Excellence).	100%		
CE.S.07.03a		Trading Standards Partnership: The level of regular working from Fairfield House as base	New for 16/17	5%			Q1 16/17: Off Target. Undertaken steadily to recognise need for a pace of transition to allow staff to remain confident.	25%		
CE.S.07.04a		Trading Standards: Number of active interventions. Target is an estimate of the number of investigations likely to be undertaken, based on action in 2015/16	New for 16/17	17			Q1 16/17: On Target	35		

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.S.07.05a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: Number of logs made. We would expect in excess of 350 for the year, based on current performance.	New for 16/17		115			Q1 16/17: On Target	350	
CE.S.07.06a		Trading Standards: Number of primary inspections conducted	New for 16/17		38			Q1 16/17: On Target	125	
CE.S.07.07a		Trading Standards: Number of criminal investigations instigated	New for 16/17		4			Q1 16/17: On Target	10	
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days	New for 16/17		86.3%			Q1 16/17: On Target	80%	
CE.S.07.09a		Trading Standards: Percentage of tobacco retailers visited annually.	21%	5.6%	14.8%			Q1 16/17: On Target	10%	
CE.S.07.10a		Trading Standards: Participation in safety initiatives	New for 16/17		0			Q1 16/17: On Target Target is 3 for the year 16/17	3	
CE.S.08.01a	08. Performance improvement	% of managers who feedback on increased/improved support from performance team	New for 16/17					Q1 16/17: Data Only This years data will provide baseline for future performance. Customer satisfaction survey during Q2		
CE.S.08.02a	08. Performance improvement	Number of Indicators being used at each level	New for 16/17		N/A			Q1 16/17: Data Only This year's data will provide baseline for future performance. Analysis during Q2		

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.S.08.02b	08. Performance improvement	Number of key indicators relating to improvement actions rather than mainstream business	New for 16/17	9			<b>Q1 16/17:</b> Data Only This year's data will provide baseline for future performance  9 management areas have individual monitoring of team plans within the council performance management information system			
CE.S.08.02c		Increased use of operational indicators in management meetings to track performance	New for 16/17	10			<b>Q1 16/17:</b> Data Only This year's data will provide baseline for future performance. Currently 2 new team plans created and 8 reviewed for use in management meetings.			
CE.S.09.01a	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of young people employed on traineeship	New for 16/17	1			<b>Q1 16/17:</b> Complete One traineeship within team	1		
CE.S.10.01a	10. Poverty levels in Midlothian overall are below the Scottish average	Number of Welfare Claim tribunals attended	New for 16/17	38			<b>Q1 16/17:</b> On Target	124		
CE.S.10.01b		Number of Welfare Rights referrals received per quarter	New for 16/17	180			<b>Q1 16/17:</b> Off Target	600		
CE.S.11.01a	11. Citizens are engaged with service development and delivery	Deliver the 21 capacity building actions identified in the Communities Team contribution to the CLD (Community Learning and Development) Regulations	New for 16/17	4			<b>Q1 16/17:</b> Off Target Of the 20, 4 are complete, 5 no progress, 11 some progress to date.	21		
CE.S.11.02a		Complete all 16 Neighbourhood Plans and agree a schedule of review	New for 16/17	15			<b>Q1 16/17:</b> On Target 15 of the 16 Neighbourhood Profiles complete, Moorfoot no progress, schedule of reviews being negotiated individually will have a schedule completed for reporting by Q3.	16		

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.S.11.02b	11. Citizens are engaged with service development and delivery	Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	New for 16/17	11				<b>Q1 16/17: On Target</b> - Bonnyrigg, Lasswade and Poltonhall (2 Community Council Areas)– two cinema evenings have been held at The Lasswade Centre - Dalkeith and Woodburn; produced Community Action Plan 2016-21 with Coalfields Regeneration Trust and distributed £40,000 to local projects - Damhead – 12 residents took part in a little pick where they collected 45 bags of litter. - Danderhall; refreshed double yellow lines on roads - Eskbank and Newbattle; produced and distributed an information booklet on local services - Howgate Parish Church granted a substantial area of land for community use as a result of the Neighbourhood Planning. - Loanhead – Memorial Park, railings repainted, signage and community information panel installed - Mayfield – In It Together group formed to address Town Centre Regeneration – 1 Funding application submitted - Newtongrange – Draft Community Profile produced for consideration by community groups - Rosewell – quarterly litter picks have been organised with approximately 10 members of the community - Tynewater – Community based Internet coverage set up in Cousland	45	
CE.S.11.03a		All 16 Community Councils to adopt the revised constitutions	New for 16/17	3				<b>Q1 16/17: Off Target</b> 3 no progress, 6 in progress, 5 with Legal Services for review/approve and 3 complete.	16	



PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.S.12.01a	12. Midlothian is an attractive place to live, work and invest in	When a Local Biodiversity Action Plan has been drafted and a programme of action has been identified	New for 16/17	10%				<b>Q1 16/17: Off Target</b> The Local Biodiversity Action Plan (LBAP) has not been drafted to date – this work is scheduled to commence in Q2.	100%	
CE.S.12.02a		The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	New for 16/17	80%				<b>Q1 16/17: On Target</b> 80% of planning applications were determined within target.	80%	
M.SG.CE.10.01a		When the MLDP has been submitted to the Scottish Government. The MLDP is the Council's spatial strategy and provides certainty to businesses and residents	New for 16/17	No				<b>Q1 16/17: Off Target</b> The evidence and response to outstanding issues (Schedule 4s) are being prepared and the Proposed MLDP is scheduled to be submitted to the Scottish Government in August 2016.	Yes	

# Local Government Benchmarking Framework - Communities and Economy



The LGBF data for 2015/16 will be published by the Improvement Service in January 2017

## Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-CORP5b2	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site (LGBF)	55.90 hours	22.10 hours	25.23 hours	1.83 hours	0.65 hours	Data will be published in January 2017	14/15 Rank 8 (Top Quartile) 13/14 Rank 15 (Second Quartile)

## Economic Development

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value		
P-ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)			8	6.83	12.33	Data will be published in January 2017	14/15 Rank 15 (Second Quartile). 13/14 Rank 23 (Third Quartile)

## Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-ENV5a	Cost of Trading standards per 1,000 population. (LGBF)			£4,273.50	£4,368.36	£8,189.31	Data will be published in January 2017	14/15 Rank 27 (Bottom Quartile) 13/14 Rank 13 (Second Quartile)
P-ENV5b	Cost of environmental health per 1,000 population. (LGBF)			£8,855.65	£13,282.17	£9,697.25		14/15 Rank 3 (TOP Quartile) 13/14 Rank 9 (2nd Quartile)