

# Property and Facilities Management Performance Report Quarter Three 2019/20

## Progress in delivery of strategic outcomes

Place is where people, location and resources combine to create a sense of identity and purpose, and are at the heart of addressing the needs and realising the full potential of communities. Places are shaped by the way resources, services and assets are directed and used by the people who live in and invest in them.

A more joined-up, collaborative, and participative approach to services, land and buildings, across all sectors within a place, enables better outcomes for everyone and increased opportunities for people and communities to shape their own lives.

All those responsible for providing services and looking after assets in a place need to work and plan together, and with local communities, to improve the lives of people, support inclusive growth and create more successful places.

A collaborative, place based approach with a shared purpose to support a clear way forward for all services, assets and investments which will maximise the impact of their combined resources.

The vision for Property and Facilities Management continues to be one of the delivery of major projects, transforming service delivery and exploring alternative delivery models. These are supported by:

- . Medium Term Financial Strategy/Change and Transformation Programme
- . The Council's Financial Strategy
- . The Council's Capital Strategy (Including Housing Revenue account)
- . The Learning Estate Strategy

Midlothian Council is addressing the demographic growth and the future demands of a growing and ageing population by maximising its use of assets, whilst changing service design and delivery through a Transformational approach, where we become more efficient and at the same time deliver changes to improve the way we work, the services we deliver and the quality of life experienced by local people.

These changes are evidenced in the delivery of new affordable homes, new schools, improved positive destinations for school leavers and major projects and partnerships with Third Parties to maximise returns from our land and property portfolio.

The focus for Property and Facilities Management is to address the above through:

- . Maximising the utilisation of the Council's property and land portfolio including progressing sites for the building of additional Social Housing.
- . Rationalisation of the Council office and depot estate to a modern fit for purpose portfolio operating from the minimum number of buildings utilising flexible ways of working whilst retaining a customer focus.
- . Deliver a learning estate programme to deliver Education's vision of centres of excellence and a world class status for facilities which support and enhance this aim.
- . Move towards an asset management plan identifying planned preventative maintenance regimes for properties similar to those operated in our PPP contracts.
- . Review Building Facility Management Services including the development of Integrated Facilities.
- . Introduce renewable sources of energy production to reduce utility costs and the carbon tax including utilising available energy for district heating.
- . Optimise the use of Property assets including industrial estates.
- . Seek commercial opportunities and trading with a wide range of organisations including private and public sector partners.
- . Explore opportunities for partnering arrangements with public and private sector organisations.
- . Deliver and promote healthy nutrition and expand non-core catering services.
- . Redesign service level agreements between facilities services and their clients to ensure service needs are maintained but at a realistic and efficient level including sharing janitorial services between Primary School clusters.
- . Review management services with a view to amalgamation where similar disciplines cover a range of functions.

The following successes were achieved by the services:

## **Sport and Leisure**

The first ever Regional Walking Netball tournament took place at the Oriam, Edinburgh. Seven teams took part and the Midlothian Hotshots team came up tops winning tickets to the first Sirens netball game in Glasgow in March 2020.

The Active Schools team worked with Dalkeith Tennis club and the Lawn Tennis Association to offer tennis for children over the October holiday break. Ages from 4 to 7 years and 8 to 11 years attended these sessions.

Active Schools in partnership with Cheer Evolution launched a new cheerleading club at Lasswade Primary School for P4 to P7 in October. Due to popular demand, Active Schools added a new P1-3 Cheerleading Club in December.

Active Schools Midlothian are working with Yoga partners to offer Children & Family Yoga Sessions. Yoga can help with coordination, agility and injury prevention. The sessions are being held twice a week and research has shown that children who practice yoga can:- Perform better at school,- Be more calm in class, Improve concentration levels, Be more compassionate and caring with peers and help Improve sleep patterns.

GP practices in Midlothian have agreed to come on board with a new scheme to recommend Ageing Well activities to patients who would benefit from getting more active and meeting new people. The "fit-scription" pads are available in all GP practices now with details of all Ageing Well walking groups and contact details to find out more about Ageing Wells other activities.

Sport and leisure Ageing Well walking football in Midlothian held its seventh annual Player of the Year award last week at Loanhead Miners Club.

A New Age Kurling Tournament took place this quarter at Newbattle Community Learning Centre with players taking part from Penicuik, Lasswade, Gorebridge, Rosewell and Newtongrange.

A new walking group started in the Mayfield area of Midlothian. The walk will take place every Wednesday morning from 11 am.

Tonezone Memberships for quarter three was 5,281 which has increased by 130 members since the previous quarter. Promotion for tonezone during November and December included a £5.00 joining fee and a 12 days of Christmas for £12.00. The uptake of the Christmas promotion was 202 people.

Tonezone November joining was 143 and December join was 120. Totalling 263 new members.

## **Building Services**

Building Services along with Property Assets are working with other housing developers to secure the affordable element for delivering new build housing for Midlothian. Negotiations have been completed with Bellway Homes and Barratt Homes who are now seeking to progressing further sites.

Missives have been entered with Barratt Homes to purchase 21 pre-constructed houses, which will be available in 2020. Further negotiations are ongoing with other developers at this time.

Grant Funding of £511,345 from the External Window Insulation Scheme (EWI) has been allocated and completed within the Ladywood area of Penicuik. Further grant funding of £544,644 for 2019/20 EWI has been allocated to the Cameron Crescent area of Bonnyrigg work is currently ongoing.

Scottish Government award of a grant of £941,000, payable over the financial year 2019/20 and 2020/21 in connection with Solar PV, Air Source Heat Pumps, and Battery Storage solutions in up to 182 Council properties. Project at early stages.

Lawfield Primary School extension outline design and costs have been negotiated and agreed with the PPP provider. Works have since started on site.

Modular Units at Burnbrae Nursery, Danderhall Nursery, Mayfield Nursery, Lasswade Primary and St. David's Primary have all been handed over and are now operational.

## **Facilities Management**

The Facilities team were successful in completing the October holiday works programme in schools.

The team provided a quick response to the norovirus outbreak within ten schools.

Appointment of the Senior Facility Co-ordinator was made in October.

Parent pay, the schools online payment system is now operational in all High Schools as of quarter 3.

Work placement student at Newbattle Kitchen has been appointed to a permanent position with the Catering Team after a successful recruitment process.

Although the Catering Services Manager post is currently vacant and in recruitment, the Spring menu has been introduced to all Primary Schools and Nurseries and has been implemented well.

PPP 1 Land renunciation raised, to carve out area of land, allowing expansion of Woodburn Primary School. Ongoing increased income due to new synthetic turf pitch.

PPP2, Lawfield Extension construction works ongoing with programmed completion end of January 2020.

Land renunciation raised, to carve out area of land, at Gorebridge to allow the council to build a standalone nursery.

Newbattle Campus received the certificate of completion of End of year defects issued by Independent tester. Certifying snagging matters identified at the end of the 12 months Defects Liability Period and recorded in the End of Years Defects snagging list have been completed.

### **Property Assets**

Yards 1 and 2 and Site 10 at Mayfield Industrial Estate sold on 30th October 2019.

The former Cousland Primary School site was sold for residential development on 23 December 2019.

Additional resource last quarter has continued to make good progress with lettings, lease renewals and general property management and has provided support with other priority projects.

## **Challenges and Risks**

### **Sport and Leisure**

Sport and Leisure Services developed a staffing structure for the bottom up Cross Cutting Service Review which includes the removal of service management posts. Further challenges remain with the Medium Term Financial strategy and in addition the Mid Term Financial target of £300,000.

Plans continue with Halls and Pavilions savings within the leisure services to reach a budget saving of £100,000 for Services to Communities strand. Asset Transfer of Pavilions to communities is subject to public consultation.

Destination Hillend planning process has started, consultant appointments are being re-tendered. The Funslope tender has been awarded to Snowflex and it is envisaged that the Funslope will be in place within the next quarter.

### **Building Services**

Continued challenges to reduce operating costs whilst maintaining frontline services and buildings. This will be addressed by reviewing all operational/procurement procedures and prioritising work allocations.

Delivery of Major works programmes with a small internal team against a rising market of costs and labour shortage as well as limited resource over the last few quarters.

Discussions are ongoing with planning and education in relation to planning issues about school provisions. Dialogue with Education colleagues continues to provide solutions to the Learning Estate Strategy and Capital Plan.

### **Facilities Management**

Managing absence and vacancies in Cleaning Services has been challenging with the available resource and extra demands of an increasing learning estate in the last few quarters and this quarter during the October holiday and cover for General election.

Similarly in Catering, there have been a large number of short and long term sickness absence, many of whom are requiring active management through the Maximising Attendance policy. This has put a strain on the remaining staff resource.

Recruitment still continues to cause operational issues with the introduction of the nursery meals. There are now 26 nurseries providing a meal service. Existing catering staff have had to be used to deliver the service putting additional pressure on the school meal service. In addition, awaiting appointment of a Catering Service management has been a challenge for example when carrying out HMIE inspections.

Updating the allergen information and nutritional information continues to be a challenge.

PPP1, Reducing specification and costs of proposed Saltergate Playground Works. Currently awaiting estimate from BAM. Completing furniture and equipment inventories and stock count concluded Saltergate parking issues – proposal for additional car parking areas currently being costed. Adapting Saltergate for pupils with more challenging needs . IGEM guidance compliance works required in Home Economics (Gas monitoring and automatic shut down).

PPP2, Carrying out building work in an operational school on a restricted site at Lawfield Primary School.

**Property Assets**

The annual asset valuation requirements will be a resource and compliance challenge. Resource to carry out Asset management planning PIA for all operational properties by June 2020. Climate challenge with resource and budget available to establish base line information.

# Property & Facilities Management



## Successes and Challenges

Corporate Performance Indicators (latest)

● 5 
 ● 8 
 ? 0 
 ? 6

Service Plan Actions (latest)

▲ 1 
 ● 21 
 ? 0

Service Plan PIs (latest)

● 7 
 ● 21 
 ? 5 
 ? 4

Service Risks (latest)

▲ 3

**Corporate PIs Off Target as at 31st January 2020**

**PIs ● 5**

- Performance against revenue budget
- % of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)
- % of invoices paid within 30 days of invoice receipt (cumulative)
- Percentage of complaints at stage 1 complete within 5 working days
- Average number of working days lost due to sickness absence (cumulative)

**Service Plan Actions Off Target as at 31st January 2020**

**Actions ▲ 1**

- Implement/set programme of office closures within Council Services

**Service Plan PIs Off Target as at 31st January 2020**

**PIs ● 7**

- Number of attendances per 1,000 population for indoor sports and leisure facilities (cumulative)
- Tone zone retention rate (quarterly)
- Overall satisfaction rate in registered Leisure Centres
- Total square metres cleaned per hour
- The percentage of properties achieving turnaround time of less than 20 days inclusive of homeless properties
- Number of new build council houses (cumulative)
- Progress of roughcast programme (cumulative)

**High Risks as at 31st January 2020**

**Risks ▲ 0**

**3 Risks at Medium and 0 Risks are high**

Key PIs

- Off Target
- On Target
- ? Data Only Indicator
- ? Data is not yet available

Key Actions

- ▲ Off Target
- On Target/Complete
- ? Data is not yet available

Key PIs

- Off Target
- On Target
- ? Data Only Indicator
- ? Data is not yet available

Key Risks

- ▲ High Risk / Medium Risk
- ? Data is not yet available





# Property & Facilities Management PI summary 2019/20

## Making the Best Use of our Resources



Priorities	Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20			Annual Target 2019/20	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
01. Manage budget effectively	Performance against revenue budget	£14.625m	£14.002m	£14.530m	£14.357m	£14.303m		<b>Q3 19/20: Off Target</b> The projected overspend of £301,000 (2.1%) will be addressed via financial monitoring and reporting.		£14.002m		
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	9.64	7.34	2.82	4.82	7.99		<b>Q3 19/20: Off Target</b> The HR team continue to work with Managers to offer support and guidance to address levels of sickness absence. 6 weekly meetings are in place with key service managers and HR where sickness levels are high. E.g Catering where hygiene regulations prohibit staff attending working following sickness/illness.		7.54	Number of days lost	4,494.1
											Number of FTE in service	562.41

## Corporate Health

Priorities	Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20			Annual Target 2019/20	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	95.65%	100%	95.65%	95.65%	95.65%		<b>Q3 19/20: On Target</b>		90%	Number of service & corporate priority actions	23
											Number of service & corporate priority actions on tgt/completed	22
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	80%	84%	81%	73%	74%		<b>Q3 19/20: Off Target</b> Extra effort to authorise and process invoices could make a significant improvement. Work has begun to implement invoice approval with the two suppliers.		85%	Number received (cumulative)	13,467
											Number paid within 30 days (cumulative)	9,936

								Assuming the implementation of Invoice Approval and associated costing processes works well, then other suppliers with larger invoice volumes could be targetted				
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	68.97 %	82.76 %	72.41 %	80.56 %	73.08 %		<b>Q3 19/20: Off Target</b> Due to limited resource within Catering services and Building Services data not yet available. Where indicators are off target Services are working to bring these on target where possible. Please see individual performance indicators for more detail.		90%	Number on tgt/complete Total number of PI's	19 26
06. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	0%	0%		<b>Q3 19/20: On Target</b> All service risks have been reviewed this quarter and no high risks identified.		100%	Number of high risks reviewed in the last quarter Number of high risks	0 0

### Improving for the Future

Priorities	Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20			Annual Target 2019/20	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%	100%	100%	100%	100%		<b>Q3 19/20: On Target</b>		90%	Number of internal/external audit actions on target or complete	11
											Number of internal/external audit actions in progress	11

# Property and Facilities Management Complaints Indicator Summary

## Commitment to valuing complaints

Indicator	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20			Annual Target 2019/20
	Value	Value	Value	Value	Value	Status	Note	
Number of complaints received (quarterly)	604	486	139	139	157		Q3 19/20: Data only	
Number of complaints closed in the year	599	472	136	138	118		Q3 19/20: Data only	
Number of complaints upheld (quarterly)	394	312	84	65	91		Q3 19/20: Data only	
Number of complaints partially upheld (quarterly)	32	22	26	20	6		Q3 19/20: Data only	
Number of complaints not upheld (quarterly)	143	117	20	26	8		Q3 19/20: Data only	
Average time in working days to respond to complaints at stage 1	4.22	3.41	2.27	5.09	3.55		Q3 19/20: On Target	5
Average time in working days to respond to complaints at stage 2	0	0	0	0	0		Q3 19/20: On Target	20
Average time in working days for a full response for escalated complaints	2.33	0.75	10	14	0		Q3 19/20: On Target	20
Percentage of complaints at stage 1 complete within 5 working days	87.86%	88.68%	92.59%	80%	88.14%		Q3 19/20: Off Target Limited resource this quarter has resulted in increased time taken to deal with complaints.	95%
Percentage of complaints at stage 2 complete within 20 working days	0%	100%	100%	100%	100%		Q3 19/20: There were no complaints at Stage 2.	95%
Percentage of complaints escalated and complete within 20 working days	83.33%	75%	100%	66.67%	100%		Q3 19/20: There were no escalated complaints.	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	0	0	0	0	0		Q3 19/20: Data only	




# Property & Facilities Management Action Report 2019/20




## 01. Children and young people are supported to be healthy, happy and reach their potential

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.1.1	Provide high quality nutritional school meals	31-Mar-2020		75%	<b>Q3 19/20: On Target</b> Meal provision continues to meet the nutrition targets set by Scottish Government. New regulations launched for implementation by August 2020. Nursery meals are now being produced in 26 locations.
PFM.P.1.2	Promote and deliver Active Schools programmes to school children	31-Mar-2020		75%	<b>Q3 19/20: On Target</b> Use of social media twitter and the Active Midlothian website. Schools communicate Active Schools information through their own publicity and websites. New schools receiving and having a ceremony for sportscotland School Sport Gold Award. Flyers for all clubs distributed to pupils termly and now bookable via the Legend online booking system. Targeted programmes on particular areas/focus groups particularly in the Newbattle Area/cluster. Leadership programmes for senior pupils such as Young Ambassadors in place within all high schools. Deliver through local clubs, coaches and volunteers including senior pupils. Linking with local clubs to provide opportunities in the evenings in addition to school based delivery.
PFM.P.1.3	Undertake programme of work to improve/upgrade Primary School Estate	31-Mar-2020		75%	<b>Q3 19/20: On Target</b> <b>Paradykes</b> Project complete, 50% retention has been released. We expect the remaining 50% to be released in the next month. <b>Hopefield Joint Campus</b> Project was due for completion 29th January. Contractor will now complete 10th February. School going live first day after easter break.
PFM.P.1.4	Undertake programme of work to deliver improvement/upgrade High School Estate	31-Mar-2020		75%	<b>Q3 19/20: On Target</b> Newbattle works are now complete.



**02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning**

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.2.1	Maintain the percentage of trainees completing courses through training and employability sources	31-Mar-2020		75%	<b>Q3 19/20:</b> Complete 8 trainees across services. For breakdown by service please see performance indicators.






**03. More social housing has been provided taking account of local demand**

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.3.1	Complete Phase 2 and Progress Phase 3 of capital plan new build programme	31-Mar-2020		75%	<p><b>Q3 19/20:</b> On Target</p> <p><u>Completed Projects:</u></p> <p><b>23 Woodburn Terrace, Dalkeith</b> 10 units at Site. Start on site commenced August 2018. Completed July 2019</p> <p><u>4 sites in construction at this time:</u></p> <p><b>47, Kirkhill Road, Penicuik</b> 21 units at Site. Now started on site after delays due to legal matters relating to Bowling Club and access rights. Completion date mid 2020.</p> <p><b>110, Clerk Street, Loanhead</b> 28 units at Site. Started on site July 2019. Completion date late 2020.</p> <p><b>115, Castlelaw Terrace, Bilston</b> 8 units at Site. Start on site January 2019. Completion date March 2020.</p> <p><b>134 Paradykes, Loanhead, Gorebridge</b> 21 units at Site. Contractor appointed June 2019. Started on site July 2019. Completion date mid 2020. <u>Currently under pre-construction activities are:</u></p> <p><b>32/34 Newbyres Crescent, Gorebridge</b></p>

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					<p>75 units at Site. Contractor appointed October 2017. Pre-construction still delayed due to further gas monitoring. Revised site start date potentially 2020.</p> <p><b>53 Morris Road, Newtongrange</b> 79 units at Site. Contractor appointed December 2017. Delayed start due to issues with water main on site and Scottish water drainage assessment. Start on site early 2020 (Enabling works instructed) Completion date late 2021.</p> <p><b>109, Conifer Road, Mayfield</b> 72 units at Site. Contractor appointed June 2019. Start on site now late 2020 due to Scottish water drainage assessment.</p> <p><b>116 Newmills Road</b> 2 Stage D&amp;B Tender Site. Consultants appointments Jan 2019, Preliminary tender stage completed. 2nd stage contractor on board May 2019. Likely start March 2020.</p> <p><b>130 Newbattle High School</b> Provisional 120 units. Consultant appointments March 2019, Preliminary tender stage May 2019. First stage tender document issued in June 2019. 2nd stage contractor on board July 2019. Likely start on site late 2020.</p> <p><b>117 Cockpen Terrace (Hopefield Yard)</b> 16 units Contract award Oct 2019. Start on site late 2020.</p> <p><b>87 High Street, Bonnyrigg</b> Demolition Tender awarded June 2019 (delayed pending departure of tenant and removal of remaining contents). Demolition Completed August 2019. Site investigation to follow on, start on site late 2020.</p> <p><u>Sites soon to be entered into build agreement:</u> <b>118 Danderhall – Bellway</b> 47 units Missives agreement Dec 2019. Work will commenced on site Jan 2020.</p>



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.3.2	Complete survey and report into EESSH compliance of Midlothian social housing. Strategy to be formulated to meet target by 2020.	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Currently 98.1% of Midlothian Council Housing stock meet EESSH. Work streams in place to bring the remainder up to standard. 0 Exemptions.
PFM.P.3.3	Undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard.	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Heating, windows and doors contract ongoing. Roughcasting tender to go out to tender next quarter as resources become available. Surveys for reactive repairs questionnaire have been updated. Repairs survey has been progressed through the use of the Councils Customer Satisfaction Measurement tool with reports being prepared and monitored via the Team Plan Reports.

#### 04. Health inequalities are reduced and the health of people in Midlothian is improved



Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.4.1	Undertake adaptations to houses for those with specific needs	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target To the end of December 2020. 275 minor adaptations have been completed and 20 Major adaptations of ramps and wet floor bathrooms have been completed.
PFM.P.4.2	Promote and deliver Midlothian Active Choices (MAC) programmes	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Completed recruitment of Midlothian Active Choices instructors, now 3 full time equivalent. Continued involvement with Weight Management and Diabetes Prevention Group. NHS Lothian Cardiac Rehab Redesign working group meeting. Child Healthy Weight, Get Going team meeting. Counterweight course at the Lasswade Centre.
PFM.P.4.3	Promote and deliver Ageing Well programmes to 50+ age groups	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target 43 groups/classes per week were offered by Ageing Well. Number of visits this quarter was 5,580 Also reached 391 people through local events. 45 active volunteers this quarter donating 1,068 hours. New Mayfield Walking group started this quarter.
PFM.P.4.4	Promote and maintain uptake and use of leisure facilities	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Extract from Tonezone Marketing Plan (that is part of the Sport and Leisure Business Plan 2019/2020): October - 6 & 12: Join in October & get 6th & 12th month free. Join fee £5.00. November - General promotion: Join in November & get December for £5.00. Join fee is £5.00. December - 12 days of xmas: £12.00 for 12 consecutive days of Platinum membership.
PFM.P.4.5	Delivery of high quality Healthy Living Service	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Total direct debit memberships of 5,281 which is an increase of 130 members since last quarter. Platinum 1,077, Gold 659, Silver 1,671, Bronze 467, Active Golden Years 609, Teenzone 341, MAC 6M 293 and

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
					MAC Platinum 164.




#### 05. Inequalities in learning outcomes have reduced

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.5.1	Meet the educational needs of increased numbers of pupils in Midlothian by facilitating the implementation of the Learning Estate Strategy including adaptations and extensions to meet changing school and nursery rolls	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Lawfield Primary Extension construction works ongoing, scheduled for completion end of January 2020. St. David's PS construction works complete with the exception of snagging. Sacred Heart works progressing on a phased basis with completion scheduled for August 2020.
PFM.P.5.2	Confirm primary school sites to be safeguarded with education	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Additional new Learning Estate Strategy projects are progressing, i.e. Lawfield extension, Early Years Centre requirement identified in Gorebridge – proposal is to resite Danderhall Modular Units onto the Gorebridge Primary School site.


#### 06. Sustainable town centre regeneration is visible

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.6.1	Management and development of the Council's extensive land interests at Shawfair	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Land negotiation with Network Rail at an advanced stage, expecting Contract to be in place by March 2020.
PFM.P.6.2	Shawfair town centre amenities	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Land negotiation with Network Rail at an advanced stage, expecting Contract to be in place by March 2020.


#### 07. Deliver efficient Services

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.7.1	Delivery of high quality Facilities Management Services	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Staff training continues to be carried out and the service continue to look at alternative and new ways of working whilst remaining on budget. New annual training plan is getting drafted and will be implemented in April 2020.
PFM.P.7.2	Ensure existing facilities in PPP schools are maintained appropriately and the standards of the contracts are delivered	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target PPP contract monitoring, maintenance and life cycle works ongoing at PPP/DBFM Facilities. Newbattle end of years defects snagging certified by independent tester. Lawfield extension programmed for completion end of January.
PFM.P.7.3	Delivery of high quality Property Maintenance Services	31-Mar-2020		75%	<b>Q3 19/20:</b> On Target Monitored through customer satisfaction surveys.


### 08. Optimise the use of Property Assets including industrial estates

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.8.1	Prepare and implement a rolling review of rents of the Council's non-operational land and buildings (cumulative)	31-Mar-2020		75%	<b>Q3 19/20: On Target</b> All currently outstanding reviews have now been implemented and progress brought back on target.






### 09. Rationalisation of the Councils office and depot estate to a modern fit for purpose portfolio

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.9.1	Implement/set programme of office closures within Council Services	31-Mar-2020		50%	<b>Q3 19/20: Off Target</b> EWiM Phase 3: Depot rationalisation. Addressing Planning queries and providing clarification/additional information has caused delays. This includes a SEPA objection which is still being dealt with.



### 10. Introduce renewable sources of energy production to reduce utility costs and the carbon tax

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.P.10.1	Identify and instigate projects, Monitor and support actions to achieve an annual target Carbon reduction in accordance with the requirements of the Climate Change Act (2009).	31-Mar-2020		75%	<b>Q3 19/20: On Target</b> Of the projects identified, 5 have been completed, 2 in progress, 2 have been abandoned/moved to next year. 2 new projects have been identified and are in progress.

## 01. Children and young people are supported to be healthy, happy and reach their potential

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.1.1a	% uptake of Primary School meals - aim to maintain at 11/12 level (quarterly)	70.4%	70%	67.4%	62.4%	N/A			<b>Q3 19/20:</b> Data not available, will be available in Q4.	70%	60.89% - Average per family group (APSE 15/16)
PFM.P.1.1b	% uptake of High School meals (quarterly)	42.2%	42.1%	32.7%	37.5%	N/A			<b>Q3 19/20:</b> Data not available, will be available in Q4.	45%	42.88% - Average per family group (APSE 15/16)
PFM.P.1.1c	% uptake of Free school meals (Primary 1-3)	85%	85%	83.5%	80.5%	N/A			<b>Q3 19/20:</b> Data not available, will be available in Q4.	85%	
PFM.P.1.2a	Number of distinct activities involving Active Schools programmes to school children	29	28	28	28	28			<b>Q3 19/20:</b> On Target A diverse range of 28 different activities offered as part of the Active Schools extra-curricular programme.	30	

## 02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.2.1a	Number of trainees within service currently completing courses	29	24	11	9	9			<b>Q3 19/20:</b> On Target For service breakdown see indicators below.	9	

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.2.1b	Number of trainees within Property Maintenance currently completing courses	8	8	8	3	2			<b>Q3 19/20:</b> On Target 2 apprentices finishing year 4. There are currently no apprentices in years below and no other college training being undertaken this quarter.	4	
PFM.P.2.1c	Number of trainees within Facilities Services currently completing courses	14	12	1	3	3			<b>Q3 19/20:</b> On Target Catering has 3 trainees from PAVE in place and have had various school work experience pupils. The trainee that was at Newbattle successfully commenced employment with the Catering department at Newbattle High.	3	
PFM.P.2.1d	Number of trainees within Sport and Leisure currently completing courses	7	4	2	3	4			<b>Q3 19/20:</b> On Target During quarter 3 three people have been employed on a casual and or fixed term basis as Lifeguards 3 at Newbattle Community Campus Pool and 1 at The Lasswade Centre. They previously attended their NPLQ (National Pool Lifeguard Qualification) training course within Midlothian Leisure Centres in Easter to become Lifeguards. Cumulative total for year is 9.	7	

**03. More social housing has been provided taking account of local demand**











PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.3.1a	Number of new build council houses (cumulative)	0	0	23	10	33			<b>Q3 19/20:</b> Off Target 23 units at Millerhill complete. 10 units at Woodburn completed.	156	



PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.3.3a	The % of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			<b>Q3 19/20: On Target</b> 100% of Midlothian Council houses are free from serious disrepair. (15 exemptions which reflect rate of 98.9%).	100%	
BS.PFM.P.3.3b	The % of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			<b>Q3 19/20: On Target</b> 100% of Midlothian Council houses have modern facilities, exemptions reflect rate of 99.4%	100%	
PFM.P.3.3c	The % of the Councils housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			<b>Q3 19/20: On Target</b> 100% of Midlothian Council houses are healthy safe and secure. (exemptions which reflect rate of 99.6%).	100%	
PFM.P.3.3d	Progress of roughcast programme (cumulative)	38	0	62	62	62			<b>Q3 19/20: Off Target</b> 62 properties completed out of 211 due problems with Contractor who went into liquidation. Revised documentation out for tender.	211	
PFM.P.3.3e	Number of upgrades to central heating systems (cumulative)	373	302	102	187	270			<b>Q3 19/20: Data only</b> 270 upgrades completed this year.		

#### 04. Health inequalities are reduced and the health of people in Midlothian is improved





PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PFM.P.4.1a	Proportion of housing adaptations requested and completed	100%	100%	100%	100%	100%			<b>Q3 19/20: On Target</b> To the end of December 2019. 275 minor adaptations have been completed and 20 Major	100%	

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
										adaptations of ramps and wet floor bathrooms have been completed.		
PFM.P.4.2a	Number of activities offered by Midlothian Active Choices (MAC) (cumulative)	27	27	28	28	32			<b>Q3 19/20: On Target</b> Number of activities offered by Mac per week: 32 Activities per week. Total number of activities delivered for quarter two = 384.	20		
BS.PFM.P.4.2b	Number of Midlothian Active Choices (MAC) attendees during quarter (quarterly)	11,433	3,029	3,078	2,603	2,199			<b>Q3 19/20: Data Only</b> Number of attendees during quarter to MAC (Midlothian Active Choices) activities. 274 new referrals. Total for quarter two = 2,199. cumulative total to Q3 =7,880			
BS.PFM.P.4.3a	Number of activities offered by Ageing Well to 50+ age groups (quarterly)	15	18	16	16	16			<b>Q3 19/20: On Target</b> 43 groups/classes per week. 16 Different activities offered during this quarter. Number of visits this quarter 5,580. Also reached 391 people through local events. 45 active volunteers this quarter donating 1,068 hours.	20		
PFM.P.4.4a	Number of attendances per 1,000 population to all pools (cumulative)	2,930	2,180	850	1,690	2,380			<b>Q3 19/20: On Target</b> Total wet side usage figures for Q3 show 59,396. Cumulative total is 204,782. Showing a cumulative increase in usage of 16,872 from last year at quarter three.	3,000		
PFM.P.4.4b	Number of attendances per 1,000 population for indoor sports and leisure facilities (cumulative)	7,650	5,840	2,030	3,550	5,610			<b>Q3 19/20: Off Target</b> Dry usage figures show 177,289 for quarter three showing a quarter increase of 12,903 visits from last year. Cumulative figures show 483,468.	8,300		



PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PFM.P.4.5a	Tone zone retention rate (quarterly)	53.5%	61%	61%	62%	52%			<b>Q3 19/20:</b> Off Target Retention figures for quarter 3 show 52%. average for all three quarters this year shows 58%.	58%	No accepted industry standard.
PFM.P.4.5b	Overall satisfaction rate in registered Leisure Centres	91.27%	83.92%	89.84%	92.3%	88.06%			<b>Q3 19/20:</b> Off Target Viewpoint stats show that 88.06%% were satisfied with leisure facilities at The Penicuik Centre.	91%	

### 07. Deliver efficient Services

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
PFM.P.7.1a	Cost per square metre cleaned	N/A	N/A	N/A	N/A	N/A			<b>Q3 19/20:</b> Data will not be available for this year. Figures were not returned to APSE.	£10.03	£12.29 - Average per family group 2014/15 (APSE)
PFM.P.7.1b	Total square metres cleaned per hour	1.18	1.18	1.01	1.01	1.01			<b>Q3 19/20:</b> Off Target Our aim is to be higher than the Association for Public Service Excellence (APSE) national average of 0.97 sqm cleaned per hour, currently we are at 1.01 sqm as published by APSE.	1.2	1.09 - Average per family group 2014/15(APSE)
PFM.P.7.1c	Monthly number of meals prepared/monthly labour hours across production and dining centres.	8.2	8.9	8	12.6	N/A			<b>Q3 19/20:</b> Data not available, will be available in Q4.	10	8.46- Average per family group 2013/14 (APSE)
BS.PFM.P.7.1d	Achieve greater than the Scottish average in the annual school meals census (Primary Schools)	70.7%	70.7%	N/A	70.3%	70.3%			<b>Q3 19/20:</b> On Target Report published Sept 19. Average school meal uptake in Scotland is 60.4%. Midlothian remains well	60.4%	Scottish Government Annual Survey of School Meals 2015 64.8%

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
										above average and 3rd in uptake for mainland Councils.		
BS.PFM.P.7.1e	Achieve greater than the Scottish average in the annual school meal census (High Schools)	62.3%	62.3%	N/A	60%	60%				<b>Q3 19/20: On Target</b> Report published Sept 19. Average secondary school uptake in Scotland is 45.2%. Midlothian remains well above average and 3rd in uptake for mainland Councils.	45.2%	Scottish Government Annual Survey of School Meals 2015 44.2%
PFM.P.7.3a	The percentage of properties achieving turnaround time of less than 20 days inclusive of homeless properties	75%	59.49%	34%	71.03%	51.72%				<b>Q3 19/20: Off Target</b> Total number of voids in 19/20 to date is 141. Day to day voids average of 20 days. At Q3 end Homeless voids have a 15 day turnover average. There have been a large number of voids that have been released from housing to the Void section in a very poor condition causing delays in starting works on the properties. Photos are kept on file.	75%	

### 08. Optimise the use of Property Assets including industrial estates







PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark	
		Value	Value	Value	Value	Value	Status	Short Trend	Note			
PFM.P.8.1a	Number of property reviews implemented (cumulative)	28	25	2	20	25				<b>Q3 19/20: On Target</b> Following appointment of CA, 5 reviews have been carried out in the last quarter.	25	

### 10. Introduce renewable sources of energy production to reduce utility costs and the carbon tax


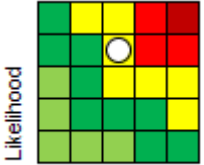
PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.PFM.P.10.1a	Reduction in energy consumption on Non Domestic operational property stock per annum	47,524	12,554	10,957	11,477	11,960			<b>Q3 19/20:</b> On Target Based on the projected annual figure, an annual saving of 12,262tCO is required (or 3065.3 per quarter). The Q3 actual is 5068 and forecast for year is 11,960 which is below the 12,262 tCO annual target.	46,098	


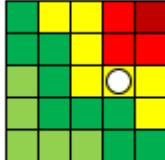

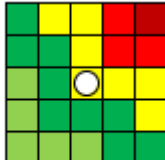
### 11. Local Government Benchmarking Framework

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	100.0%	100.0%	100.0%	100.0%	100.0%			<b>Q3 19/20:</b> On Target 100% of council houses are energy efficient.	100.0%	18/19 Rank 12 (Second Quartile). 17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).
C&L1b	Corporate Indicator - Total Number of attendances at all sport and leisure facilities	911,515	691,131	256,027	451,565	688,250			<b>Q3 19/20:</b> On Target Total number of attendances was 688,250.	800,000	
C&L1c	Corporate Indicator - Total number of attendance at all pools	252,395	187,910	73,454	145,386	204,782			<b>Q3 19/20:</b> On Target Wet side usage figures for quarter three show 59,396. Cumulative figures show 204,782 showing an increase of 16,792 on last years quarter three.		

PI Code	PI	2018/19	Q3 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20				Annual Target 2019/20	Benchmark
		Value	Value	Value	Value	Value	Status	Short Trend	Note		
C&L1d	Corporate Indicator - Total number of attendance for other indoor sports and leisure facilities, excluding pools in a combined complex	659,120	503,221	182,573	306,179	483,468			<b>Q3 19/20:</b> On Target Dry usage figures for quarter show 177,289. Cumulative figures show 483,468.	600,000	
C&L1e	Corporate Indicator - Total number of attendances at Outdoor Sport and Leisure Facilities	17,902	3,674	4,136	3,058	2,684			<b>Q3 19/20:</b> Data Only Total number of attendances for quarter three was 2,684. Cumulative to quarter three is 9,878.		
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	70.87%	83.92%	89.84%	92.3%	88.06%			<b>Q3 19/20:</b> Data Only Viewpoint stats show that 88.06% were satisfied with leisure facilities at The Penicuik Centre.		18/19 Rank 18 (Third Quartile) 17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

# Property and Facilities Management Service Risks

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PFM.RR.01-39 ESTATES – Deterioration in the fabric of the Commercial Property Investment Properties	<p><b>Risk Cause</b> Inadequate investment in Commercial Properties over an extended period of time Failure to inspect the property</p> <p><b>Risk Event</b> Failure of the fabric might cause interruption to tenants business In the event of water ingress tenants insurers might refuse to meet the cost of any damage due to poor condition of fabric. Poor fabric condition is likely to deter better quality tenants Declining fabric condition is likely to result in unplanned failures</p> <p><b>Risk Effect</b> Tenants businesses are put at risk with consequential possible negative impact on Economic Development. Council will be required to fund repairs and tenants will refuse to meet costs incurred as they arise from a failure to invest. Council's reputation as a landlord of Commercial</p>	<p>01 - Undertake a full condition inspection to quantify and prioritise required investment</p> <p>02 - Regularly inspect properties to identify failings</p> <p>03 - Address any identified issues as early as possible.</p> <p>04 – Prepare Asset Management Plan to identify capital and revenue investment required to maintain properties and for inclusion in capital plan.</p>		PFM.RA.01-39	<b>Q3 19/20:</b> Following the appoint of Agency surveyor, inspections and general visits are now being re addressed .	 <p>Likelihood</p> <p>Impact</p>	12

Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	<p>property is adversely impacted.</p> <p>Council's aspirations to attract and provide good quality places for business and work are missed.</p> <p>Level of rent achievable is less than equivalent properties in good condition</p> <p>Repair more frequently required and costs higher as a consequence</p> <p>The return from the property will be reduced</p>						
PFM.RR.01-39 Gas Membranes	<p><b>Risk Cause:</b> Much of Midlothian rests on old mine workings, which can release gas from time to time.</p> <p><b>Risk Event:</b> Uncontrolled release of gas within residential properties</p> <p><b>Risk Effect:</b> Potential ill health effect from high concentrations of. Potentially fatal.</p>	All New build projects carried out for Midlothian Council now include the use of a gas membrane as standard.		Ensure all new builds have gas membranes	<b>18/19:</b> Complete All new build properties have gas membranes specified within the tender documentation.		12
PFM.RR.01-40 Property Investments – Rent arrears on Commercial Properties	<p><b>Risk Cause:</b> Failure to collect initial periods rent on commencement of tenancy, failure to demand/collect monies due and failure to chase payments effectively.</p> <p><b>Risk Event:</b> Debt is likely to rise. Debt may not be recovered. Time and money may be incurred in collecting arrears.</p> <p><b>Risk Effect:</b> Council is failing to funds due to the public purse. Tenants us</p>	<p>01 - Regular monitoring of rents collected</p> <p>02 - Close liaison between sundry debt Officers and Surveyors</p> <p>03 - Strong action to ensure funds are secured</p> <p>04 - Enter into repayment plans to assist tenants with short term cash-flow problems</p>		PFM.RA.01-40	<b>Q3 19/20:</b> As previously reported		9



Code & Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
	Council as un unofficial 'credit ' facility.						

# Local Government Benchmarking Framework - Property and Facilities Management



## Corporate Asset

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	
C-AST1	Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF)	85.78%	88.21%	88.27%	88.89%	88.69%	80.65%	82.05%	74.03%	66.29%	18/19 Rank 32 (Bottom Quartile). 17/18 Rank 26 (Bottom Quartile). 16/17 Rank 20 (Third Quartile). 15/16 Rank 22 (Third Quartile). 14/15 Rank 9 (Second Quartile).
C-AST2	Corporate Indicator - Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)	N/A	71.28%	N/A	81.49%	131.69%	77.18%	75.87%	77.11%	83.38%	18/19 Rank 23 (Third Quartile). 17/18 Rank 27 (Bottom Quartile). 16/17 Rank 28 (Bottom Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 26 (Bottom Quartile).

## Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	
C&L1	Corporate Indicator - NET Cost per attendance at Sports facilities (LGBF)	£4.11	£2.79	£3.64	£2.96	£3.14	£3.51	£3.62	£4.29	£3.39	18/19 Rank 26 (Bottom Quartile). 17/18 Rank 29 (Bottom Quartile). 16/17 Rank 23 (Bottom Quartile). 15/16 Rank 24 (Third Quartile). 14/15 Rank 19 (Third Quartile).
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	79.7%	84.7%	77%	77.93%	75.33%	73.67%	74%	74.33%	70.87%	18/19 Rank 18 (Third Quartile). 17/18 Rank 16 (Second Quartile). 16/17 Rank 19 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

## Housing Services

Code	Title	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	External Comparison
		Value	Value	Value	Value	Value	Value	Value	Value	Value	
HSN3	Corporate Indicator - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	62.5%	80.2%	86.4%	94.4%	93.1%	93.1%	96.0%	96.0%	96.1%	18/19 Rank 14 (Second Quartile) 17/18 Rank 14 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	New for 2013/14			7.00 days	7.37 days	9.01 days	13.04 days	13.19 days	16.70 days	18/19 Rank 25 (Bottom Quartile) 17/18 Rank 25 (Bottom Quartile). 16/17 Rank 23 (Third Quartile). 15/16 Rank 12 (Second Quartile). 14/15 Rank 7 (TOP Quartile)
HSN5	Corporate Indicator - Percentage of council houses that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.0%	100.0%	99.8%	98.8%	98.8%	100.0%	18/19 Rank 12 (Second Quartile) 17/18 Rank 12 (Second Quartile). 16/17 Rank 11 (Second Quartile). 15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).