

Performance Report Quarter Four 2018/19

Progress in delivery of strategic outcomes

The overarching aim of the Communities and Economy Service is to support, protect and develop communities in Midlothian through demonstrable improvements in their economic, physical and social environments and the report below highlights successes and achievements for the year 2018/19.

Building Standards

Building Standards is a regulatory function which provides services in relation to enforcement of building standards regulation including responsibilities concerning dangerous buildings/structures and the licencing of premises or events. Successes for 2018/19 include;

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.**

Planning Service

The Planning Service is responsible for the delivery of services in accordance with Town and Country Planning Regulations and the delivery of strategic and local development plans. The service also has the responsibility for the handling and determination of planning applications, planning appeals, the enforcement of planning controls and the conservation/enhancement of Midlothian's natural and heritage resources. The successes in 2018/19 include

- In 2018/19 the Planning Service determined 82% of planning applications within target, exceeding the nationally set target of 80%.
- Planning permission has been granted for over 1,000 new dwellings, new business developments and new infrastructure projects and as a consequence over £16m in developer contributions has been secured towards infrastructure and facilities across Midlothian.
- The Planning Service has worked in partnership with external agencies and interested bodies to develop a Local Biodiversity Action Plan (LBAP) which promotes biodiversity in Midlothian. The LBAP was adopted by the Council at its meeting of the Planning Committee in February 2019.
- £3.13m has been secured towards the Penicuik Heritage Project which includes environmental improvements and works to priority buildings in the town centre. The 5 year project has commenced with public realm improvements.

Communities Service

This service is responsible for the Council's statutory role in the Community Planning Partnership and the preparation of the single Midlothian Plan. The team has a lead role in supporting communities through the neighbourhood planning process, the Council Grants programme as well as Community Asset Transfer and participation requests.

Successes in 2018/19 include:

Working with 3rd Sector:

- New three year grants programme and allocation approved unanimously by elected members. Improved programme with less paperwork, more of a focus on reducing inequalities, more support for applicants and more equitable allocation across the sector with a particularly focus on supporting small grass-roots organisations.
- Communities Team have supported 273 third sector and community groups to increase their capacity, attract funding and improve their governance. Community Support Agreements are in place for groups that require extensive support.

Working with Communities:

- Secured £884,000 from the Scottish Government Capital Regeneration Fund to transform a derelict site in the centre of Rosewell into a vibrant community hub.
- More than 25,000 residents participated in a place standard consultation in Bonnyrigg, funded by the Scottish Government's Place Standard Conversation Fund. This will form the basis of a new community-led neighbourhood plan.

Welfare Rights Service:

This service offers advice and guidance in applying for benefits, benefit appeals and tribunal representation, debt and housing advice, maximising income and Specialist Macmillan benefits support. The team also supports other areas of the Council with training and assistance in working with people on benefits and welfare advocacy.

- Income Maximisation - Over £4.4m raised in additional benefits for Midlothian clients throughout the year.
- Support and training - Over 100 Council and 3rd sector employees have attended training and support services from the team in 2018/19.
- Pipeline project - Through ESF funding (European Social Fund) service has engaged with 91 clients to remove the barriers they face to employment and vocational training.

Working with Council:

- New asset transfer framework and governance structure in place to ensure compliance with the Community Empowerment Act and also to help achieve the savings in the Council's financial strategy.
- Elected members have agreed a way forward for their environmental funds to be allocated by PB. The £90,000 pilot will be in the Dalkeith Ward and then spread across the authority. This will have the Council achieve the 1% COSLA target.
- With funding from the Scottish Government 2639 people have participated in Cost of the School Day decision making and briefings with head teachers is starting to have traction in schools beyond the Participatory Budgeting process. This has been held up as sector leading practice by COSLA and the Scottish Government.

Awards/Nominations:

- Communities Team has been nominated by the Scottish Sports Futures for the Partnership of the Year Award for the work the undertaken to establish the Twilight Basketball programme.
- Communities Team 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.

Economic Development Service

The economic Development service is responsible for promoting economic development across Midlothian through the implementation of Council's Economic Development Plan. The Economic Development Service is currently made up of 3 discrete services; **the Leader Programme/Business Gateway** (both of whom are funded by Scottish Government and or European Funding) and a small **Economic Development staff** team. Due to a gap in the management of this service, staff have worked hard to ensure that we are delivering on the aim of improving outcomes for our communities. A new manager was appointed in February this year with the remit of ensuring a proactive service which capitalises on the opportunities afforded by Borders Rail/City Region Deal and the Science zone.

Successes in 2018/19 include;

- Formal sign off in City Region Deal
- Formal collaboration and 5 year investment plan agreed by council and key stakeholders operating within Midlothian Science Zone. (MSZ)

- £300k secured for tourism related activities – a digital marketing project and business support to create new products /experiences and drive international visits. Funding from LEADER Programme and Borders Railway Blueprint.
- Tourism Ideas Fund launched. 26 applications received and 12 projects awarded up to £5k to develop new tourism products/ideas or events to be delivered during 2019.
- Working with colleagues in Planning Policy contributing to the finalisation of the Employment Land Audit 2018
- A very successful Farmers Meeting was held on 5 February 2019 at the Stair Arms Hotel, Pathhead. There was over 50 people in attendance at this meeting – the highest attendance yet
- As of January 2019 Midlothian has achieved the highest level of take up of Superfast Broadband 59.02% (5,019 premises of 8,504 premises in the intervention area) as compared to Scotland overall at 51.12%

Business Gateway

Business Gateway undertook a range of activities to support the development of small businesses in Midlothian these included;

- Business Week Activities
- Business Breakfast with the Midlothian Innovation Centre
- Scottish Microfinance Fund surgery at Fairfield House
- Women into Business Workshop - Building a Successful Business
- Federation of Small Businesses (FSB) / Business Gateway Business Breakfasts - well attended c.30 – 40 businesses in attendance
- Running monthly surgeries with: Scottish Enterprise Wider Innovation and Scottish Microfinance Fund

Successes for Tyne Esk LEADER Fund include:

- Cornerstone Project at Newbattle Parish Church completed and launched –Community Venue developed and 3 jobs created
- Meadowmill Sports Centre in East Lothian project to be launched on 23rd March
- Track 2 Train Project in Newtongrange shortlisted as one of 10 projects in Scotland to be put forward for an ENRD sponsored Rural Inspiration Award awaiting final sign off re snagging.
- Newhall exclusive Wedding Venue at Carlops nearing completion

Trading Standards

The Trading Standards Service provides enforcement of customer protection legislation which includes animal health and welfare/weights and measures/internet selling/safety of consumer products/age restriction sales/counterfeit goods and consumer credit. Examples of work in this area 2018/19 included

- Working in partnership with ELC Trading Standards, Midlothian managed the East Lothian team up until the partnership ceased in March 2019. Assisted ELC in the recruitment of a suitable candidate to fill their vacant Principal TSO post.
- Scheduled risk assessed inspections of traders in Midlothian have been maintained. This covered legislation including Weights & Measures, Fair Trading, Pricing, Tobacco, Fireworks (conduct these jointly with the Fire Service or Police Licensing), Petroleum Safety and Animal Health.
- Free Call-blockers were installed in a number of homes where the householders had been subjected to troubling cold calls and were deemed to be vulnerable due to their age or infirmity. Full consultation with Social Work colleagues, where necessary.
- A local retailer was reported to the Procurator Fiscal for offences of selling fake postage stamps. Officers were assisted by Royal Mail investigators in what we believe was the first investigation and report of its type in Scotland.
- A further two reports were submitted to the Procurator Fiscal in the past year, both for offences under the Consumer Protection from Unfair Trading Regulations 2008.
- Illegally imported puppy from Hungary without genuine identification papers, was seized by officers under Animal Health and Rabies legislation. It had to be placed in quarantine for six weeks Investigations by ourselves and Edinburgh colleagues ensued and led to the discovery of a further two puppies from the same litter in the city. These puppies were also placed in quarantine. The seller is now subject to an investigation by Edinburgh Trading Standards.

Environmental Health

This service delivers public protection, regulation and enforcement through two teams. The Public health Team covers housing standards, general public health environment crime, contaminated land and licencing. The food and safety team delivers food safety, occupational health and safety, infectious disease control and licencing matters.

The successes 2018/19 include;

- Despite a 33% reduction in staff in the food and safety inspectorate EH managed to complete 100% of planned high risk food safety inspections for the year. Although about 82% of food businesses achieved broad compliance with the law, one food business operator was reported to the Procurator Fiscal for hygiene offences.
- EH issued 30 export certificates to assist food businesses sending food to non EU countries
- Eighteen months of preparations for the new residential caravan site licence regime were completed with Members agreeing site fee and procedural reports. The application process is now underway. The new regime provides far greater protection for site residents through better regulation of site licence holders.
- Skin piercing and beauty industry “services” are becoming increasingly elaborate in Midlothian, with microblading, dermal planing and dermal rolling on offer as well as tattooing. All present risks of infection to the public if not properly performed. Environmental Health have intervened with a number of businesses during the year, bringing them under licensed control.
- EH staff have attended Safety Advisory Group meetings to assess the competency of event safety management plans.
- One seizure of THC contaminated hemp based food supplement was made (THC is the psychoactive component of cannabis). The manufacture of hemp based products is a developing industry with many health claims made for the ingredient CHD. EH staff are now involved with scrutinising the safety and legality of the products of a major manufacturer that has set up in Midlothian.
- EH staff have been involved in a number of national working groups over the year to deal with emerging food safety issues including preparations for dealing with food exports following a “non-deal” exit from the EU, charging for food enforcement and changes to the way we assess the risk businesses present. -
- MLC Environmental Health selected to facilitate visits to private water supplies for delegates from the Drinking Water Quality Regulator for Scotland and the Regulators for the rest of the UK to assist in developing a new national risk assessment tool.
- EH staff monitored the bacterial and chemical quality of 33 of the 65 private water supplies in Midlothian. Processed grant applications for 6 properties and took enforcement action in relation to one private water supply to improve water quality and protect public health.
- Three Green dog walkers campaigns events took place in 2018 / 19 at Newbattle High School (x 2) and Flotterston to raise awareness and encourage dog ownership.
- Co-ordinated the response to contaminated land sites investigation reports for 55 new building sites, to protect 1360 new houses, 8 new schools and 8 new commercial developments.
- Investigated 140 reports of dog attacks / out of control dogs, which resulted in 20 Dog Control Notices being served, requiring dogs to be brought back under control to protect members of the public and other animals
- Processed 48 disabled grant applications for home improvements, including level access showers and stairlifts
- Arranged radon gas monitoring in 24 houses in Gorebridge (development affected by gas ingress) to protect public health of residents.

Challenges and Risks

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 (ESES CRD).
- Working effectively with colleagues to ensure effective engagement on Economic Development 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 project
- Maximising funding through the Wi-Fi4Eu project to deliver wireless connectivity in Midlothian

Environmental Health

Following the agreement of fees and procedures for residential caravan site licences work there will be an intense period of activity required in quarter 1 of 2019/20 to process the applications and determine licences. Depending on the outcome of applications this increased level of work may extend beyond Q1.

Food Standards Scotland have completely altered the way in which food businesses are risk assessed. The new scheme comes into operation in the first quarter of 2019/20. The way in which inspections are “rated” and next inspections programmed is changed. There will be time required to implement IT software changes. Two assessment schemes will have to run in parallel until all food businesses have been rated under the new system. Planning for the potential impact on the EH profession following a “no deal” departure from the EU indicates this will be very significant for LAs with fish and fish product exporters because of the demand for Export Health certificates. Midlothian has no businesses of this nature at present. However, similar concerns will need to be addressed in relation to the import of food from the EU. Port health checks may be deferred to inland LAs.

New private water supply regulations require an increased number of water supplies to be sampled to assess water quality and to communicate with relevant persons (landowners and supply users) to inform results and assist in securing improvements, where necessary to protect public health. The actual number of samples taken in 2018 fell short of that required, with only 71% of the required samples actually taken. Local Authority performance is monitored by the DWQR and published in their annual water quality report. The follow-up of failed water supplies due to bacterial or chemical contamination supplies is resource intensive.

Local Authorities have new duties implemented under 2017 Water Regulations, requiring all larger private water supplies and commercial private water supplies to be risk assessed by 2022. 94% of supplies still require to be risk assessed in this time frame.

Fly Tipping

An increased number of fly tipping cases are being reported, thought to be due to increasing landfill tax costs, with an investigation ongoing currently to target businesses fly tipping garage waste, including tyres and oil at several locations.

Noise

The decision to delete the Community Safety Service is expected to have an impact on the Public Health Team, particularly with regards to service requests regards noise from private sector residential properties. Discussions are ongoing with colleagues in the Health & Social Care Directorate regards arrangements going forward.

Building Standards

Meet the challenges outlined in the verification Performance Framework 2018

Planning

- Responding to changes to the Planning System which will result from the Scottish Government Planning Review.
- Maintaining a frontline Planning Service with vacant posts, uncertainty over future budgets and increasing demands and expectations of the service. . 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

Communities and Economy PI summary 2018/19



Making the Best Use of our Resources

Priorities	Indicator	2017 /18	Q1 2018 /19	Q2 2018 /19	Q3 2018 /19	2018/19				Annual Target 2018 /19	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£3.5 15m	£3.4 64m	£2.9 67m	£2.8 85m	N/A		18/19: Data will be available when it has been verified and has been presented to the Council.		£3.5 34m		
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.98	1.97	2.73	3.59	4.92		18/19: Off Target Although off target Q4 result is the strongest absence figure in the last 7 years.		4.50	Number of days lost (cumulative)	391.8
											Average number of FTE in service (year to date)	79.71

Corporate Health













Priorities	Indicator	2017 /18	Q1 2018 /19	Q2 2018 /19	Q3 2018 /19	2018/19				Annual Target 2018 /19	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
03. Complete all service priorities	% of service priorities on target / completed, of the total number	75.7 5%	91.6 7%	91.8 4%	89.8 %	77.5 5%		18/19: Off Target 38 of 49 actions on target or complete in Q4 18/19.		90%	Number of service & corporate priority actions	49
											Number of service & corporate priority actions on tgt/completed	38
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	95%	95%	95%	93%		18/19: Off Target We have identified the Services where late invoices have been paid and put in place plans to ensure future compliance.		95%	Number received (cumulative)	489
											Number paid within 30 days (cumulative)	453
05. Improve PI performance	% of PIs that are on target/ have reached their target.	52.1 7%	79.5 5%	79.4 9%	82.0 5%	73.6 8%		18/19: Off Target 28 of 38 targets met in 2018/19.		90%	Number on tgt/complete	28
											Total number of PI's	38
06. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	0%	0%		18/19: No high risks to review this quarter, all medium risks have been reviewed.			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	Q1 2018/19	Q2 2018/19	Q3 2018/19	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%	0%	0%	33.33%	66.67%		18/19: Off Target Audit actions around Climate Change have not been progressed due to other work priorities. However report to Cabinet & Scottish Government submitted in November 2018.		90%	Number of internal/external audit actions on target or complete	8
											Number of internal/external audit actions in progress	12

Communities and Economy Complaints Indicator Summary


Commitment to valuing complaints

Indicator	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19			Annual Target 2018/19
	Value	Value	Value	Value	Value	Status	Note	
Number of complaints received (cumulative)	23	9	20	27	32		18/19: Data Only	
Number of complaints closed in the year		7	18	25	28		18/19: Data Only	
Number of complaints upheld (cumulative)		3	5	5	6		18/19: Data Only	
Number of complaints partially upheld (cumulative)		0	1	2	3		18/19: Data Only	
Number of complaints not upheld (cumulative)		3	10	16	20		18/19: Data Only	
Average time in working days to respond to complaints at stage 1	6.2	4.71	8.06	6.95	7.96		18/19: Off Target Work is ongoing within the service to bring complaints in line with targets	5
Average time in working days to respond to complaints at stage 2	9.33	0	0	31	26.5			20
Average time in working days for a full response for escalated complaints		0	29.5	24.33	24.33			20
Percentage of complaints at stage 1 complete within 5 working days	55%	57.14%	56.25%	66.67%	59.26%			95%
Percentage of complaints at stage 2 complete within 20 working days	100%	0%	0%	0%	0%			95%
Percentage of complaints escalated and complete within 20 working days		0%	0%	33.33%	33.33%			95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (cumulative)		0	0	2	2		18/19: Data Only	


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		100%	18/19: Complete 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	30-Jun-2019		95%	18/19: Off Target Draft review agreed by CMT in Q2, implementation to complete for end of April 2019.
CE.P.1.3	Complete a review of the Environmental Health Service	30-Jun-2019		66%	18/19: Off Target Review due to complete in Q2 19/20. 2018/19 Savings 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		100%	18/19: Complete Self-evaluation / initial consultations completed and structure options prepared. Savings for 2018/19 achieved through VSER, Staff departures and income. Review due to complete in Q2 19/20.
CE.P.1.5	Work with partner authorities to implement a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2019		100%	18/19: Complete City Deal signed by all parties. 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		100%	18/19: Complete 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		100%	18/19: Complete 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		100%	18/19: Complete Implementation continuing including through Business Gateway, Supplier Development Programme, Regional Selective Assistance, BIDS and tourism initiatives.
CE.P.4.2	Prepare and publish full review of Midlothian Economic Development Strategy	31-Mar-2019		100%	18/19: Complete This will be a product of the ongoing review of the Economic Development Service, expected in Q1 2019/20.

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		100%	18/19: On Target 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		85%	18/19: Off Target 100% of workplace incidents (requiring intervention) and service requests were attended to – 87% within time. Discretionary and Planned campaign inspection work has not been carried out in Q4, current priorities mean this will not be recovered in 18/19 nor carried forward into 19/20.



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		85%	18/19: Off Target Some inspections cannot be reported yet but are within the allowed 28 day window. At time of reporting <ul style="list-style-type: none"> all high risk food hygiene inspections for the year were complete. Medium and Low risk 38% are off target. High and medium risk food standards are 27% off target. 99% service requests attended to but the response times have slipped to 83% being within time. Food sampling work up to date.
CE.P.6.3	Implement the new Residential Caravan Site Licensing Regime	31-Mar-2019		100%	18/19: Complete 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. Two reports to members dealing with fees and procedural matter have been agreed. Applications forms have been issued to all sites.
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%	18/19: Off 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 voluntary registration scheme for professional dog walkers was to be brought before Cabinet in Q4 but this deadline could not be met due to conflicting demands. It is proposed to take this before Cabinet in Q1 2019/20.









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%	18/19: Off 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. Review of the Statement of Assistance could not be completed in Q4 due to conflicting demands. It is proposed to take this before Cabinet in Q1 2019/20.
CE.P.7.2	Ensure the Council works towards meeting the Clean Air for Scotland (CAFS) objectives	31-Mar-2019		100%	18/19: Complete Data collection for Midlothian Council's 2018 Annual Progress report 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 has been convened and, following air quality training for Planners and Transportation, the first meeting has taken place






Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					with a view to ensuring that the Council meets the Scottish Government Cleaner Air for Scotland objectives.
CE.P.7.3	Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2019		75%	18/19: Off Target Consultation continues with Procurement, with input from Legal Services and the Councils Insurer to update the peer review process, which uses consultants secured through Scotland Excel Framework to undertake contaminated land work. This is taking longer than anticipated due to queries with the Scotland Excel contract and ensuring the process fully meets Environmental Health requirements. An information document to assist the peer review process for phase 1 and phase 2 reports in relation to new development is being produced.
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		100%	18/19: Complete 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		100%	18/19: Complete 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		100%	18/19: Complete A new PTSO (Principal Trading Standards Officer) was appointed by East Lothian Council and took up post in February. The Trading Standards Partnership between East and Midlothian officially ceased on 4 March. A plan for mutual co-operation is to be developed.
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		100%	18/19: Complete Due to the Trading standards partnership between East and Midlothian ceasing it is unlikely now that both authorities performance measures will be brought into line.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		100%	18/19: Complete Officers continue to react to notifications of rogue traders in the area and when able take any appropriate action. Collaboration with the police and other agencies is routine. One investigation has resulted in a company from Paisley/Glasgow being reported to the PF for unfair trading practices, including aggressive behaviour.
CE.P.8.04	Intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2019		100%	18/19: Complete Although the number of logs are lower than last year input remains good and generally above that of most other LAs. Intelligence logging remains strong 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		100%	18/19: Complete
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		100%	18/19: Complete 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 or advised on their trading practices.
CE.P.8.07	Resolution of consumer complaints.	31-Mar-2019		100%	18/19: Complete The completion rate continues to be maintained.
CE.P.8.08	Enhanced tobacco enforcement.	31-Mar-2019		100%	18/19: Complete Variable progress. Unable to organise test purchasing, but routine advice visits continue. 36% (58 out of 163) of Midlothian's registered tobacco/NVP retailers have been visited in the year to provide advice on the legislation. In addition, four registered retailers were visited with the tobacco detection dog, provided free of charge (payment covered by SCOTSS) – no illicit tobacco detected.
CE.P.8.09	Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2019		100%	18/19: On Target There have been no further requests for call blockers, however they are promoted when the Trading Standards service participates in roadshows etc. The Midlothian Community Safety Partnership no longer exists as it once did and it is still to be seen how consumer safety issues, of relevance to Trading Standards, might be of interest to the newly formed Safer Midlothian Group. Participated in two Financial Harm events organised by the East Lothian and Midlothian Public Protection Office and involved in preliminary promotion.
CE.P.8.10	Develop the pest control service by expansion to non-residential property	31-Mar-2019		75%	18/19: Off Target Consideration of expansion of the pest control scheme indicates that there is no capacity to undertake additional work unless the FTE can be increased. The income targets are not being achieved. Discussion required in terms of the way forward.

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

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		100%	18/19: Complete 82% 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		100%	18/19: Complete 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 finalised LBAP was adopted by the Planning Committee at its meeting in February 2019.
CE.P.9.3	Draft a corporate climate change action plan.	31-Mar-2019		25%	18/19: Off Target Work on the Council's Climate Change Plan has commenced but has not been completed because of other work priorities. However report to Cabinet indicated that this work will be resumed in 2019/20.
CE.P.9.4	Investment and actions in town centre	31-Mar-2019		100%	18/19: Complete £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		100%	18/19: Complete 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		100%	18/19: Complete 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











Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					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	✓	100%	18/19: Complete ESF caselink clients funding will cease in May 2019, over the year 91 clients have been registered and received 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	✓	100%	18/19: Complete Work has begun to update the plans for the 3 priority areas, Mayfield and Easthouses was launched in Q4.
CE.P.11.12	Provide bespoke and online training via a new Learn Pro Module on the Community Empowerment Act	31-Mar-2019	✓	100%	18/19: Complete Training offered to 3500 staff via bulletin but uptake has been slow with only 40 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	✓	100%	18/19: Complete 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	✓	100%	18/19: Complete 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	✓	100%	18/19: Complete Work has begun. Midlothian has 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	✓	100%	18/19: Complete 914 support interventions completed in 18/19 to 273 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	✓	100%	18/19: Complete Work is ongoing with Primary Schools to develop new model. 2639 people have participated in Cost of the School Day Work with 62 projects receiving funding. Seminar with Elected members in January provided clear way forward to progress PB in relation to their environmental funds.
CE.P.11.8	Manage a clear process for community asset transfers	31-Mar-2019	✓	100%	18/19: Complete Asset Transfer Framework approved by Council. The council's first asset transfer approved in January 19. 25 Expressions of interest and three formal/completed requests pending a decision by the newly convened Asset Transfer Committee.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.P.11.9	Manage at least three capital programmes	31-Mar-2019		100%	18/19: On Target However, funding secured for two capital projects through the Scottish Governments Capital Regeneration Fund. Newtongrange "Track to Train" project underway, Rosewell community hub project commenced. A third Community was supported to apply for Capital Regeneration fund however they chose not to make final 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		100%	18/19: Complete Work is ongoing with Primary Schools to develop new model. 2639 people have participated in Cost of the School Day Work with 62 projects receiving funding.
P.IOM.CE.1.3	Research in-school child poverty measures and interventions.	31-Mar-2019		100%	18/19: Complete Research completed on update of free school meals at St David's Primary School and included in poverty plan. Other research placement on going about Care Experienced young people.
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%	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%	18/19: Complete Exceeding target for Participation More work needed to ensure community groups can directly inform CPP decision making.



01. Delivering Excellence - Economic









PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	25%	30%	50%	80%			18/19: Off Target Review due to complete in Q2 19/20 although savings already substantially made.	100%	
CE.P.1.4a	Processing of building warrant applications handled electronically at all stages	N/A	68.3%	70%	75%	71%			18/19: On Target Service is currently working between Electronic and paper based E-Building standards.	70%	
CE.P.1.1a	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	2	0	3	3	3			18/19: On Target Service reviews for Economic Development and Planning on target, Review of Environmental Health will be completed Q2 19/20. Budget proposals in all areas sent to CMT in Q4. Reviews due to complete in Q2 19/20 although savings already substantially made.	3	
CE.P.1.1b	Extent of savings achieved	£270,000.00	£133,000.00	£272,000.00	£272,000.00	£272,000.00			18/19: Data Only Figure represents full year savings projection.		
CE.P.1.2a	Completion of review of Economic Development Service	85%	50%	75%	75%	90%			18/19: Off Target Target completion for Q2 19/20.	100%	

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







PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	25	81	117	172			18/19: Data Only Borders Rail Corridor = A7 + A68 corridor = Danderhall, Dalkeith, Eskbank, Bonnyrigg, Rosewell, Lasswade, Newtongrange, Gorebridge.		
CE.P.2.1b	Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor (cumulative)	9	14	37	73	76					
CE.P.2.1c	Number of new businesses locating in Borders Rail Corridor (cumulative)	80	22	34	73	100					
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	23	74	115	139					

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



PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	3	9	10	17			18/19: Data Only		

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	4	7	7	7			18/19: Off 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	0	1	1	3			18/19: On Target	3	
CE.P.3.1d	Number of training opportunities created through LEADER (cumulative)	0	0	0	0	0			18/19: Data Only		
CE.P.3.1e	Amount of leader funding allocated	£1,330,339	£399,431	£592,154	£652,154	£852,364			18/19: Off Target Programme is now beginning its wind down so is promoting itself less to enquirers and not progressing new enquiries.	£1,026,967	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	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	25	81	117	376			18/19: Data Only		
CE.P.4.1b	Number of account managed businesses accepted by Scottish Enterprise (cumulative)	2	0	1	1	5			18/19: On Target	2	
CE.P.4.1c	Number of business related training workshops held	N/A	13	23	33	46			18/19: On Target	30	

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









PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.5.1a	Number of Easter Bush Development Board meetings held per annum	2	0	1	1	3			18/19: On Target Most recent meeting of EBDB held on 06/03/2019. 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	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
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	0	1	1	1			18/19: Off Target 100% of workplace incidents (requiring intervention) and service requests were attended to – 87% within time. Discretionary and Planned campaign inspection work has not been carried out in Q4, current priorities mean this will not be recovered in 18/19 nor carried forward into 19/20.	3	
CE.P.6.2a	% of food businesses deemed 'broadly compliant' with the food hygiene legislation	81%	82%	82.3%	81%	82%			18/19: Off Target Environmental Health managed to complete 100% of planned high street food safety inspections for the year. Although about 82% of food businesses comply with the law one food business operator was reported to the Procurator Fiscal for hygiene offences. Despite a reduction in staff in the food and safety team from 6 to 4.	84%	

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.6.4a	Dog owners observed during dog fouling patrols as picking up dog waste	0%	99%	99%	99%	99%			18/19: Data Only		
CE.P.6.3a	% of residential caravan sites licensed	100%	100%	100%	100%	100%			18/19: On Target All caravan sites are currently licensed.	100%	















07. There is a reduction in inequality in health outcomes

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	50%	50%	75%	100%			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	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%	66%	74%	86%			18/19: On Target	80%	
CE.P.7.5b	Undertake annual focus group meetings with local architects	100%	Annual Measure			100%			18/19: On Target		
CE.P.7.5c	Undertake annual one to one meetings with major developers	100%	25%	50%	75%	100%			18/19: On Target	100%	









PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	currently constructing within Midlothian										
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	95.6	93.3	93.6	97.7			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%	90%	90%	90%	100%			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%	
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%	25%	50%	75%	100%			18/19: On Target Preparatory work for the operation of this group has taken place. Meeting scheduled 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	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	75%	25%	50%	50%	100%			18/19: On Target Due to the Trading standards partnership between East and	100%	





PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	and an agreement by both to move to one set of identical indicators								Midlothian ceasing it is unlikely now that both authorities performance measures will be brought into line.		
CE.P.8.03a	Number of active interventions.	140	29	58	87	123			18/19: On Target Officers continue to react to notifications of rogue traders in the area and when able take any appropriate action. Collaboration with the police and other agencies is routine. One investigation has resulted in a firm of roofers from Paisley/Glasgow being reported to the PF for unfair trading practices, including aggressive behaviour.	115	
CE.P.8.04a	Number of logs made	365	73	132	203	274			18/19: Off Target Although the number of logs are lower than last year input remains good and generally above that of most other LAs. Intelligence logging remains strong and one of the highest in Scotland, but figures are dependent on justifiable intelligence.	360	
CE.P.8.05a	Number of primary inspections conducted.	153	46	69	105	193			18/19: On Target	125	
CE.P.8.06a	Number of criminal investigations instigated.	16	6	8	12	15			18/19: Off Target Trading Standards will always instigate Criminal Investigations where required.	16	
CE.P.8.07a	Percentage of consumer complaints completed within 14 days.	88%	88.7%	98%	98%	90.1%			18/19: On Target 73/81 consumer complaints dealt with within 14 days.	85%	
CE.P.8.08a	Percentage of tobacco retailers visited annually.	19.7%	14%	6%	15%	36%			18/19: On Target	20%	
CE.P.8.09a	Participation in safety initiatives	4	0	0	0	0			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	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.P.9.2a	Adoption of the LBAP	N/A	25%	50%	75%	100%			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 finalised LBAP was adopted by the Planning Committee at its meeting in February 2019.	100%	
CE.P.9.4c	Draft Supplementary and Planning Guidance as required by the Midlothian Local Development Plan.	N/A	25%	50%	75%	100%			18/19: On Target i) The Green Networks supplementary guidance, Special Landscape Areas supplementary guidance, Food and Drink and Other Non-Retail Uses in Town Centre supplementary guidance and Resource Extraction supplementary guidance have been drafted and adopted ii) the Housing Development in the Countryside and Green Belt supplementary guidance is subject to consultation.	100%	
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%	74%	83%	84%	82%			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%	20%	20%	20%	25%			18/19: Off Target Work on the Council's Climate Change Plan has commenced but has not been completed because of other work priorities.	100%	









PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
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			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	



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

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	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%	25%	50%	75%	100%			18/19: On Target 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	25%	50%	75%	100%			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	100%	





PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
									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.		



11. Delivering Excellence - IOM


PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	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	25%	50%	100%	100%			18/19: On Target	100%	
CE.P.11.11a	Robust plans that comply with the Locality Outcome Improvement statutory guidance	N/A	3	3	3	3			18/19: On Target These plans are targetted 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	81	81	220	273			18/19: On Target Target has been far exceeded.	80	
CE.P.11.8a	15 organisations are supported through an expressions of interest and all organisations	N/A	15	15	17	25			18/19: On Target Target has been far exceeded.	15	

PI Code	PI	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	2018/19				Annual Target 2018/19	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
	that apply for a formal transfer are responded to within the statutory timescales. An Asset Transfer Framework is approved by Council										
CE.P.11.9a	Additional funding secured, capital projects delivered	N/A	2	2	2	2			18/19: Off Target £1.244, 000 secured for two projects.	3	

Communities and Economies Service Risks

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.		Action plans from Staff survey to inform recruitment and training	18/19: On Target Each Service within ECE has a staff survey action plan in place.
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		Staff Consultation	18/19: On Target Staff survey action plans in place for all Services.
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		Community planning board and Sub groups	18/19: Regular meetings with Community planning board and updates from each subgroup are reported.
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.
				CE.RR.01-12a	18/19: All actions have been reviewed in Q4 2018/19.

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.			S75 officer continues to report to Management on developments.
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.		Brexit planning	18/19: Community planning are working with Community partners and 3rd sector to constantly monitor and plan for Brexit. Regular updates are being sent to Cabinet and Council.
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		Climate Change and sustainability adaptation	18/19: A joint report was sent to Cabinet in November detailing progress towards and timeline for meeting Climate Change Declaration.

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			

Published Local Government Benchmarking Framework - Communities and Economy



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	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
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	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	
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).