

Midlothian's profile



people live in Midlothian

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



18% of people are over 65

20% are under 16

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

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

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

1,100 people furloughed as of September 2021, 600 males and 500 females

Life expectancy at birth is:



Health Conditions

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



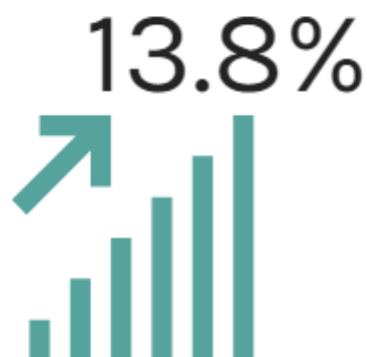
Females
81.7 years



Males
77.7 years

Midlothian's growing and ageing population

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



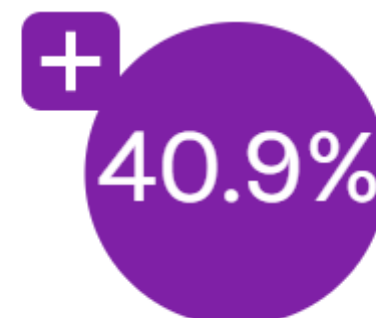
Population rise

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



Increase in households

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



Increase in over 75s

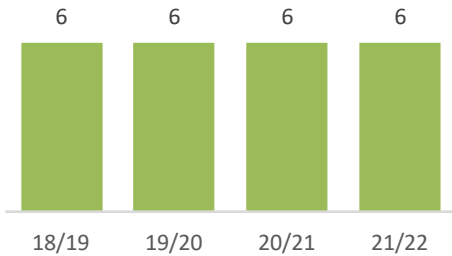
The 75 and over age group is projected to see the largest percentage increase (+40.9%). As people live for longer many more people will be living with frailty and/or dementia and/or multiple health conditions. This will pose challenges for all our health and social care services whilst also changing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

Place Q4 21/22 performance report

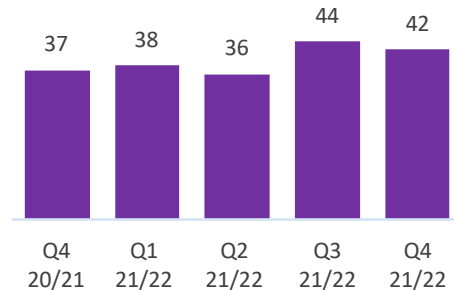
A full review of quarterly performance data is available via Pentana (Browser login link - <https://midlothian.pentanarpm.uk/login>)

Trend Data

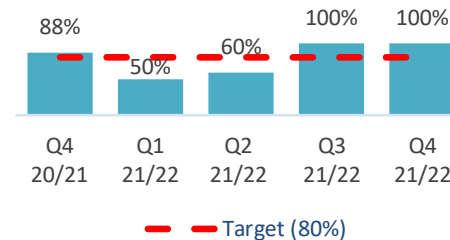
Number of parks for which quality plans have been implemented (cumulative)



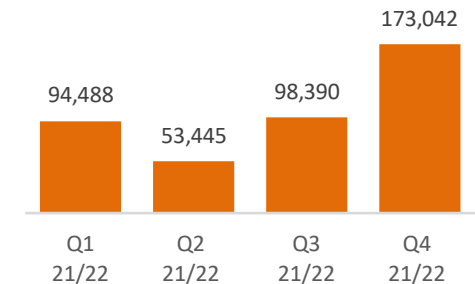
Number of intelligence logs made (quarterly)



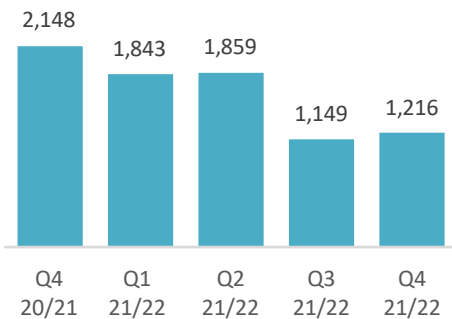
% of building warrant assessments processed within 10 days rather than nationally adopted target of 20 days



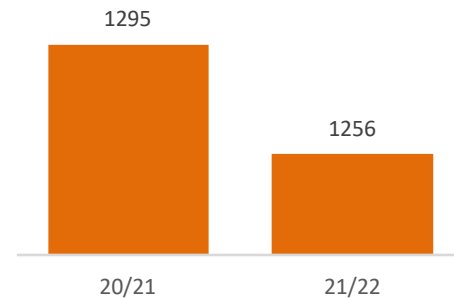
Number of Free school meals provided (Primary 1-3) (quarterly)



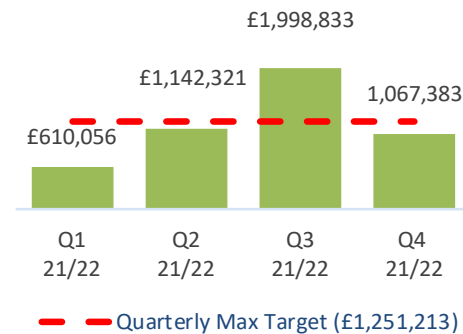
Number of complaints received



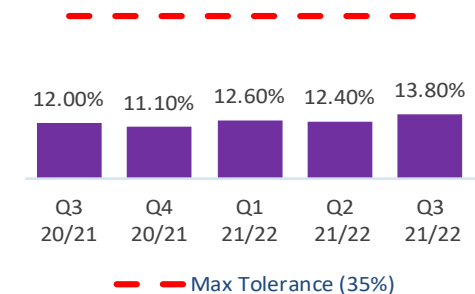
Total savings in street lighting carbon emissions (Tonnes) (cumulative)



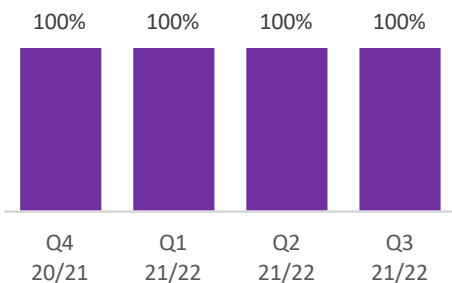
Achieve 5% reduction of target in transport costs



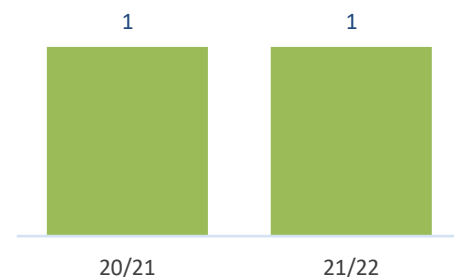
% of waste going to landfill per quarter



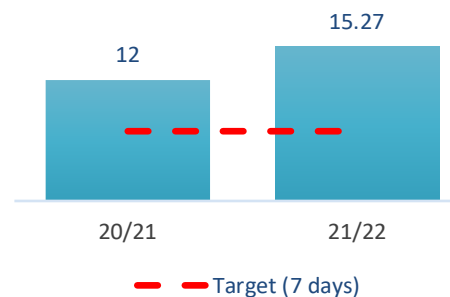
Proportion of fly tipping incidents removed within 5 working days



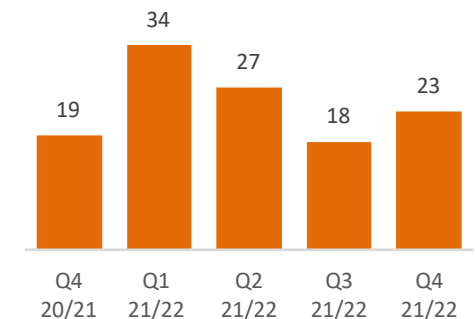
Number of environmental awards e.g. Green flags



Average days to complete non-emergency repairs



Number of out of control dog investigations conducted



Building Services

7 Targeted indicators, 3 data only indicators

5 off Target

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

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

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

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

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

Key highlights

This year Building Standards was awarded with a CSE (Customer Service Excellence award). The service were re-awarded the 31 compliance pluses gained over previous years, and gained an extra 3 compliance pluses.

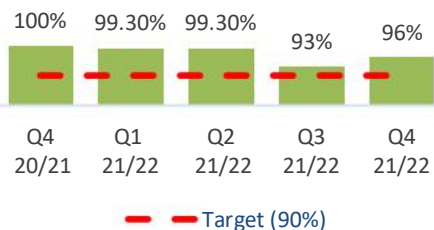
Capital programme: In relation to our ambitious affordable housing programme, in total there were 334 site starts in the year, with 180 homes completed. In total, Midlothian Council attracted over £15m of Scottish Government grant funding into its affordable housing programme in 2021/22. This includes 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. The conversion of Jarnac Court in Dalkeith is also now complete and will soon be providing temporary housing accommodation. The Education Learning Estate Strategy programme continues to progress this year and currently covers approximately 30 projects at various stages of development. Destination Hillend continues to move with the first package of works, relating to the upgrade of the junction at the entrance are now out to tender and relevant planning applications are progressing. 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.

Areas of improvement

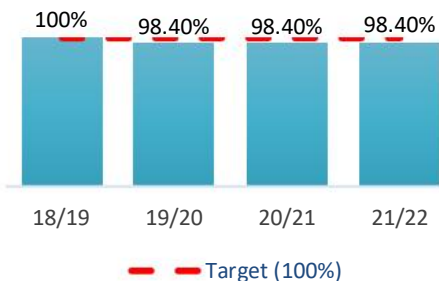
Average time to complete non-emergency repairs has remained off target (78 days) throughout this year. The yearly average taken across all quarters is 15.27 days. Whilst this indicator is off target there has been improvement over this year with completion times from 17.95 days in Q1 to 14.49 days in Q4. Suppliers are reporting production levels are improving to pre-COVID output but there are issues with delivery of materials and workforce challenges with contractors unable to meet demand.

Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards criteria, 431 houses were identified during Q3 as failing Energy Efficiency Standard Scottish Housing. 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 have 34.3% meeting standard due to this. It should be noted that 100% of smoke alarm devices comply with current legislation.

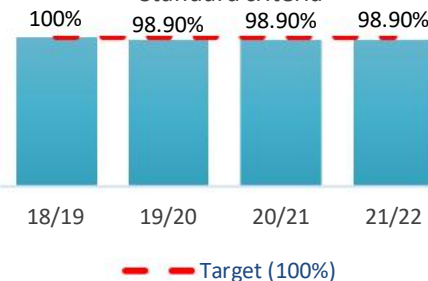
Satisfaction % relating to key areas in Building standards including those on delivery, timeliness, information, access and the quality of customer service



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



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



88.34% of completed second priority housing repairs within 7 day target during Q4

93.92% of completed first priority housing repairs within 24 hour target during Q4

Property and Facilities Management

0 targeted indicators

6 data only indicators

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

Support the delivery of the Economic Renewal Strategy through the letting and sale of 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

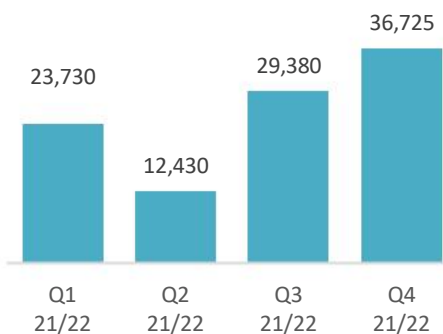
- **Net Zero:** coordination of the cross border consultancy project in relation to the Local Heat and Energy Efficiency Strategy (LHEES) and the appointment of consultants to assist in the development of the LHEES is in progress. Geospatial Information System staff are assisting with the sharing and collation of Heat mapping, Energy Performance Data (housing) and associated socio/economic data to inform LHEES and Energy Efficiency Standard for Social Housing programmes.
- **Property Asset web page:** In conjunction with the Economic Development Service, property enquiries web page was successfully launched this year, with improved enquiry forms and the facility to offer virtual viewings, leading to a significant increase in offers and enquiries.
- **Newtongrange Library:** Missives to acquire the site to the rear of the Parish Church are being progressed and a number of intrusive site surveys are currently being carried out in support of the suspensive conditions. The Head of Development is leading a community engagement exercise with the Church and local community on the proposal for the Library and wider area.
- **Energy Centre:** Positive progress made on the initial Midlothian Energy Limited business plan and initial capital projects. Key agreements progressing well with a view to securing Scottish Government funding and the construction of the new energy centre.
- School dining rooms re-opened this year to resume normal school meal provisions across primary and secondary schools. 195,924 Nursery meals provided, 488,133 Primary meals provided and 32,497 High School meals provided totalling 716,554 meals provided over the year. In addition successful introduction of P4 and P5 free school meal provision.
- Cleaning and Janitorial Services continued to support across all council buildings and schools this year in response to ongoing COVID cases.

Areas for improvement

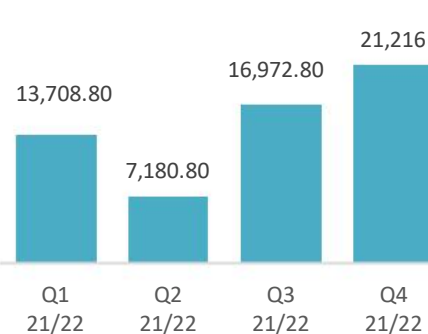
Stobhill Depot: Despite very good progress with Blue Light services Scottish Fire and Rescue have advised that the site is now one of several under review. The depot site redevelopment site has been confirmed and matters are progressing on the basis that the Council will keep the identified Blue Lights site available for the time being but have advised that in the not too distant future a final decision will be made. Key issues will revolve around planning and compatible uses and optimisation of land receipts.

Due to Covid 19 enhanced cleaning and janitorial services has continued to take place during Q4 in all schools, resulting in continued increased weekly hours.

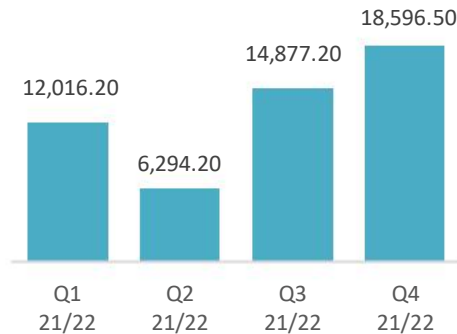
Total hours used for cleaning in **primary schools**



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



Total hours used for **Janitorial services in schools**



Housing

5 targeted indicators, 0 data only indicators

3 indicators off target

Increase the number of homeless households that obtain permanent accommodation, and half the average time taken to complete homeless duty from 105 weeks to 52 weeks.

Implement Midlothian Council's Allocation Policy.

Implement the approach to housing those with complex needs through a 'Housing First' model.

Review void management to minimise re-let timescales and further development of our tenancy support to improve the sustainability of tenancies.

Introduce a new strategy to reduce drug deaths within Midlothian homelessness accommodation.

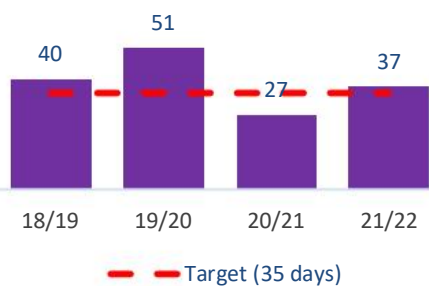
Key highlights

- Midlothian Council's Strategic Housing Investment Programme (SHIP) was submitted to the Scottish Government in November 2021. To address the need for affordable housing, the SHIP details potential sites for 2,446 new affordable homes to be built between 2022/2022 and 2026/27.
- There were 4,237 active housing applicants placed on the Common Housing Register at the end of this reporting period.
- 431 permanent homes have been provided to housing list applicants via the common housing register since 1 April 2021. An increase in 104 lets (32%) in permanent homes compared to last year.
- 95% of new tenants were very satisfied with their new council home and experience with the Housing Team. 100% of new tenancies were sustained after 12 months.
- During this reporting period, 99 households were assessed as homeless, with 385 households assessed since 1 April 2021. It is a positive decrease of 22% in the overall number of homeless households assessed compared to 493 households assessed during 2020/21. Since 1st April 2021, 790 households have been provided with advice and assistance compared to 515 for 2020/21. During 2021/2022 48 temporary properties have been successfully converted to permanent tenancies. The service has also progressed the delivery of 22 'Housing First' cases.
- Midlothian Council's Rapid Rehousing Transition Plan (RRTP) was submitted to the Scottish Government on 30th June 2021. This sets out a vision that by 2024: an increased number of homeless households will obtain permanent accommodation, no homeless household will be accommodated in bed and breakfast accommodation, and the average time taken for the Council to complete its homeless duty will have halved from 105 to 52 weeks. As of quarter 4 the length of time homeless applicants waiting until receiving a permanent housing is 85 weeks which has steadily improved throughout the year with a reduction of 42 weeks in comparison to Q1. Re-let time for permanent properties has improved to 39 days this quarter compared to 52 days in the previous quarter.

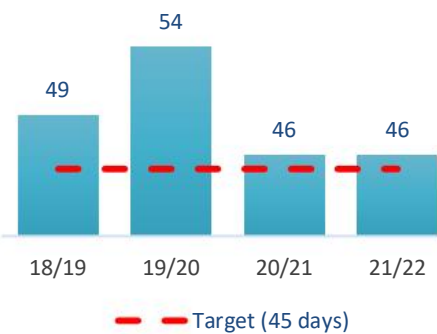
Areas for improvement

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 2021/22.

Re-let time temporary accommodation properties (Days)



Re-let time permanent properties (calendar days)



85 weeks wait time until homeless applicants receive a permanent housing option. Over this 21/22 we have improved this position compared to **127** weeks in Q1 and **103** in Q2 and **99** in Q3. *To note: The Council's Rapid Rehousing Transition Plan set a target of 52 weeks by 31 March 2024.*

70 weeks was length of time homeless applicants spent in Temporary accommodation. Lets to legacy homeless applicants resulting in increased time spent in temporary accommodation. To date, an average of 70 weeks spent in temporary accommodation compared to 93 weeks for 2020/21.

Neighbourhood Services

14 targeted indicators, 2 data only indicator

2 off target

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

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

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

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

Very good progress with annual Capital Works Programme for carriageway resurfacing, despite ongoing impact of COVID-19 with 8 carriageway resurfacing schemes undertaken, utilising entirely framework contractors. 9.9km of carriageway has been resurfaced for the year (1.4% of the total road network) under the Capital Works Programme, and an additional 4.14km resurfaced during Q3 and Q4 as part of the Residential Streets programme totalling 14.04km of carriageway resurfaced this year (2.05% of the total road network). In addition 702 new lighting columns were replaced with LED lanterns and an upgrade of 350 sodium lighting units.

Holistic

Successful delivery of winter service including responding to a number of storms this year. Land services/Kickstart staff have been working with roads staff to ensure winter readiness. The winter service manual was revised in partnership with cross council service areas and communities. Road Services have worked with Property Services to carry out a review and condition survey of all grit bins, as well as responding to individual community requests, using the Geospatial Information System mapping system for assets to show locations and facilitate requests in real time, and this is now available to view via the Council's website,

Sustainable

In-cab units to allow Waste Services to move to a Digital Depot way of working have been received following a successful funding bid to the Scottish Government's Recycling Improvement Fund. The intention is that these units will integrate with the new Customer Service Platform allowing service requests to be closed in real time. In addition, a preferred contractor has been identified to collect household waste for reuse from Stobhill Recycling Centre, and setting up a reuse cabin will be progressed in Q1.

Preventative

Landscaping project works: completion of 5 playground and Auld Gala Park with various tenders underway including Waterfall Park, Kings Park, Easthouses Park, and a pump track at North Middletown to continue into 22/23. The ranger service continues to engage with communities and volunteers on various initiatives. All 7 sites inspected this year and tree works for all sites complete. A Green Flag award was received for the Penicuik to Dalkeith walkway. Volunteering has been restricted by Covid over the last year, and although off target, groups and event numbers are increasing. The annual target of 9,000 reflects pre-pandemic figures. During 21/22, 4,821 hours were used in the countryside of which we expect this to increase next year.

One size fits one

Areas for improvement

Progress with annual Capital Works Programme for footpath resurfacing due to focus on carriageway works is off target for the year. 3.82km of footpath resurfaced to end of Q4. Our annual target was increased from 0.56% to 0.76% in Q3 to include the Residential Streets Programme work which will continue into Q1. Domestic residual waste collection tonnages remain high this year and recycling rates have not increased over the course of this year which is a continued trend from the COVID pandemic.

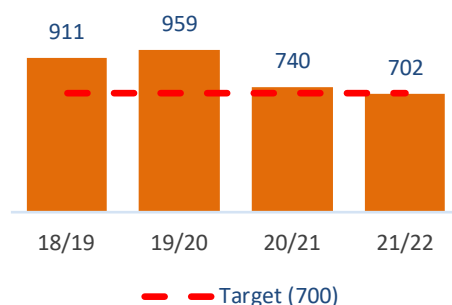
100% of all street lights completed within 7 days

0.54% of footpath network resurfaced this year

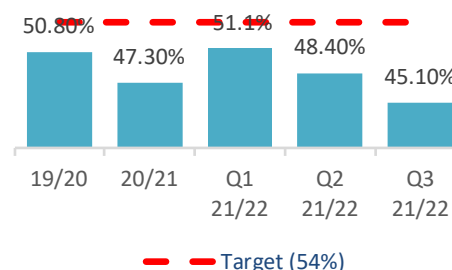
8.2% of Council fleet which is 'Green'

£298,760 spent on staff travel costs this year

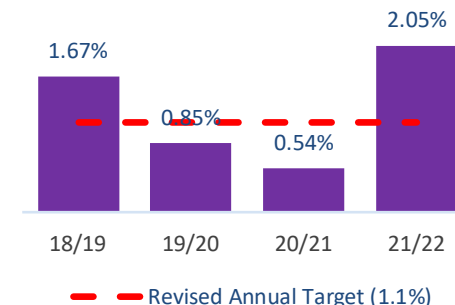
Number of lighting columns replaced (cumulative)



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



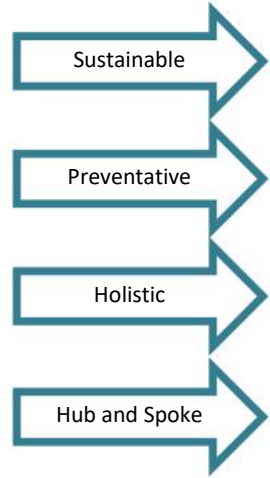
% of total road network resurfaced (cumulative)



Planning and Economy

2 targeted indicator, 1 data only indicator
no indicators off target

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



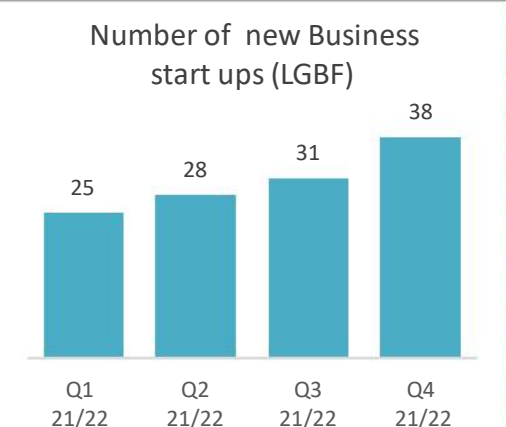
Key highlights

- The Locate in Midlothian website continues to be a valuable tool for employability opportunities and employment support. Each social channel is targeting different audiences and each is performing well in terms of audience growth and interaction.
- This year 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.
- 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. 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.
- Town Centre Capital Fund, of the seven applications approved (£910,000) all projects are now complete with Penicuik Town Hall completing this quarter. Further public realm works have also recently received funding through the Place Based Investment Fund.
- Local Procurement: We have a dedicated officer in economic development and although progress has stalled over the Covid years due to capacity in both teams, we are in a good position to now take this forward with momentum as businesses are more comfortable directing resource at future opportunities. Addressing a gap in the learning cycle, we are introducing a procurement mentor to the client journey providing 121 support; this should increase the volume and quality of local bids.
- The Planning Service has recovered approximately £11.8m and secured £12.9m in developer contributions in 21/22 towards: new schools; community facilities; sport, leisure and play provision; transport infrastructure; and town centre improvement projects.
- The Planning Committee this year have granted various permissions for significant strategic planning applications leading to new tourist facilities, investment and job creation.

Areas for improvement: Mitigating the Scottish Government's decision to reject the Strategic Development Plan (SESplan2) for the South East of Scotland that leaves Midlothian and the other Council's in the region without an up to date strategic development plan. Number of Business starts ups remain lower than previous years after the impact from Covid, however the total number of start-ups for the year to date 2021/2022 represents an increase of 65% for the same period in 2020/2021. Initiatives in place to promote and encourage businesses where possible in the current climate.

Discretionary fund processed and complete this year,
full funds awarded totalling **£1,561,947.00**

12,714 visits to Locate in Midlothian' site during Q4. Total
number of visits since April 2021 is **29,672** exceeding our
annual target.



Protective Services

4 targeted indicators, 6 data only indicators

2 off target

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

Key highlights

- 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. 1,520 Covid tests were undertaken at asymptomatic testing sites (ATS). Outreach activities for ATS kit dispersion were very successful towards the last part of this year with cooperation of the various venues being crucial. 58,308 test kits handed out, 30,641 of which in Q4. Whilst Q4 saw the expansion of the COVID-19 testing programme with mobile testing and LFD distribution continuing throughout the area and the introduction of a wider outreach programme educating the general public regards the correct usage of the testing device, ATS testing will stand down in accordance with Government timetable in Q1 22/23.
- As a result of active involvement or advice by the Trading Standards Service, refunds of at least £45,000 were made to consumers this year; at least £3,150 this quarter. There was also a refund for a local business of £1,136 last quarter.
- 244 primary inspections were carried out this year 21/22. 122 in Q4. This year included inspections from the previous year which could not be carried out because of COVID-19. The number of inspections annually is dependent on the number of business premises risk assessed for inspection. Some fluidity is required in that existing premises cease trading and new premises open and may require inspection.
- A total of 274 Trading Standards consumer complaints were received this year with 272 completed and 212 completed within 14 days. Although marginally off the targeted 80%, 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, we were proactive in accepting 68 Notifications from Advice Direct Scotland, the national call centre where 67 were complete

Areas of improvement

An average of 67.5% of public health requests were responded to this year, a reduction compared to 74.4% responded to last year. This is a result of the Environmental Health team being diverted to proactively deal with the COVID-19 pandemic.

Intelligence logging although off target remains strong and one of the highest in Scotland for our authority size. Figures are dependent on justifiable intelligence.

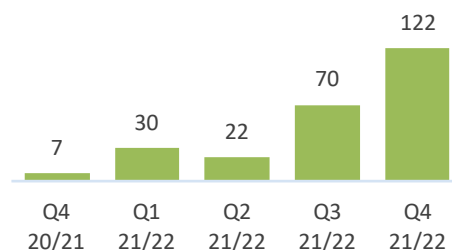
17% of dog control investigations requiring statutory enforcement action this quarter.

67.4% of all Public Health service requests responded to during 21/22, with **56.4%** responded to within required timescale.

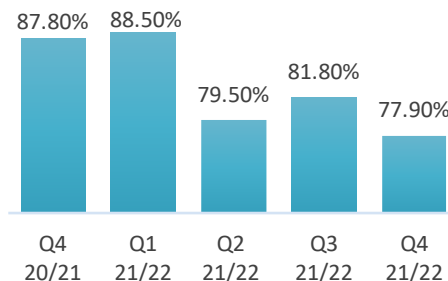
58,308 home test kits handed out across all locations during 21/22. (30,641 during Q4).

1,520 COVID tests undertaken at asymptomatic test sites this year.

Number of primary inspections conducted (quarterly)



% of consumer complaints completed within 14 days (cumulative)



% of Tobacco retailers visited (cumulative)

