

Midlothian Profile



Cost of living - UK

Energy costs increased by **54%** in April 2022.

Petrol prices increased by **29.73%** and Diesel prices increased by **37.1%** from May 21 to May 22.

Inflation – The Consumer Prices Index (CPI) rose by **9%** in the 12 months to April 22, up from 7% in March.

Total population 93,200 Males **44,800** and females **48,400**

Between **2018 and 2028**, the population of Midlothian is projected to increase by **13.8%** to **103,945** compared to **1.8%** for Scotland as a whole. *(2020)*



Economy

Employment levels are above Scottish average with **48,000** people in employment *(2021)*

Midlothian's unemployment rate (model based) between Oct 20 to Sep 21 stands at **3.4%** and is below the Scottish (4.2%)

Midlothian has **2,720** businesses. **89.9%** small employers, **3.7%** medium and **6.4%** large. *(2020)*

Job density is **0.59** (this means that there are 59 jobs for every 100 people aged 16-64) *(2020)*



Earnings

Full time average gross weekly pay is **£598.60** of people living in Midlothian *(2021)*

There are **3,095** people claiming out of work benefits, the highest level of claimants since the 1990's. In November 2020, a total of **7,155** households in Midlothian were on Universal Credit.



Health and wellbeing

24.2% of adults had a limiting long term condition in Midlothian *(2019)*

In 2020 the leading cause of death for males was ischemic heart diseases **(14.5%)**

The leading cause of death for females was dementia and Alzheimer's **(12.9%)**



Households

40,137 households in Midlothian *(2020)*

By 2028, Midlothian is projected to have the **highest** percentage change in household numbers out of all 32 council areas, an increase of **16%** compared to 4.9% for Scotland as a whole. *(2020)*



Inequality

24% of children are living in poverty in Midlothian

Midlothian has lower than Scottish average levels of social exclusion. However, geographic pockets of multiple deprivation remain, particularly within the **Central Dalkeith/ Woodburn, Mayfield & Easthouses, and Gorebridge** areas. Two areas within **Bonnyrigg and Loanhead** also now emerging as areas of concern.



Climate emergency:

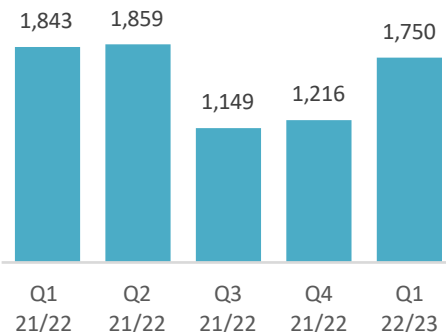
While industry and commerce account for **21.2%** of carbon emissions in Midlothian, the biggest sources of carbon emissions are still **domestic heating (36.9%)** and **transport (36.6%)**

Place Q1 22/23 performance report

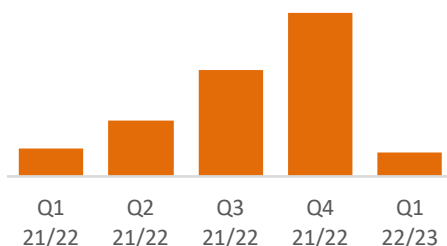
A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Trend Data

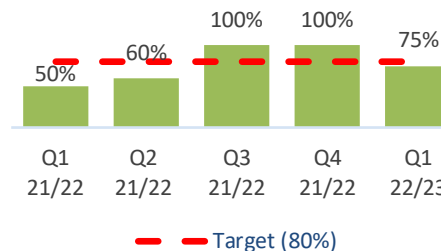
Number of complaints received



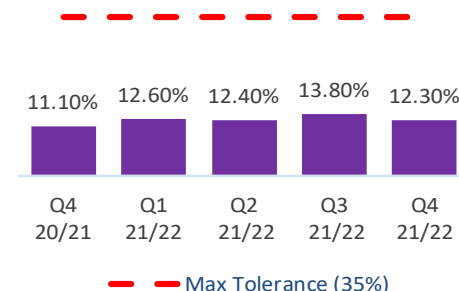
Total savings in street lighting carbon emissions (Tonnes) (cumulative)



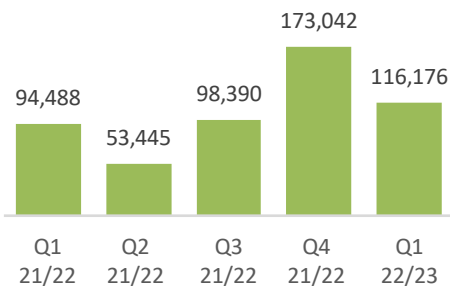
% of building warrant assessments processed within 10 days rather than nationally adopted target of 20 days



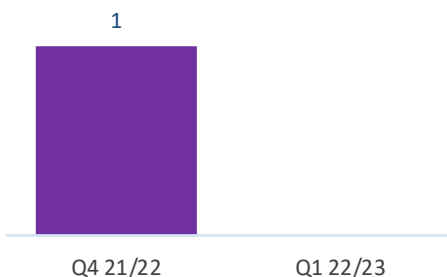
% of waste going to landfill per quarter



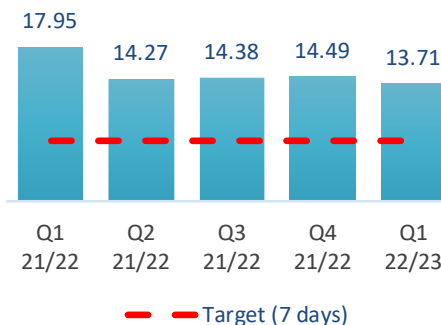
Number of Free school meals provided (Primary 1-5) (quarterly)



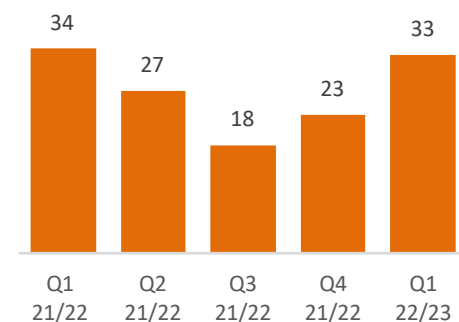
Number of environmental awards e.g. Green flags



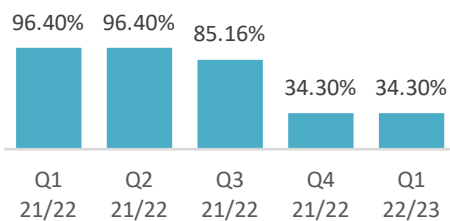
Average days to complete non-emergency repairs



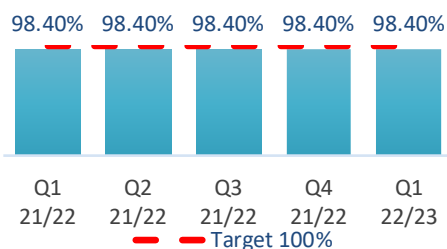
Number of out of control dog investigations conducted



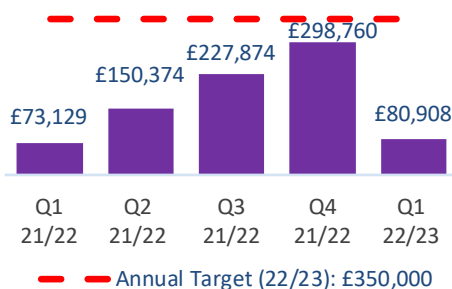
% of Councils housing stock meeting Scottish Housing Quality Standard (SHQS) criteria (Target 100%)



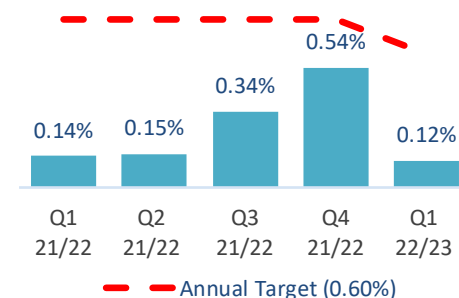
% of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria



Reduce expenditure on staff Travel costs



% of the footpath network resurfaced



Building Services

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

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

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

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

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

Key highlights

Building Standards continues to provide a high level of customer satisfaction against an increasing demand by co-ordinating working arrangements with partners, monitoring performance, identifying any dips, publishing information on this together with any remedial action, identifying customer needs and ensuring appropriate resources are available to meet those needs.

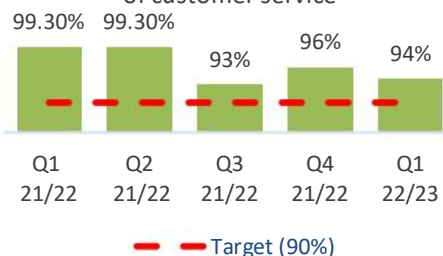
Capital programme: In relation to our ambitious affordable housing programme, in total there were 334 site starts during 21/22 with 154 homes continuing construction into 22/23. In total, Midlothian Council attracted over £15m of Scottish Government grant funding into its affordable housing programme last year. This includes the largest Passivhaus programme in Scotland, with 182 homes to be built to the exacting Passivhaus standard, in line with Midlothian Council's Net Zero Housing Design Guide. This ensures exceptionally high levels of energy efficiency and low utility bills for our residents. Progress is underway to fully open the newly conversion of Jarnac Court and will soon be providing temporary housing accommodation. The Education Learning Estate Strategy programme continues to progress this quarter and currently covers approximately 30 projects at various stages of development. A public consultation exercise was completed for the A701 Relief Road and that project is also progressing, with the imminent selection of a preferred route and publication of the Stage 2 Scottish Transport Appraisal Guidance report. Utilising the Place Based Investment Fund, we have also invested in further public realm upgrades in Penicuik Town Centre, a new mobile library bus and a pop-up park in Newtongrange Town Centre. For the Town Centre Capital Fund, of the seven applications approved (£910,000) all projects are now complete with Penicuik Town Hall finishing this quarter.

Areas of improvement

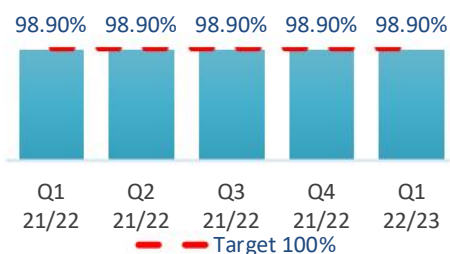
Building Standards continues to receive a high level of building warrants and requests for site inspections, specifically those relating to the housing development sector. Although the percentage of building warrants assessments is off target, the service continues to look at ways to reduce the impact of site inspection requests and where ever possible undertake virtual inspections. Also review the way housing developers interact and provide required supporting documentation to allow the acceptance of completion certificates.

Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses have been identified as failing the Energy Efficiency Standard for Social Housing (EESH). We have reduced these failures from 431 to 160 to meet the 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS from the 31st March 2022 we have found that 4733 fail assessment and therefore we currently have 34.3% meeting standard. It should be noted that 100% of smoke alarms comply with current legislation. Contracts are in process to address the EICRs and 160 properties for EESH.

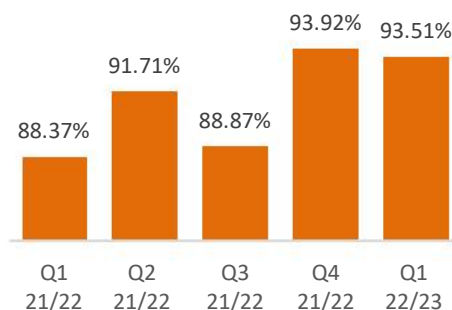
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



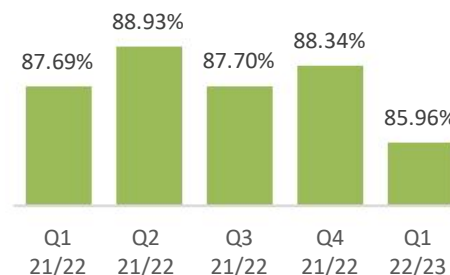
% of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria



% of completed first priority repairs within target of 24hrs



% of completed second priority repairs within target of 7 days



Property and Facilities Management

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

Support the delivery of the Economic Renewal Strategy through the letting and sale of Property Investment Account properties.

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

Continue to deliver Building Rationalisation and hybrid working.

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

Increase revenue throughout the commercial sector of catering services.

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

Key highlights

Energy: Work continues with Midlothian Energy to develop business case options for addressing building fabric and energy decarbonisation of the existing estate.

Hopefield Economic Development Site

Report submitted to Council to proceed with outline feasibility proposals and was approved. Work will now begin to develop proposals to a full business case and outline planning submission stage. Further proposals to expand the Property Investment Account holdings are also being considered.

Asset Valuation: Asset Valuation was completed and submitted to Finance this quarter.

A total of 239,193 schools meals were provided during quarter 1 for nursery, primary and secondary schools. Cleaning Services continue to provide enhanced cleaning, fogging, touchpoint cleaning and additional Janitorial support across all Council Buildings. In addition, cleaning services were awarded cleaning contracts for Melville Housing.

Areas for improvement

Stobhill Depot: Progressing the Masterplan and optimising the site value to provide support funding for the proposed new depot as we now initiate pre planning discussions, these may prove challenging as the proposed alternative uses, and options raise planning concerns which will need to be worked through but that are vital in optimising the value of the site in support the overall budget.

Energy & Net Zero: International instability are impacting on energy prices and Midlothian current reliance on Carbon based fuel and lack of historical investment in alternative energy sources makes us potentially vulnerable increasing and fluctuation prices. Current framework contract agreements are currently protecting the Council from significant increases. We continue to monitor usage but this will be an ongoing challenge for the foreseeable future, with the need to also invest in fabric improvements and Net Zero also presenting a corresponding technical, financial and resource challenge.

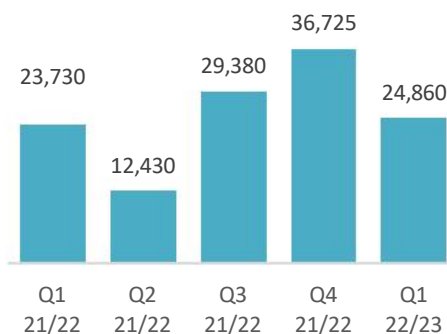
Asset based

Modern

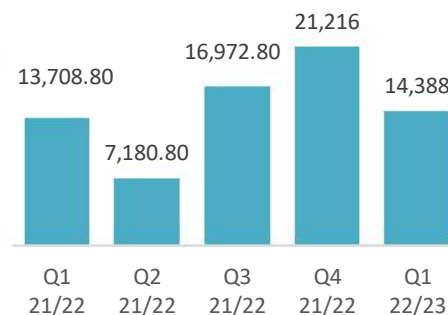
Hub and Spoke

Preventative

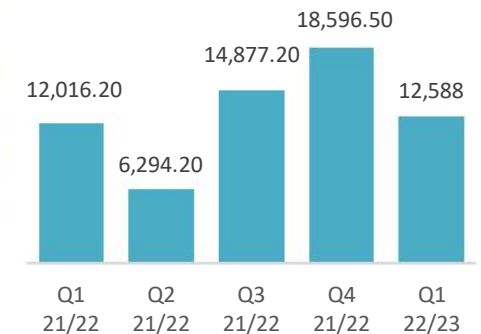
Total hours used for cleaning
in **primary schools**



Total hours used for cleaning
in **secondary schools**



Total hours used for
Janitorial services in schools



Housing

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

Key highlights

Midlothian Council's updated Rapid Rehousing Transition Plan (RRTP) was submitted to the Scottish Government at the end of June 2022 which sets out key actions for delivery in 22/23 and addresses the next phase in transforming the services provided to meet housing need. These activities are crucial to reduce the time spent in temporary accommodation, improving the quality of temporary accommodation provided, continue to deliver Housing First and improve the health and wellbeing of those most vulnerable households. The plan also explains how Midlothian Council will address the next phase of its approach to transforming the services provided to those in housing need by developing other initiatives during 2022/23 and into 2023/24, with an emphasis on the prevention of homelessness, tenancy sustainability and early intervention.

During Q1 the number of households assessed as homeless or potentially homeless was 133, which is a 20% increase from this time last year (Q1 20/21). The number of cases provided with Advice and Assistance in Q1 was 237, which is an increase of 23% for the same period 20/21. There were 4,519 active housing applicants placed on the Common Housing Register at the end of this reporting period and 96 permanent homes have been provided to housing list applicants via the common housing register during this quarter. To aid the housing pressure, a further 22 temporary properties have been successfully changed to permanent tenancies this quarter.

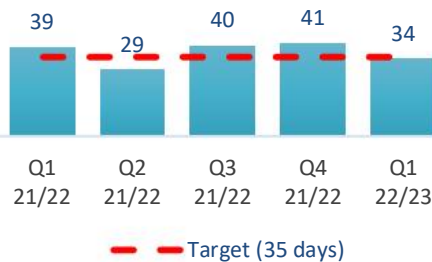
The handover of the new hostel accommodation at Jarnac Court completed in Q. This newly refurbished site has 22 rooms for temporary accommodation for our homeless customers. We are working in partnership with WITHYOU and plans are being progressed for the project to open fully and begin to provide both accommodation and support to our applicants.

Housing First Annual Check-up: In Q1 Housing Services met with Homeless Network Scotland and the Scottish Government to discuss our approach to Housing First in Midlothian. This review meeting was very positive with a number of areas of good practice.

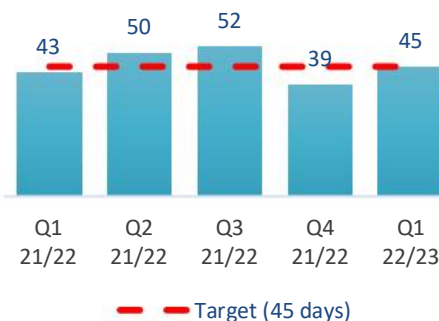
Areas for improvement

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

Re-let time temporary accommodation properties (Days)



Re-let time permanent properties (calendar days)



106 weeks wait time until homeless applicants receive a permanent housing option. *To note: The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024.*

88 weeks was length of time homeless applicants spent in Temporary accommodation. Lets to legacy homeless applicants resulting in increased time spent in temporary accommodation.

Neighbourhood Services

Transform service delivery through the adoption of digital and mobile platforms.
Improve and expand active travel and public transport for Midlothian residents.
Continue to progress actions to reach the Scottish Government targets to recycle 70% of all waste.
Develop a comprehensive asset database management plan for all Neighbourhood Services assets.
Continue to invest in the workplace across all Neighbourhood Services teams to develop sustainable career pathways and generic working model to grow talent and foster leadership opportunities.

Key highlights

Good progress with annual Capital Works Programme for carriageway resurfacing, 2.4km of carriageway has been resurfaced this quarter (0.34% of the total road network) including the Residential Streets programme. Procurement commenced for a new contractor to deliver the lighting column replacement programme (with a target of 537 replacements expected to be met this year) as well as replacements planned for Sheriffhall Park and Ride. Progress has been made with the purchase of additional deployable CCTV units (as agreed by Council earlier in 2022), as well as the tender for traffic signalling and the public domain CCTV estate.

Holistic

Following a successful funding bid to the Scottish Government's Recycling Improvement Fund, the in-cab units for Waste Services to progress their 'Digital Depot' workstyle have been received. Waste are now progressing the installation of the units in waste collection vehicles to increase efficiency through real-time reporting of service issues. The pre-planning application was submitted to extend the Waste Transfer Shed at Stobhill Depot for the potential future collection of two streams of recycling. A further 3,540 customers have signed up to the chargeable garden waste collection service this quarter totalling 18,246 so far. In addition, 328 customers signed up to receive trade waste/recycling collections in 2022/23.

Sustainable

Land Services have been completing projects across the county including Easthouses Park, Millerhill Park, Kings Park and the tender evaluation for North Middleton pump track. New path works at Straiton pond also commenced this quarter. Alongside this, the team has been undertaking work including drainage and path repairs at Vogrie Country Park, Rosewell walk way, Roslin Glen and Waterfall Park and green flag submissions were made this quarter for Loanhead Memorial Park and Vogrie Park.

Preventative

Work has been undertaken to improve the standard of shrub beds. Shrub beds in prominent locations have been barked to aid weeding and improve aesthetics. In addition, landscaping have ensured grass cutting standards are good across Midlothian benefiting from lessons learned during the pandemic and some additional cut and lift tractor grass cutting equipment financed by the Scottish Government's capital Nature Restoration Fund.

One size fits one

Areas for improvement

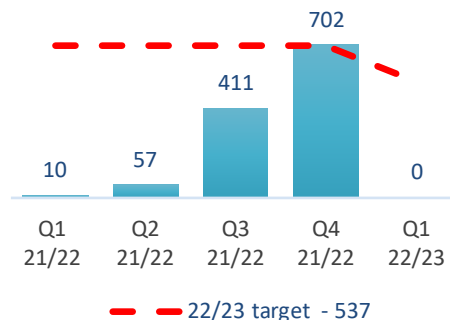
Progress with annual Capital Works Programme for footway resurfacing due to focus on carriageway works is marginally off target this quarter. 0.82km of footway resurfaced to end of Q1. This includes work carried out as part of the Residential Streets Programme. Domestic residual waste collection tonnages remain high and recycling rates have not increased this quarter which is a continued trend from the COVID pandemic.

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

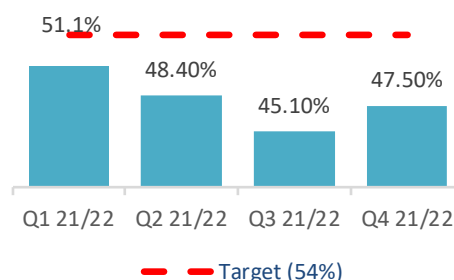
8.2% of Council fleet which is 'Green'

100% of all street lights completed within 7 days

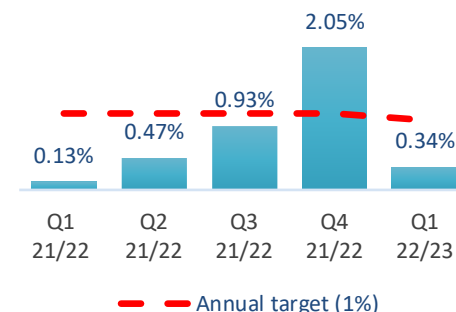
Number of lighting columns replaced (cumulative)



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



% of total road network resurfaced (cumulative)



Planning and Economy

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

Key highlights

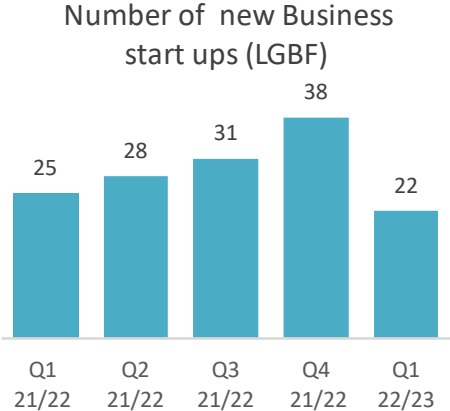
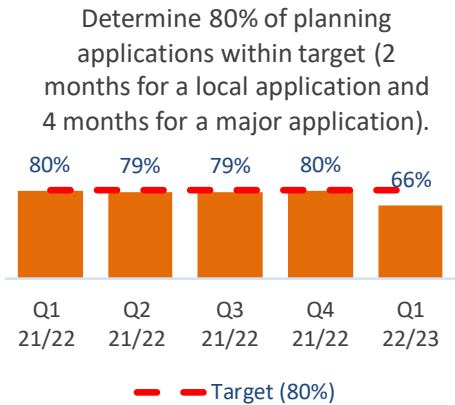
The Business Gateway service continues to be digitally delivered. Advisers have attended local networking events with partners to increase service reach. We have exceeded each target set for the 3 areas of business support demonstrating a level of recovery but data shows that there are still concerns around supply chain, labour shortages and Covid borrowings. We have supported 8 clients that were not aware of social enterprise as a model but did have social or environmental aims -all 8 have now expanded their initial ideas and set up as Community Interest Companies, and continue to access adviser support as they develop their social enterprises. Plans are in place for the virtual delivery of community enterprise sessions across Midlothian in 2022/23 contributing to Community Wealth Building objectives.

We have continued to maximise opportunities to support recovery of the tourism sector by supporting the development of the tourism forum's digital presence and representation on the steering group. A member benefit has been included with a quarterly roundtable meeting with Economic Development and Business Gateway to raise challenges and opportunities- early intervention in new initiatives can help accelerate those that will encourage more visitors to Midlothian. Business Gateway has referred 40 businesses to Midlothian Tourism Forum and membership is now at 55.

The Tyne Esk LEADER Scottish Rural Parliament project is now completed with a Midlothian/East Lothian needs based funding strategy produced. This will help to inform the way forward with the new fund 22/23 and beyond. Close links with communities have been fostered and communities are open to further engagement with the Scottish Rural Parliament. Opportunities that may arise are with the Scottish Rural Youth Task Force/Scottish and Rural Islands Youth Parliament for young people, with Tyne Esk as potential first hosts, and Scotland's Older People Assembly for older people.

In quarter 1, the Planning Service lead a number of training sessions as part of the elected member induction programme, to inform the business of Local Review Body and Planning Committee, as well as preparation for the development of the next Local Development Plan. This quarter Prior to summer recess, the Planning Committee granted planning permission for the erection of 24 business (Class 4) units, a drive-through coffee shop(with associated car parking, access roads and drainage infrastructure)an application for planning permission in principle for a further three Class 4 plots all situated on land to the south of Sheriffhall roundabout. Permission was also granted for the erection of a retail food store of 1878sqm floor space (Class 1) and formation of access roads, car parking, and associated works on land at the junction of the A701 and Pentland Road, Old Pentland, Loanhead. The Committee also approved Conservation Area Character Appraisals and Management Plans for the Eskbank and Ironmills Conservation Area and the Newtongrange Conservation Area and Supplementary Guidance for Low Density Rural Housing.

Areas for improvement: An ongoing challenge with the impacts yet to be realised in full will be migrating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the South East of Scotland which leaves Midlothian and the other Council's in the region without an up to date strategic development plan.



Protective Services

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

Key highlights

- Midlothian Council Asymptomatic COVID-19 Testing Programme commenced in 2021 with a team of staff recruited, trained and testing delivered across various sites throughout Midlothian. Much focus for staff in Protective Services has been placed on the COVID testing programme. As of this quarter ATS testing concluded in accordance with Government direction.
- As a result of active involvement or advice by the Trading Standards Service, refunds of at least £12,500 were made to consumers this quarter.
- 37 primary inspections were carried out this quarter. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Revised annual target for 22/23 is 150. Some fluidity is required in that existing premises cease trading and new premises open and may require inspection. Also, new businesses found can also be inspected.
- A total of 53 Trading Standards consumer complaints were received this quarter with 48 completed and 43 completed within 14 days. Completion is not fully within service control as complainants and traders can be slow to respond to enquiries. Trading Standards seek to contact consumers and traders as early as possible to maximise time. In addition to consumer complaints, the service were proactive in accepting 19 Notifications from Advice Direct Scotland, the national call centre where 18 were complete.
- 33 out of control dog investigations were carried out this quarter. Although this figure remains similar to Q1 of 21/22, a significant number of investigations required statutory enforcement action compared to this time last year. The team successfully served notices in all incidents where sufficient evidence was available to demonstrate that a dog had been out of control. Rising figures could be as a result of an increase in less socialised dogs as a fall out from the pandemic.

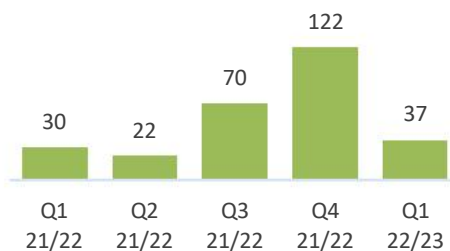
Areas of improvement

56.5% of public health requests were responded to this year, a reduction compared to 61.2% responded to in Q1 21/22. This is a result of the Environmental Health team being diverted to proactively deal with the COVID-19 pandemic. This figure reflects those cases where response has been recorded in the Data Management System. It is further impacted by a number of staff vacancies. A redress of the backlog will take place during Q2 in updating the Management System which may result in revised figures.

33.3% of dog control investigations required statutory enforcement action this quarter. A significant increase from **8.82%** in Q1 21/22.

56.5% of all Public Health service requests responded to this quarter.

Number of primary inspections conducted (quarterly)



% of consumer complaints completed within 14 days (cumulative)

