Place Performance Report 2024/25

Midlothian

01. Progress in delivery of strategic outcomes and emerging challenges

Q2 24/25:
Place is where people, location and resources combine to create a sense of identity and purpose. The Place service ambition is to deliver joined-up, collaborative, and participative approaches to services, land and buildings, across all sectors within a place, enabling better outcomes for everyone and increased opportunities for people and communities to shape their own lives.

Place Services encompasses Building Services; Housing Services; Neighbourhood Services; Planning, Sustainable Growth & Investment; Property & Facilities Management; Protective Services and Sport & Leisure.

Transformation Blueprint (2023-2028)

We are committed to building on the learning and new ways of working that were adopted during the pandemic and renew our focus on delivering our key priorities at the most local level possible. Rooted in the creation of a wellbeing economy, the vision of our new 5-year strategy focuses on reducing inequalities at the same time as looking after the health of our planet. Specifically, we have three main aims:

. Individuals and communities have improved health and learning outcomes.
. No child or household live in poverty.
. Significant progress is made towards net zero carbon emissions by 2030.

Reprioritisation and redesign is crucial to balancing the Council's financial position, as well as preparing for further challenges and changes that we will face.
The strategic plan sets out our biggest challenges that need to be addressed over the next five years. We will continue to work to address the inequalities that our communities face, respond to the demands of the fastest growing local authority in Scotland, and delivering our vision of being a great, green place to grow.

Transformation Blueprint Objectives

1. Support the Council to address the 5-year funding gap of outlined in the Medium-Term Financial Strategy.
2. Follow the Money to ensure that the services we commission, contracts we manage and digital solutions we use deliver value for money.
3. Develop an organisational workforce that is flexible, ensuring that all staff have the necessary skills to work effectively, supported by digital technologies that fit for a 21st century workforce.
4. Design a workplace for the future delivering services in a holistic and integrated way.
5. Drive forward multi-agency transformation to deliver systems-level change resulting in joined-up service delivery which improve outcomes.

Environmental
Key achievements Q2 24/25

Midlothian Council was one of the first local authorities to sign Scotland's Climate Change Declaration, publicly acknowledging the challenges and opportunities that climate change brings with a commitment to make the Council's activities net zero carbon by 2030. Work continues to implement the Council's Climate Change Strategy and focus continues within Place services to achieve future emissions targets. The ambitious strategy sets out how we will reduce our greenhouse gas emissions, encourage, and work with others in our community to mitigate and adapt to the changing climate. A new Climate Change officer was appointed last quarter. As part of that role, a refresh of our Climate Change Strategy and underlying action plan is in development to support the Council and wider local authority partners in their collective journey to net zero across Midlothian.

Economic Development continues to promote the Midlothian Business Green Pledge on social media and in direct conversations with clients to increase education and awareness of climate change and suggest adaptations. A total of 147 businesses have now committed to the Pledge with 21 of those signing up during quarter 2. The team continue to work with pledgers to identify the best platform for group sharing. Through the LinkedIn group, pledgers share their experiences and the team continue to share a mix of green information from partners on learning opportunities, support and funding.

Road Services
Up to this quarter, under the combined Capital Works Programme and Residential Streets Programme, a total of 7.70km of carriageway and 1.16km of footway was resurfaced. Representing 1% and 0.16% of the carriageway and footway network respectively. Carriageway resurfacing is on target for the quarter. Although footway surfacing is slightly behind target, good progress was made this quarter compared to last and it is expected to meet the annual target.

901.76 tonnes of material was used in quarter 2 to fill potholes. 199.48 tonnes of material was used for temporary repairs and 702.28 tonnes for pothole pro permanent patching. This is an increase of 127% compared to this period last year where 396.4 tonnes were used. The Pothole Pro project equated to 6,031m2 of permanent patching, repairing 967 potholes this quarter which is a 198% increase in square metres patched and a 12% increase on the number of pothole repaired compared to the same period last year.

As part of the street lighting capital programme a target of 500 new lighting column replacements are planned for this year. Lighting column programme commenced towards the end of quarter 2 with 22 columns replaced. The vast majority of replacements will take place during quarter 3 and as such the annual target is expected to be made by the end of the year. In addition, a further 472 street light replacements are programmed for this year which include LED upgrades. 23 upgrades were completed during the first week of the programme.

In this quarter 4 additional digital 'school zone' signs were installed utilizing Transport Scotland funds and the upgrade of CCTV installation at Shawfair park and ride started. Planning and resourcing for our Winter Service was complete this quarter with 2 new gritters due for delivery and over 3,000 tons of salt in stock.

Waste and Recycling
As part of a wider Neighbourhood Services review, a new management structure for the Recycling Team was implemented in quarter 1. This has resulted in streamlined management of the service which has already seen an increase in productivity and time management of front line teams.

To further support the new management structure within the Recycling Team, the contract for the "digital deport" was awarded tis quarter. The contract will provide digital in cab technology to all of the roadside collection vehicles within waste services. This will transform the way the front line service is delivered and will result in efficiencies and improved customer service.

The team have continued to improve the way the service engages with residents in relation to enquiries and complaints. A new way of working has seen a significant improvement to customer service, resulting in a more responsive and timely service to residents who contact the team.

In quarter 2 the food waste collection service was expanded to include a further 2,500 properties in the rural area. Initial figures show that this has been a great success with 2 tonnes of food waste collected in the first week alone. This is potentially 100 tonnes of food waste recycled rather than going into the residual bin. The expansion of the food waste collection service is the latest phase of the plan to transform the waste collection service as part of the move to twin stream recycling in 2025.

Neighbourhood Environment Team
Quarter 2 has seen the new Neighbourhood Environment Team become further established within the Recycling and Greenspace Service. The new team combines elements of the former street cleaning service with specialist elements of the greenspace team to create a new service that aims to improve the quality of the local environment for our residents. Across Midlothian, the Neighbourhood Environment Team has been carrying out the following works in our local communities:

Ensuring our streets remain clear of litter Cleaning our bus stops so that they provide safe, clean shelter for residents Emptying street litter bins Spraying and removing weeds from footpaths and roads Mechanical sweeping of roads and pavements Ensuring pathways are clear of overhanging trees and shrubs Keeping Midlothian clear of fly tipping Edging back grass verges to reclaim overgrown footpaths Power washing of high streets and public areas

The team are currently prioritising leaf clearance to ensure that our footpaths and roads are clear of leaves to keep out public realm safe. We will then focus on a winter work programme which will see a deep clean of key routes throughout Midlothian.

Play area improvements
The team are continuing to deliver the play area improvements programme funded by the Scottish Government grant, with further projects planned for 2024 in play areas across Midlothian. Further updates will be provided as projects are developed throughout the year. 10 improvements across our play areas, parks and green spaces were completed up to and including this quarter. The team are currently installing a play trail at Ironmills Park.

Village improvements
During quarter 2 the Greenspace Team have been finalising plans to carry out clean up works in village areas to build on the success of the work in 2023 which saw improvements to 16 areas including; Pathhead, Leadburn, Fala, Howgate, Lasswade, Ford, Edgehead, Auchendinny, Newton village and Silverburn to date with works planned for Cousland, Carrington' Millerhill, Temple, Whitehill and Middleton. The works will commence in quarter 3 and further details will be provided once the plans have been confirmed.

Working with the community
The Greenspace Team have continued during quarter 2 to work with our brilliant volunteers across Midlothian. The work we carry out jointly has a huge impact on the quality of the local environment and we are determined to strengthen these partnerships over the rest of 2024. Our volunteer groups provide added value to the work that we do with litter picking, gardening and fund raising to brighten our local areas. Up to and including this quarter, 3,342 volunteer hours (557 days) were spent in countryside sites. Volunteer numbers continue to remain high.

Protective Services
Our Business Regulations Food and Safety team continue to prioritise proactive interventions at food businesses registered with Midlothian Council with the highest risk for food safety and standards. These include retailers and caterers with significant or sustained non-compliances in food law. 18 out of 22 planned priority inspections were completed for this quarter and as such the official control verification visits to our approved premises planned for this year are on track.

This quarter Food Standards Scotland issued a Food Alert for Action due to counterfeit alcohol being found in a retail premises in another local authority area in Central Scotland. Over 3 days officers from our Business Regulation Team carried out checks on over 40 small independent retailers in Midlothian. Counterfeit Glens vodka was found in 1 retail premises in Midlothian with 12 bottles being voluntarily surrendered by the premises manager. The test report provided by Edinburgh Scientific Services on a sample taken showed the product contained propan-2-ol (iso-propanol) from an industrial source. Propan-2-ol is harmful when consumed with symptoms including nausea, vomiting and abdominal pain, intoxication, respiratory depression and coma. Ingestion of any amount can lead to toxicity meaning the product was unsafe. Investigations are currently ongoing.

A Remedial Action Notice was served on a Midlothian food manufacturer due to extensive mouse activity in the food preparation areas. The business was closed for 4 days to clean and disinfect the premises and implement control measures to control the mice. A further unannounced inspection has been carried out at the premises and found to be satisfactory, maintaining their control measures.

During a programmed food inspection, a mobile street trader was found to be operating with no running water, relying on bottled water to wash hands and clean equipment and surfaces. The issue was resolved within 1 day and the unit now has a supply of running hot and cold water.

A restaurant/takeaway in Gorebridge that was recently closed twice due to rat activity within the food premises was showing signs of improvement due to the intensive interventions of the Environmental Health Officers involved. However, a Health and Safety Improvement Notice had to be served on the duty holder to ensure the fixed electrical installation was safe due to evidence of damage to the wiring by rats. The notice was complied with after a short extension, however the electricians report showed remedial works are required and follow up is necessary.

The Canadian Food Safety Institute visited the UK to carry out an audit on UK food manufacturers who export to Canada, and Local Food Authority official controls in place at these premises. An officer from Midlothian Council's Food and Safety Team joined the Institute on their visit to one of Midlothian's largest manufacturers of meat products. Feedback was provided at the end of the visit to the business with a few minor points raised. They acknowledged the resourcing challenges Midlothian Council's Food and Safety Team have and were satisfied with the official controls in place.

The Food and Safety Team have recently appointed a trainee Authorised Officer. The officer took up post in September and has 6 months of training to complete requirements set by the Royal Environmental Health Institute for Scotland (REHIS). This is a very positive addition to the team and allows the officer to progress over time from a Food Safety Officer to an Authorised Officer with health and safety duties which then has the potential to gain qualifications to be an Environmental Health Officer.

Our Trading Standards team received 48 consumer complaints this quarter, a decrease from 56 during the same period last year and 82 in Q1 of 22/23. 96% of consumer complaints were responded to within 5 working days and 84% completed within 14 days. Completion is not fully within service control and is dependent on traders and complainants responding to investigations. This year to date at least £22,065 has been returned to Midlothian consumers following Trading Standards involvement.

Trading Standards prosecution cases continue this quarter with guilty pleas obtained in two cases and a further case submitted:

- a sole trader pled guilty to operating a fraudulent scheme relating to retaining deposits for 9 bathrooms he did not provide, a total of £10,875.75. Trading Standards reported the case in 2022 with 15 complainers, 3 of whom were from Midlothian, under the Consumer Protection from Unfair Trading Regulations 2008.
- a Mayfield shop owner pled guilty to intending to supply oversize vapes in June last year and was fined £500.
- a report was submitted by Trading Standards to the Crown Office & Procurator Fiscal Service (COPFS) for offences under the Trade Marks Act 1994. In December 2023 Police Scotland assisted Trading Standards in enforcing a warrant at a home in Gorebridge where a private Facebook group was being ran selling counterfeit goods, mainly brand clothing but also handbags and perfume. The private group may have had over 3,000 members and counterfeit goods were recovered from several buyers in Midlothian.

As reported last quarter, 3 other cases are proceeding in court with a December trial date set after Trading Standards involvement.

39 Trading Standards primary inspections took place this quarter of a targeted 145 for the year, although off target, most inspections take place over quarters 3 and 4 so our overall annual target is expected to be met. Due to extensive inspections to farms and small holdings over the last year, only 8 small holdings/farms are required for inspection this year.

This quarter 36 intelligence logs were recorded on IDB, the national Trading Standards Intelligence database (IDB) by our Trading Standards team. In comparison to other Scottish Councils, Midlothian continue to sit in the top quartile for logs created.

Our Public Health Environmental Protection team successfully applied and were awarded college fee funding from Skills Development Scotland for two Regulatory Services Apprentice posts. Recruitment took place this quarter and apprentices will be in post during quarter 3. This new pilot apprenticeship scheme is aimed at partially addressing the national shortage of regulatory services officers and is hoped to assist future staffing requirements by providing a new route into the field of Environmental Health.

The team received 290 public health service requests this quarter from Midlothian residents and businesses. A further 62 service requests were received from internal sources. Key activities for the Public Health Environmental Protection team this quarter included:

- The issuing of 93 Short Term Let Licences under the new scheme
- Progression to court of an animal welfare case reported to the Crown Office & Procurator Fiscal Service (COPFS) earlier in 2024. A further case is currently being prepared and will be submitted in Q3 to the COPFS regarding alleged offences under the Antisocial Behaviour Scotland Act 2004 Part 8 Housing: registration of certain landlords
- Planned out of hours assessments commenced this quarter to assess noise and others Environmental Health matters in Midlothian. These assessments include licensed premises.
- A number of statutory notices were served this quarter regarding a various issues including fly-tipping and vermin. Al notices served in quarter 2 have been complied with.
- Investigations this quarter led to the identification of 2 unlicensed HMO's both of which are now going through the licensing process.

Housing
Key achievements Q2 24

Meeting housing need
The Council's Strategic Housing Investment Plan (SHIP) 2024/25 to 2028/29 was submitted to the Scottish Government during 23/24. The SHIP identifies the Council's priorities for investment in new affordable housing in Midlothian over a 5 year period. The delivery of more affordable housing remains a high priority for Midlothian, as reflected by our ongoing and ambitious housing development programme.

From March 2024 to date we have received the completed handover for 96 new build homes in Conifer Road, Mayfield, St Cuthberts in Bonnyrigg High Street and Buccleuch Wynd. This quarter 8 golden share applicants for low cost home ownership were reviewed and accepted.

There were 6,564 active housing applicants placed on the Common Housing Register at the end of this quarter, a 25% increase compared to the same period last year. 144 lets were made this quarter, 6 houses were let through our Housing First model. 56 lets were made to new build and open market purchases.

This quarter the team successfully made changes to our Capita ONE reporting system, through weeks of testing we now have the ability to record 'rough sleepers' in Midlothian, where our older system didn't capture this level of detail.
An initial review of our supported accommodation commenced this quarter to look at better ways we can support, protect and house women within our supported accommodation sites. More information on the review will be shared in the next few quarters.

Homelessness

There continues to be a significant demand placed on homeless and temporary accommodation services, alongside the increase in energy, food and fuel costs, requiring a comprehensive preventative approach. Homelessness is not inevitable and can often be prevented. The **Homeless Persons (Suspension of Referrals between Local Authorities) (Scotland) Order 2022** gives people in housing crisis the freedom to settle where they choose with access to the support they need and aims to help them integrate more fully into the local community and to reduce repeat homelessness. The removal of the necessity to have a local connection to an area under this legislation has seen a shift in persons now presenting to Midlothian and as result the total number of households in temporary accommodation at the end of quarter was 406, an increase of 23% compared to the same period last year. Although we did not experience immediate negative effects of this the changes to legislation, the impact is now changing and we continue to monitor the long terms effects.

Despite a 34% increase in single male parents and added pressures of placing 44 households in unsuitable temporary accommodation, this quarter we successfully avoided breaching the Unsuitable Accommodation Order (UAO) due to the dedication and hard work of our Housing Team, moving people urgently and exchanging properties where tasks had been completed to be able to accommodate.

Our aim is to reduce the length of time that an applicant is in Temporary Accommodation and through our Rapid Rehousing Transition Plan we see households moving through the homeless system more quickly. Officers take a proactive approach when allocating properties to place applicants in their area of choice where possible, increasing the opportunity to accept the property being flipped to permanency and allows for a more sustainable community.
Latest figures from quarter 1 show the length of time homeless applicants waited until receiving a permanent housing outcome was 51 weeks, showing a continued downward trend from 106 weeks at quarter 1 of 22/23 and 58 weeks for quarter 1 last year. It should be noted figures for quarter 2 are not currently available however we expect current figures to remain within target. Similarly, figures for the length of time homeless applicants spent in temporary accommodation is currently not available the most recent available data for Q4 23/24 shows that an average of 40.3 weeks was spent in temporary accommodation compared to an average of 62 weeks over the same period in 22/23. It is expected that figures will continue to remain within our 60 week target.

The number of temporary accommodation households that have been flipped to permanent accommodation was 74 this quarter, reducing the need for multiple moves before being permanently housed, allowing for links established within the local community to be maintained.

Homelessness prevention assists around 20 households with advice and assistance about homelessness prevention per week. This is rental assistance advice, financial awareness advice and mediation. The number of homeless cases provided with advice and assistance this quarter was 222. We continue to promote this service to ensure early successful intervention when possible.

Tenants sustaining permanent accommodation continues to be high this quarter with 97% of homeless applicants sustaining a permanent tenancy after 1 year.

Building Maintenance

The total number of jobs completed internally by our Building Maintenance Service this quarter was 7,925. A total of 15,977 jobs have been completed so far this year. Jobs include all reactive, planned works, voids and inspections.

This year the Building Maintenance Service (BMS) Capital upgrade programme has been set at just over 3000 upgrades across our estate, continuing from achievements last year. These upgrades include the continuation of our new windows, doors, bathrooms and kitchen programmes helping Midlothian Council maintain its Scottish Housing Quality Standards. The service also aims to complete the remaining fire door installs to all our flats to ensure that we are also compliant with the latest fire regulations.

This quarter we have increased the percentage of Council Housing stock meeting the Scottish Housing Quality Standards criteria to 76.55%. Although this is still off target there has been a significant increase from 34.3% meeting standards at Q2 of last year. Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (EESSH). We have reduced these failures to meet 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have reduced this figure to 1,708 during quarter 2, resulting in 76.55% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation.

In line with our Damp and Mould policy the service continues to roll out the environmental sensors throughout our portfolio. This year BMS are aiming to install around 2,000 monitors across 1,000 homes. This continued roll out will provide us with valuable information from within our homes, allowing us to achieve our targets set out in our Damp and Mould policy. The information collated by the monitors is sent through to a portal using a gateway system that also monitors our smoke alarms.

Economy & Regeneration
Key achievements Q2 24/25

Midlothian Council's Economic Renewal Strategy sets out our ambitious approach to managing the transition from pandemic lockdown and planning for the longer term challenges the local economy will face. The strategy aims to mitigate the adverse economic impact on the local economy from COVID-19. Key aims are to protect jobs and aid business recovery using a place-based partnership approach that maximises the opportunities developing from the pandemic. Taking this partnership approach, the strategy will foster entrepreneurship, upskilling and training, addressing gaps in the market and changing the way business is done to better align this to customer behaviour. Alongside support for agriculture, tourism and the leisure and hospitality sectors, the council will also promote local jobs and self-employment opportunities, particularly for young people, to give them the necessary skills and support they need to benefit from economic recovery. Work is ongoing to refresh the Economic Strategy and will be presented for approval to Council later in the year.

Business gateway Service
The Business Gateway Service has seen a similar level of demand this quarter compared to the same quarter last year.

52 'Planning to Start' enquiries were received in Q2. Enquiries are received from individuals that are considering setting up a business but need support to achieve this, these clients tend to have numerous sessions with their advisor covering areas such as business planning, access to finance, regularity compliance, routes to market and can take from 3 months to a year to reach the trading stage.

The total number of new Business start-ups this quarter was 20, creating a total of 23 jobs and an estimated contribution of £1,020,000 to the Midlothian economy in their first year of trading. This is a decrease compared to 32 starts over the same period last year however the 52 'Planning to Start' enquires this quarter means the pipeline is still healthy leading to more starts up over the next few quarters. of 13 new business starts.

Business Gateway Expert Help Programme
Work continues with our Net Zero Nation Programme which is supporting 13 diverse local businesses to accelerate their Net Zero Journey. The businesses will take part in 12-month Net Zero Business Accelerators with funding support from Midlothian Council/Business Gateway Midlothian. In return, they must sign an agreement where they commit to approach their Net Zero strategy and credible carbon reduction plan with vigour, speak at physical and online events to encourage other business leaders to start their own transition to Net Zero. The companies will receive a 12-month carbon accounting software license, an expert partner providing 1:1 support over 12 months to help them produce their audited carbon accounts, their carbon reduction plan produced, an auditor to verify and certify their carbon accounts and carbon reduction plan. After completion in December 2024, the team will commence case studies on the outcomes for businesses.

Our first Learn e-Commerce Expert Help programme commenced last quarter in April. 18 businesses enrolled for the digital course, with 6 going on to receive 121 expert help guidance form the trainers. The feedback from clients has been extremely positive with tangible improvement to their businesses immediately felt. A second round of this programme has received a good level of interest with 13 businesses applying and now approved for programme with an estimated launch date during October.

The team continue to provide expert help consultancy in financial management and Human Resources to support the Fair Work Policy to Business Gateway clients on an as needed basis. 30 businesses have been supported since the programme began, with budget left for another 20 interventions.

Business Gateway Midlothian Summer Events

A Business Gateway coffee morning was held on Friday 6th September 2024 at The Craigie Hotel in Penicuik. James Palmer, Development Director of Penicuik Estates, presented an in-depth picture of the plans for the estate, their green approach and the opportunities for partnering with the local business community. Skills Development Scotland, Edinburgh College and the team from the Workforce Mobility Project attended and had stands to introduce themselves to the

business.44 businesses attended the event with the majority based in Penicuik and the surrounding areas.

The next scheduled **BG Coffee Morning** is on Friday 8th November at the newly opened conference suite at Energy Training Academy in Dalkeith, Midlothian Energy LTD and the CR Deal Workforce Mobility Project will present.

On the 6th July the Business Gateway team presented to the members of the Rosemains Steading Business Association on the forthcoming UKSPF grant. Focusing particularly on the exporting fund, 12 business attended the event.

The team also presented at the Moredun Scientific Tenants Meeting within the Midlothian Science Zone on the 21st August, outlining the support Business Gateway offers and the UKSPF grant process. 17 businesses attended the event.

Business Associations

There are 3 active Business Associations in Midlothian covering Dalkeith, Penicuik and Pathhead within Midlothian. An event has been arranged for the 24th Of October to bring together Midlothian food and drink businesses to develop a business association. This will include producers and retailer.

UKSPF Local Business Support

The Green Skills programme to upskill local plumbers, heating engineers and electricians in the installation of Heat Pumps and Solar Panels/Battery Storage was launched this quarter. This programme will upskill in the region of 8 local tradespeople with a further 4 places available to unemployed people to access the Managed Learning Programme which takes an individual with no experience of the trade to become fully qualified gas and heat pump installers.

Social Enterprise

The Business Gateway service continue to promote the Social Enterprise model to clients where their plans, objectives and values align to the model. Contributing to Community Wealth Building objectives, the team support projects from the Social Enterprise Conversation sessions as they develop. The service supported 12 Social Enterprise organisations in quarter 2. Support provided included:

- 3 Community Interest Companies provided with support to access grant funding, expert help and Community Asset Transfer.
- An existing charity in a precarious financial situation was supported to develop revenue streams and explore avenues for becoming financially sustainable. Business Gateway Learn Ecommerce expert help in progress.
- 1 Third Sector Organisation has been provided with support to collaborate with a private sector business that had outgrown their current facility, this will provide a new audience for the business as well as utilise catering facilities that are not viable for the Charity to realise revenue generation.
- 1 pre-start development Trust has been provided with support with planning and developing its organisational structure.
- 1 pre-start social enterprise has been provided with support to develop their idea and been given advice on support available with the current social enterprise landscape.

Land and Property
Property enquiries are specific premises enquiries and sign ups to the property mailing list. We had a total of 9 enquiries from local businesses in Q2 of which 3 were from businesses outside of Midlothian, these could be considered Inward Investment enquiries however they are all smaller businesses looking to relocate from Edinburgh or surrounding areas.

Property Assets
This quarter our Estates team concluded the sale of the Leadburn dwelling and the sale of the former Loanhead Police Station (subject to planning consent). In addition, the conclusion of the acquisition of 3 houses under the Ukrainian Resettlement Programme. In conjunction with Midlothian Energy Limited (MEL) the team concluded options into future heating alternatives for the Bonnyrigg Heating Scheme

Planning
Following the adoption of the National Planning Framework No.4, the Planning Service formally commenced its review of the Council's adopted spatial strategy, the Midlothian Local Development Plan 2 (MLDP2). The first phase consisted of engagement with community groups, key agencies, the development industry, local residents and elected members. This engagement was ongoing throughout 2023/24 and continues into 2024/25. At its meeting in June 2024 Council approved the MLDP2 Evidence Report, including setting a Local Housing Land Requirement at 8,851, for submission to the Scottish Government for 'Gate Check'. This is the first major milestone in the MLDP2 process.The Evidence Report has now cleared the 'Gate Check' process, the second Council in Scotland to clear this process.

Building Standards
Although performance targets in relation to building warrant applications issued are off target this quarter, our Building Standards service continues to provide a high level of customer satisfaction against an increasing service demand. The Building Standards service review has been agreed and the first phase now implemented. The new service structure will now seek additional resource to manage the increase in workload and meet the nationally agreed service level performance targets.

Health and Wellbeing
Key achievements Q2 24/25

Catering Services
The percentage of Secondary school meal uptake this quarter has increased to 40.5% and continues to sit above the APSE average of 36.23%. This is due to changes made to the menu offered to secondary schools to attract pupils back into the dining room. The percentage of Primary school meal uptake for quarter 2 was 54.02% and again remains steady compared to previous quarters. Primary school meal uptake continues to sit well above the APSE average of 41.24%. The percentage of school meal food waste has decreased to 4.35% from 5.74% compared to the same period last year. In addition, our Catering Service were awarded the Bronze Food for Life Award and the
Pro-veg School Plates Bronze award.

Across Sport and Leisure services, our Tonezone memberships continues to grow through improved marketing and promotion with a total of 4,527 memberships up to the end of quarter 2. An increase of 8% compared to quarter 2 of last year.

Towards the end of quarter 1, a new Sport and Leisure mobile app was launched. The new app makes it easier for customer to access and manage their account, book classes, get live pool updates, news and Active Schools information. The app had 500 downloads within the first week of launch. By the end of quarter 2 the app now has over 8,000 users. Our app can be found on the Apple and Google store.

1,765 primary 4 pupils attended free swimming lessons this quarter (within a 5 week block) after an effective system was put in place from our programme development officer.

Our **Alpine coaster at Midlothian Snowsports Centre** opened successfully on the 14th of September. The overall length of the coaster is 980 meters (315 metres uphill and 667 metres downhill) with a vertical drop of approximately 170 metres. After a successful communications campaign the coaster was fully booked since its opening weekend to the 13th of October with 11,479 tickets being sold.

Our Active Schools Midlothian

Sharing good practice, our Midlothian Active Schools Young Ambassador programme was delivered by our Active Schools team as an opening presentation at the East Regional Young Ambassador conference this quarter. All Midlothian secondary schools were engaged to deliver the programme.

Using a similar model to Edinburgh Leisure and Active Schools, we have extended our partnership with Edinburgh college into our health and fitness courses with opportunities for placements within our centres.

Our summer holiday programme was well attended generating income and resulted in a good base to build on for future years.

Midlothian Active Choices (MAC) is a sport and leisure physical activity referral programme, aimed at adults who are inactive and experience various health conditions. The programme offers a range of supported activities across Midlothian to help manage these health conditions. This quarter saw 1,653 Midlothian Active Choices attendees, an increase of 8% compared to the same period last year. 444 new referrals were received after completion of MAC sessions showing an increase of 20% compared to the same period last year.

Capital Investment Programme
As Scotland's fastest growing local authority area, it is critical to delivery that investment in community infrastructure, such as housing, the learning estate, economic investment and green

infrastructure, is in the right place at the right time. This will help our communities to live well, live locally and prosper. How we invest in community infrastructure must also respond to changes in our working and living patterns brought about by the pandemic. Communities need to be able to readily access the services they require. Capital investment is also an opportunity to support our local economy through job creation and skills enhancement, particularly in relation to supporting a transition to a green economy as we invest in sustainable, highly energy efficient buildings.

As a growing Council, we have the opportunity to transform parts of Midlothian in a way that reflects how we live now. We will invest in community infrastructure with a focus on place-making, reducing inequalities, improving economic opportunities and improving education and health and wellbeing outcomes.

The Capital Investment Strategy brings together many strands of the Council's activities to build upon our past successes and drive forward innovation in a co-ordinated and achievable manner for the benefit of Midlothian and its citizens.

The Capital Investment Strategy sits centrally within the Council's future planning activities and in doing so has to reflect the demands of Council services to ensure positive outcomes are achieved in the right place, at the right time for the maximum benefit to Midlothian. The extensive capital programme delivers new schools, a record investment in council housing, improved community infrastructure, investment in the local transport network and innovative developments such as the new low carbon heat network in Shawfair.

To ensure Midlothian is 'building back better', this investment is also creating new jobs, apprenticeship opportunities, opportunities for businesses and communities and families hard-hit by the impact of the pandemic. These new opportunities help lead the way out of the pandemic and towards a better future for Midlothian.

The Education Learning Estate Strategy programme has been developed and is subject to regular review meetings with Education and stakeholders to ensure effective monitoring, reporting and delivery of improvement and expansion of the Education estate including Early Years provision. This currently covers approximately 30 projects at various stages of development.

Midlothian Council is overseeing a significant housing programme. Phase 1 provided 864 additional houses within Midlothian. The total number of new homes from phase 2, 3 and 4 is currently estimated at 1134, comprising of 489 from phase 2 budget and 645 from phase 3 and 4 budgets. Progress continues with 645 homes currently being constructed on site either through commencement of enabling works or main contract works as of November 2022. An additional 327 homes are funded for delivery in phase 5. This included the largest Passivhaus programme in Scotland, with 191 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. At present any further Passivhaus developments are paused for a cost benefit analysis exercise.

Challenges and risk
Over recent years, innovative ways of working have been introduced and services adapted at pace to respond to the needs of our citizens, in particular those experiencing the greatest levels of poverty and inequality. Our services are continuing to build on this learning moving forward,

harnessing the energy, flexibility and creativity demonstrated by our workforce, to embed a culture of continuous improvement and innovation across Place.

Growing Council

In addition to the financial sustainability challenges, other challenges for Midlothian continue in the cost of living crisis, the growing and ageing population and the increasing demand for services that this brings.

The recent Census results 2022 highlights that Midlothian remains the fastest growing local authority in Scotland with an increase of 16.1%. The 2011 census data lists Midlothian as having a population of 83,187 which has risen to 96,600 in the 2022 census data. The level of growth is 2.3% higher than our previous calculation and is now 13.4% higher than the Scottish average of 2.7%. In terms of households, Midlothian saw the highest percentage increase at 17.2% since the 2011 census. Population density in Midlothian is 273.1 residents per square kilometre compared to the Scottish average of 69.8.

This growth creates the opportunity to meet the housing need with 25% of new homes being built in the affordable housing bracket, in addition to the expansion in Council house building. This construction will directly support employment and will see a steady increase in the value of Council Tax income received over time.

The approved Capital Strategy sets out the infrastructure required to meet those demographic pressures and includes the financial contributions Midlothian will make to the Edinburgh and South East Scotland City Region Deal. Encompassing five main themes the City Region Deal will bring significant investment across the regions with total investment of circa £1.3 billion across:

- Data Driven Innovation: £751 million
- Integrated Regional Employability and Skills: £25 million
- Transport: £156 million
- Culture: £45 million
- Housing: £313 million

Through the Data Driven Innovation strand the Deal will leverage existing world-class research institutes and commercialisation facilities in order that Easter Bush becomes a global location of Agritech excellence. The Easter Bush project includes significant investment in transport infrastructure along the A701/2 transport corridor. In addition, by improving on-site infrastructure at Easter Bush and transport infrastructure, The University of Edinburgh expects commercial partners will be able to co-locate at scale to commercialise Agritech breakthroughs.

Risk

The Council's Strategic Risk Profile is presented retrospectively to Audit Committee quarterly. The most critical risks to the Council are Financial Sustainability, Climate Change and the Change Programme. Corporate Solutions is key to the delivery of mitigating actions to these risks; through strategic planning and the Medium Term Financial Strategy and driving forward the Council's transformation programme to drive change and redesign services.

Place PI summary

01. Manage budget effectively

Priorities	Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25	Feeder Data	Value
01. Manage budget effectively	Performance against revenue budget	N/A	£44.751m	£50.238m	N/A	**Q2 24/25:** Data not available			

02. Manage stress and absence

Priorities	Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25	Feeder Data	Value
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	13.15	5.85	3.86	9.77	**Q2 24/25:** Data only The average number of working days lost due to sickness absence has increased compared to this time last year. While there is no identifiable trends either in short term or long term absences work continues with each service area to review attendance levels and support those staff who are absent to be able to return to work.		Number of days lost	9,353
								Number of FTE in service	956.84

03. Process invoices efficiently

Priorities	Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25	Feeder Data	Value
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	88%	85%	94%	90%	**Q2 24/25:** On Target	90%		

04. Improve PI performance

Priorities	Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25	Feeder Data	Value
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	86.67%	86.24%	84.96%	81.74%	**Q2 24/25:** Off Target 17 of 115 performance indicators off target this quarter.. Please see the individual indicators for further information and improvement actions.	90%	Number on tgt/complete or Data Only	94
								Total number of PI's	115

05. Control Risk

Priorities	Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25	Feeder Data	Value
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	**Q2 24/25:** All risks reviewed.	100%	Number of high risks reviewed in the last quarter	7
								Number of high risks	7

06. Implement Improvement Plans

Priorities	Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25	Feeder Data	Value
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.	97.18%	92.96%	95.95%	100%	**Q2 24/25:** On Target	90%	Number of internal/external audit actions on target or complete	73
								Number of internal/external audit actions	73

Place Complaints Indicator Summary

Commitment to valuing Complaints

Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
Number of complaints received (quarterly)	1,271	251	284	218	**Q2 24/25:** Data only	
Number of complaints closed in the year	798	125	191	124	**Q2 24/25:** Data only	
Number of complaints upheld (quarterly)		49	99	74	**Q2 24/25:** Data only	
Number of complaints partially upheld (quarterly)	129	22	32	26	**Q2 24/25:** Data only	
Number of complaints not upheld (quarterly)	130	20	29	15	**Q2 24/25:** Data only	
Number of complaints Resolved (quarterly)	139	34	31	9	**Q2 24/25:** Data only	
Average time in working days to respond to complaints at stage 1	3.29	4.18	4.65	3.8	**Q2 24/25:** On Target	5
Average time in working days to respond to complaints at stage 2	24.91	37.48	8.67	6.5	**Q2 24/25:** On Target	20
Average time in working days for a full response for escalated complaints	15.25	12.11	9.1	3.62	**Q2 24/25:** On Target	20
Percentage of complaints at stage 1 complete within 5 working days	83.01%	74.68%	68.03%	86.24%	**Q2 24/25:** Off Target 94 of 109 complaints closed within 5 working days.	95%
Percentage of complaints at stage 2 complete within 20 working days	51.72%	14.81%	100%	100%	**Q2 24/25:** On Target	95%
Percentage of complaints escalated and complete within 20 working days	73.28%	84.21%	87.8%	92.31%	**Q2 24/25:** Off Target	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	93	46	52	16	**Q2 24/25:** Data only	
Number of Compliments	114	20	26	N/A	**Q2 24/25:** Data not available	

Place Performance

- 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 the Scottish Housing Quality Standard for the Council's housing stock.
- Deliver the Energy Efficiency Standard for Social Housing (EESSH) 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

Building Services Measures

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PLACE.P.5.2a	Percentage of the Council's housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	98.9%	98.9%	98.9%	98.9%	**Q2 24/25:** Off Target 98.9% of Midlothian Council houses have modern facilities and services which is consistent with last year's figure. Contracts are ongoing this quarter to bring the percentage of Council's housing stock that does not meet SHQS criteria back to target.	100%
BS.PLACE.P.5.2b	Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing	98.4%	98.4%	98.4%	98.4%	**Q2 24/25:** Off Target Work planned to bring the percentage of Council's housing stock that does not meet Scottish Quality Standards criteria back to standard.	100%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	Quality Standard criteria						
HSN3	Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	56.47%	34.3%	72.1%	76.55%	**Q2 24/25:** Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (EESSH). We have reduced these failures to meet 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have reduced this figure to 1,708, resulting in 76.55% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation.	100%
PLACE.P.5.2c	Percentage of the Council's housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	34.3%	34.3%	72.1%	76.55%	**Q2 24/25:** Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards (SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (EESSH). We have reduced these failures to meet 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have	100%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						reduced this figure to 1,708, resulting in 76.55% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation.	
PLACE.BUILDS.02	Be on site with first modular housing development within 12 months	No	No	No	No	**Q2 24/25:** Off Target Tender responses received were non-compliant demonstrating a lack of market appetite for this development with modular construction. A revised procurement strategy is being progressed to procure the site via the Regional Delivery Alliance (previously Edinburgh Home Demonstrator project) which utilises modern methods of construction however this will result in a delay to delivery of these units. Delivery programme yet to be confirmed.	Yes
PLACE.BUILDS.04	95% of first reports for building warrant applications issued within 20 working days			58%	50.7%	**Q2 24/25:** Off Target Building standards have experienced a continual increase in workload for a number of years. A new structure has been agreed and the 1st phase has been implemented. The new service structure will now seek additional team members. This additional resource will serve to manage the increase in workload and meet nationally agreed service level performance targets.	95%
PLACE.BUILDS.05	90% of Building warrants issued within			74%	72.44%	**Q2 24/25:** Off Target	90%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	10 working days, following receipt of satisfactory information					Building standards have experienced a continual increase in workload for a number of years. A new structure has been agreed and the 1st phase has been implemented. The new service structure will now seek additional team members. This additional resource will serve to manage the increase in workload and meet nationally agreed service level performance targets.	
PLACE.BUILDS.06	Building Standards service to achieve a minimum overall average satisfaction rating of 7.5 out of 10 in line with the Scottish Governments national customer satisfactions survey			7.7	7.7	**Q2 24/25:** On Target	7.5
PLACE.BUILDS.07	Respond to general Building Standards emails and correspondence within 10 working days				96%	**Q2 24/25:** On Target	95%
PLACE.BUILDS.08	Issue Building Warrants for people with disabilities within 10 days				100%	**Q2 24/25:** On Target	100%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
RHM.a.07.1b	Average time in hours taken to complete emergency repair	32	17	23.79	15	**Q2 24/25:** On Target Figures are higher than expected due to a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the target date. As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements. Figures reported under this indicator will be used as a baseline for improving system reporting.	24
PLACE.P.5.3a	% of completed emergency repairs carried out on time			93.51%	95.72%	**Q2 24/25:** Data only Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the job target date. (E.g historic jobs carried out in previous years but not completed on our reporting system until this year). This will result in figures that show poorer performance and are not reflective of actual timescales to carry out a repair.	
HSN4b	Average time taken to complete non-	20 days	18 days	30 days	32 days	**Q2 24/25:** Off Target	7 days

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	emergency repairs (LGBF)					Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the job target date. This will result in figures that show poorer performance and are not reflective of actual timescales to carry out a repair. As Building Maintenance Service are undergoing a whole systems service transformation the work streams included for job performance and reporting will be addressed within the programme improvements such as the expansion of PDA devices. Figures reported under these indicators are being used as a baseline for improving system reporting.	
PLACE.P.5.3b	% of completed priority 2 (7 day) repairs carried out on time			87.58%	89.15%	**Q2 24/25:** Data only Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the job target date. (E.g historic jobs carried out in previous years but not completed on our reporting system until this year). This will result in figures that show poorer	

24

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						performance and are not reflective of actual timescales to carry out a repair.	
PLACE.P.5.3c	% of completed priority 3 (28 day) repairs carried out on time			83.48%	87.14%	**Q2 24/25:** Data only Indicators in relation to the measurement of housing repairs are based on completion dates within our reporting system. There are a number of jobs where work has been completed but completion/invoice dates were not recorded on the system until after the job target date. (E.g historic jobs carried out in previous years but not completed on our reporting system until this year). This will result in figures that show poorer performance and are not reflective of actual timescales to carry out a repair.	
PLACE.P.5.3d	Total number of in-house jobs completed by BMS			8,052	7,925	**Q2 24/25:** Data only The total number of jobs completed internally by our Building Maintenance Service this quarter was 7,925. Jobs include all reactive, planned works, voids and inspections.	

- Develop carbon reduction targets for Council properties and work with energy partners to develop energy efficiency projects, including renewable energy, in 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 support of 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 and continue the assessment of food commodities/products for school meal menus in relation to proposed changes in nutritional regulation.
- 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 our Education estate.
- Continue to improve the facilities and cleaning services and introduce new cleaning practices and methodologies.

Property and Facilities Management Measures

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PLACE.PFM.17	Number of secondary school meals prepared per hour (APSE)	7.23	8.46	7.13	9.05	**Q2 24/25:** On Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 8.84 meals per hour.	8.84
PLACE.PFM.18	Number of nursery and primary meals prepared per hour (APSE)	7.28	7.27	7.3	6.7	**Q2 24/25:** Off Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 8.84 meals per hour.	8.84

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PLACE.PFM.19	Percentage of primary school meal uptake	58.84%	58.85%	54.44%	54.02%	**Q2 24/25:** On Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 41.24% uptake for meals in Primary Schools.	41.24%
PLACE.PFM.20	Percentage of secondary school meal uptake	37.13%	45.71%	34.35%	40.5%	**Q2 24/25:** On Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 36.23% uptake for meals in Secondary Schools.	36.23%
PLACE.PFM.21	Percentage of free school meal uptake (P1-P5)	70.59%	70.62%	67.76%	68.27%	**Q2 24/25:** Off Target The aim is to be above the Association for Public Service Excellence (APSE) national average of 77.57% uptake for P1-P5 free meals. A communications campaign took place this quarter to promote free schools meals.	77.57%
PLACE.PFM.22	Percentage of school meal food waste	5.73%	5.71%	4.98%	4.35%	**Q2 24/25:** On Target The target is to have less than 7.5% of food waste from meals prepared. This quarter there was 4.35% of food waste from meals prepared.	7.5%
PLACE.PFM.23	Percentage of cleaning hours against budgeted hours achieved in primary schools	102.95%	101.62%	109.1%	109.03%	**Q2 24/25:** On Target Based on the Association for Public Service Excellence (APSE) national average of cleaning 195m per hour, the required hours for cleaning our Primary Schools would need 2389.1 hours per week. We are currently using 2191.25 hours per week this period meaning that productivity is 109.03%.	100%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PLACE.PFM.24	Percentage of cleaning hours against budgeted hours achieved in secondary schools	104.67%	103.82%	107.84%	106.96%	**Q2 24/25:** On Target Based on the Association for Public Service Excellence (APSE) national average of cleaning 195m per hour, the required hours for cleaning our Secondary Schools would need 1449.4 hours per week. We are currently using 1355 hours per week meaning that productivity is 106.96%.	100%

Housing Priorities

- Continue to develop the Rapid Rehousing Transition Plan to increase the number of homeless households that obtain permanent accommodation, and further reduce the time taken for the Council to complete its homeless duty
- Increase the supply of new build affordable housing (including open market purchases) in Midlothian with the new build programme set out in the Strategic Housing Investment Plan.
- Continue to provide housing those with complex needs through a 'Housing First' model
- Continue to drive forward transformation through the adoption of digital platforms, review of void management to minimise re-let timescales and further development of our tenancy support to improve the sustainability of tenancies
- Continue to provide Homeless prevention service for young persons.
- Continue to look at strategies/funding options to reduce drug deaths within Midlothian homelessness accommodation.
- Continue to ensure our supported accommodations are fit for purpose and meet legislation.
- Invest in our workforce through the ongoing development of cross team working to upskill and capacity build and the continued rollout of the Housing Options toolkit and trauma training.

Housing Measures

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
BS.PLACE. HSN.01	Re-let time permanent accommodation properties (calendar days)	35 days	47 days	23 days	47 days	**Q2 24/25:** Off Target Re-let times for permanent properties have increased due to void turnaround times over holiday periods and some legacy void properties. This figure is subject to change as void days exclusions due to major works have not yet been applied at time of reporting the figures.	35 days
BS.PLACE. HSN.02	Length of time (weeks) homeless applicants wait until receiving a permanent housing outcome	63.8	58.3	51	N/A	**Q2 24/25:** No data available Data not currently available due to issues with the Capita reporting system, a fix is in place to sort the issue in the next system upgrade expected this month, data will be available in Q3.	85
PLACE.HS N.03	Length of time (weeks) homeless applicants spend in temporary accommodation	45	58.3	N/A	N/A	**Q2 24/25:** No data available Data not currently available due to issues with the Capita reporting system, a fix is in place to sort the issue in the next system upgrade expected this month, data will be available in Q3.	60
PLACE.HS N.04	Total applicants on waiting lists (General Needs & Homeless)	5,712	5,251	6,260	6,564	**Q2 24/25:** Data only 5,417 general needs applicants and 1,147 homeless applicants.	
PLACE.HS N.05	Total number of lets (quarterly)	552	115	122	141	**Q2 24/25:** Data only	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						70 lets to homeless applicants and 71 lets to general needs applicants.	
PLACE.HSN.06	Number of lets to new build and open market purchases (quarterly)	217	36	31	56	**Q2 24/25:** Data only 51 lets to new builds and 5 lets to buy back properties.	
PLACE.HSN.07	Number of lets to Housing First applicants (quarterly)	19	4	3	6	**Q2 24/25:** Data only 6 lets to Housing First applicants, another 5 receiving support whilst waiting on a property becoming available from voids.	
RHM.a.04.4mi	Percentage of lets made to homeless list applicants	56.5%	58.2%	64.8%	49.7%	**Q2 24/25:** Off Target Cumulative figure so far over Q1 and Q2 is 56.82%. There has been a slight dip in allocations to homeless applicants, this is due to the vast number of new builds handed over during quarter 1 which are allocated to general needs applicants and existing tenants rather than homeless applicants as outlined in the (LLI) local letting initiative. Officers are working toward meeting the 60% target by the year end.	60%
RHM.a.04.4oi	Percentage of lets made to general needs list applicants	40.63%	41.8%	35.25%	50.3%	**Q2 24/25:** On Target	40%
RHM.h.05.5aiii	Percentage of Homeless applicants	80.07%	86.7%	95.6%	97%	**Q2 24/25:** On Target 65 out of 67 homeless applicant tenancies sustained after one year.	95%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	sustaining a permanent tenancy after one year						

Neighbourhood Services Priorities

- Deliver targeted Roads Capital Programme within Midlothian's Residential Streets
- Continue to progress the capital programme for classified carriageway (£1.5m) and footway (£0.5m) renewal and improvement schemes.
- Improve and expand active travel and public transport for Midlothian residents
- Work with Transport Scotland to deliver £605,00 Cycling Walking Safer Routes programme
- Further reduce the Council's energy consumption by increasing the use of LED street lighting
- Manage the parking enforcement contract and parking restrictions/charges to maximise access and safety and produce efficiencies
- Support the delivery of the Climate Change strategy and explore options for additional funding for Electric Vehicles and Electric Vehicle Charging Infrastructure
- Promote the use of environmentally friendly, low- emission vehicles.
- Continue to progress actions to reach the Scottish government targets to recycle 70% of all waste by 2025
- Ensure waste disposal contracts priorities maximum recycling, that waste services consider the climate impact of the service, seeking opportunities to limit the climate impact of the services approach to service delivery.
- Reduce the low number customer complaints for waste services
- Seek new income streams for Vogrie Country Park and develop the Park as a tourist destination to support local businesses.
- Continue to design and implement re-design of outdoor facilities through landscape design as part of Early Years Settings expansion programme.
- Maintain meadowland areas to create greater diversity and continue to develop areas of bio-diversity and foster community support.
- Continue to target key locations within Midlothian for landscape improvements by the design of new parks and other open space sports facilities and play areas, subject to available funding, with an emphasis on inclusive play equipment.
- Continue to invest in the workforce across all Neighbourhood Services teams to develop sustainable career pathways and generic working models to grow talent and foster leadership opportunities.

- Transform service delivery through the adoption of digital and mobile platforms
- Develop a comprehensive asset database management plan for all Neighbourhood Services assets
- Continue to invest in the workforce across all Neighbourhood Services teams to develop sustainable career pathways and generic working models to grow talent and foster leadership opportunities

Neighbourhood Services Measures

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (quarterly)	98.42%	97.6%	99.17%	98.27%	**Q2 24/25:** On Target	90%
BS.PLACE.P.15.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	8.2%	**Q2 24/25:** On Target The fleet replacement budget is currently undergoing a review with plans for enhanced targets from 25/26.	8%
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	N/A	10.8%	N/A	N/A	**Q2 24/25:** Data not available Q1 and Q2 data will be available in quarter 3.	15.0%
PLACE.P.14.2f	Percentage of the footpath network resurfaced (cumulative)	0.64%	0.22%	0.01%	0.16%	**Q2 24/25:** Off Target 1.16km of footways resurfaced to end Q2, under combined programmes of annual Capital Works and Residential Streets.	0.6%
PLACE.P.15.1a	Total savings in street lighting carbon emissions (cumulative)	1121 Tonnes	402 Tonnes	186 Tonnes	403 Tonnes	**Q2 24/25:** Data only	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
ENV6	Percentage of total household waste that is recycled (LGBF)	N/A	49.8%	N/A	N/A	**Q2 24/25:** Data not available Q1 and Q2 data will be available in quarter 3.	54.0%
PLACE.P.13.1a	Number of volunteer hours in countryside sites (cumulative)	6,990	3,300	1,890	3,342	**Q2 24/25:** On Target The ranger service continues to see a high level of volunteer engagement this quarter. 3,342 volunteer hours (557 days) were spent in countryside sites ensuring those sites are attractive, safe and welcoming for all to enjoy.	6,000
PLACE.P.14.2e	Percentage of total road network resurfaced (cumulative)	2.15%	1.23%	0.51%	1%	**Q2 24/25:** On Target 7.70km of carriageway resurfaced to end of Q2 under combined programmes of annual Capital Works and Residential Streets.	2.2%
PLACE.P.15.1b	Number of lighting columns replaced (cumulative)	752	480	0	22	**Q2 24/25:** On Target A target of 500 new lighting column replacements are planned for this year. 22 lighting columns were replaced during quarter 2. The vast majority of replacements will take place during quarter 3 and as such the annual target is expected to be made by the end of the year. In addition, a further 472 street light replacements are programmed for this year which include LED upgrades.	500
PLACE.P.16.3a	Number of ranger events undertaken (cumulative)	36	6	60	91	**Q2 24/25:** On Target The 91 events held to date have been organised school groups. This quarter the Ranger service are	20

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						developing the Outdoor Walking Festival which will be delivered during quarter 3.	
PLACE.P.16.4a	Number of parks and green space improvements complete (cumulative)	77	30	8	10	**Q2 24/25:** On Target Projects continue to be delivered across Midlothian to improve our parks and open spaces, including installations of play areas, benches and litter bins.	50
PLACE.P.17.1a	Total tonnes of material used to fill temporary and permanent potholes (quarterly)	1,802.58	396.4	851.5	901.76	**Q2 24/25:** Data only 901.76 tonnes of material was used in Q2 to fill potholes. 199.48 tonnes of material was used for temporary repairs and 702.28 tonnes of material was used for pothole pro permanent patching.	
PLACE.P.17.1b	Total metres squared (m2) of permanent repairs (quarterly)	9214	2020	5056	6031	**Q2 24/25:** Data only The Pothole Pro project equated to 11,087m2 of permanent patching.	
PLACE.P.17.1c	Number of potholes permanently repaired using Pothole Pro (quarterly)	2985	866	960	967	**Q2 24/25:** Data only 1,927 potholes were permanently repaired this year in total.	
PLACE.P.20.1	Percentage of household waste used to generate heat and electric (Energy from Waste)	N/A	38.3%	N/A	N/A	**Q2 24/25:** Data not available Q1 and Q2 data will be available in quarter 3.	

Planning and Economy Priorities

- Continue to work on achieving the aims sets out in the Planning Performance Framework (PPF)
- Review the 2020 Climate Change Strategy and identify costings for implementing the Council's net zero ambitions Conclude module
- 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.
- Complete the Planning, Sustainable Growth and Investment Service Review
- Draft, adopt and publish an updated Economic Growth Strategy
- Maintain and grow the client reach of Business Gateway services in Midlothian and continue to develop Locate in Midlothian
- Continue to provide Business support/advice in response to all 'Planning to Start a Business', 'Established Business' and 'Emerging and Established Social Enterprises' enquiries
- Develop a Local Transport Strategy, setting out policies for active travel, the promotion of public transport and operation standards for parking and electric vehicle charging and the Council's ambition for the delivery of an orbital bus service and the potential for trams to Midlothian
- Develop an Active Travel Strategy to be used as a basis to attract external funding towards active travel projects
- Prepare the MLDP2 'Evidence Report' and present it to Planning Committee for sign off before submission to Scottish Government
- Conclude the guidance on developer contributions – to progress as supplementary/planning guidance and future incorporation into MLDP2
- Review the Local Review Body processes and procedures
- Prepare a Local Transport Strategy, setting policies for active travel, the promotion of public transport and operation standards for parking and electric vehicle charging. The strategy shall also set out the Council's ambition for the delivery of an orbital bus service and the potential for trams to Midlothian
- Deliver a project plan for the A7 Urbanisation scheme.
- Deliver an Active Travel Strategy to be used as a basis to attract external funding towards active travel projects

Planning and Economy Measures

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
ECON5a	Number of New Business Start Ups (LGBF)	103	32	37	20	**Q2 24/25:** Data only 20 businesses were claimed as 'Starts' in Q2. This is a decrease of 12 compared to the same period last year.	
PLACE.ECON.01	Number of Businesses signed up to the Midlothian Business Green Pledge (quarterly)	108	15	21	21	**Q2 24/25:** Data only Continuous promotion of the Green Pledge on social media and in direct conversations with clients across the Economic Development Service. At the end of Q2 2024/25 the current total of Carbon Pledgers has reached 147 with 21 businesses signing up in Q2.	
PLACE.ECON.02	Number of social enterprises supported (quarterly)	63	12	24	12	**Q2 24/25:** Data only The service supported 12 Social Enterprise organisations in Quarter 2. The organisations supported included community interest companies, an existing charity, a Third Sector Organisation, a pre-start development Trust and a pre-start social enterprise.	
PLACE.ECON.03	Number of Locate in Midlothian social media followers (cumulative)	1,690	1,545	1,729	1,736	**Q2 24/25:** Data only Facebook followers is 793, and Instagram followers is 943. There has been an increase of 191 Locate in	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						Midlothian social media followers compared to the same period last year.	
PLACE.ECON.04	Number of Business gateway social media followers (cumulative)	2,288	1,994	2,369	2,436	**Q2 24/25:** Data only Facebook followers is 1,120, Twitter followers is 259, LinkedIn followers is 1,057.	
PLACE.ECON.05	Number of meet the buyer events held (quarterly)	1	1	0	0	**Q2 24/25:** Data only No Meet the Buyer events have been held in Q2.	
PLACE.ECON.06	Number of 'Planning to Start' business enquiries/submissions (quarterly)	235	56	55	52	**Q2 24/25:** Data only 52 Planning to Start enquiries in Q2. A decrease of 4 compared to the same period last year. These are individuals who are thinking of starting a business but have not yet started trading. These clients tend to have numerous planning sessions with their Adviser and can take from 3 months to a year to reach the trading stage, at which point they are then counted as a Start-up.	
PLACE.ECON.07	Number of jobs created by New Business Start Up	147		53	23	**Q2 24/25:** Data only 23 jobs were created by new business start ups in Q2.	
PLACE.ECON.08	Contribution to Midlothian Economy in 1st year of trading by Start Up Business	£5,790,000		£1,640,000	£1,020,000	**Q2 24/25:** Data only In Q2 there has been an estimated contribution of £1,020,000 to the Midlothian economy in their first year of trading.	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PLACE.ECON.09	Number of 'Strengthen Your Business' enquiries			15	2	**Q2 24/25:** Data only Successful launch of the new 'strengthen your business' client enquiry tool. This is designed for existing businesses that are not registered with business gateway and are already trading. The introduction of this tool has reduced the level of data input required of local Advisory teams. National and local marketing will take place over the next quarter to increase awareness with existing businesses that business gateway can support them. We have received 2 enquiries in Q2.	
PLACE.ECON.10	Number of Local Growth Adviser Support instances (LGAS)			5	5	**Q2 24/25:** Data only	
PLACE.ECON.11	Number of Property enquiries received	208	32	23	9	**Q2 24/25:** Data only Property enquiries are specific premises enquiries and sign ups to the Property mailing list. A total of 9 enquiries from local businesses were received in Q2, of which, 3 were from businesses outside of Midlothian. These could be considered Inward Investment enquiries however they are all smaller businesses looking to relocate.	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PLACE.ECON.12	Number of Inward Investment enquiries received	7	14	3	0	**Q2 24/25:** Data only There were no Inward Investment enquiries received in Q2.	
PLACE.PLAN.01	Determine 80% of planning applications within target (2 months for a local application and 4 months for a major application) (quarterly)	76%	81%	70%	80%	**Q2 24/25:** On Target 80% of planning applications have been determined within target.	80%
PLACE.PLAN.02	Average timescale (weeks) to determine planning applications for major developments	54.6	40.4	28	66	**Q2 24/25:** Off Target Major applications are complex to determine and conclude within the target due to the scale of information to evaluate and assess and to conclude a planning obligation to secure developer contributions.	50
PLACE.PLAN.03	Average timescale (weeks) to determine planning applications for local developments	9.3	8.5	10	10	**Q2 24/25:** On Target	10
PLACE.PLAN.05	Draft an Active Travel Strategy			25%	50%	**Q2 24/25:** On Target A draft strategy has been subject to consultation and is subject to review.	100%
PLACE.PLAN.06	Submit Midlothian Local Development			75%	100%	**Q2 24/25:** Complete	100%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	Plan 2 evidence report for Scottish Government's Gate Check stage					Evidence Report approved by June Council and submitted to Scottish Government's Planning and Environmental Appeals Division (DPEA) for Gate Check. Evidence Report cleared the Gate Check.	

Protective Services Priorities

- Continue to deliver the Council's regulatory functions with respect to food hygiene and standards regulations.
- Deliver the Scottish Governments Clean Air for Scotland (CAFS) objectives including the review and assessment of air quality in Midlothian to take into account of exposure in proximity to schools located near busy roads.
- Continue to deliver the statutory duty to identify and secure remediation of contaminated and review contaminated land strategy.
- Continue to manage the CO_2 gas ingress to non- council stock properties in Gorebridge.
- Seek to enable disabled persons to continue to live an independent life through the provision of disabled adaptation grants for private sector properties.
- Protect and develop safe communities through risk assessment and improvement of sub-standard private water supplies.
- Protect and contribute to the enhancement of the environment regarding dog control activities.
- Regulate Health and Safety across Midlothian through the investigation of workplace accidents
- Restart a programme of test purchase for under-age goods
- Continue to identify and respond to incidents of rogue trading.
- Conduct a programme of inspections to businesses identified as of high and medium-risk including at least 20% of tobacco retailers.
- Develop new commercial opportunities within the Council and external to the Council.
- To raise the profile of health and safety across the Council by providing comprehensive health and safety support, including a training and development offering which meets the Council's needs and generates income for the Council.
- To support managers by providing them with the tools to manage and self-assess their services to achieve full compliance with health and safety standards incorporating PLAN, DO, CHECK principles.

- To encourage a pro-active approach to Occupational Health Service and to promote a positive health and safety culture across the Council.
- To review the Council's current fire safety arrangements and further develop and improve these arrangements to fully reflect the Council's legal obligations under the Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006.
- Support the Council to enhance resilience arrangements, leading to confidence in Contingency Planning and Emergency Preparedness.
- To develop and maintain a strategy, including methodology for Business Continuity planning that in turn enables managers to produce their own service Business Continuity arrangements in a coordinated and consistent approach, which recognises dependencies across Council wide resources.
- Support the Council in assessing its strategic and service level risks and opportunities both in the short and longer time to support and improve decision making.
- Review and improve the Licensing Service to ensure that through the exercise of licensing controls, it continues to prevent crime and disorder, secure public safety, prevent and eliminate public nuisance, protect and improve public health and also protect children and young adults from harm.

Protective Services Measures

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PROSERVICES.01	Number of food law service requests received from Midlothian Residents and businesses (includes food safety and food standards) (quarterly)	236	76	59	42	**Q2 24/25:** Data only	
PROSERVICES.02a	Percentage of food related service			92%	86%	**Q2 24/25:** Data only	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	requests from Midlothian residents and businesses responded to within the target response time of 10 working days. (includes food safety and food standards) (quarterly)					Due to staff vacancies and annual leave there has been times when only 1 officer is available to respond to service requests. This has led to a reduction in response rates this quarter.	
PROSERVI CES.03	Number of Food law interventions carried out (Food Hygiene/Food Standards) (quarterly)	312	85	42	69	**Q2 24/25:** Data only Due to staffing issues it is likely the target of 474 food law inspections will not be met this year. The team are prioritising high risk premises, approved premises and responding to service requests.	
PROSERVI CES.04	Percentage of priority 1 and 2 premises receiving completed food law interventions in line with the Service plan (quarterly)	100%	86%	33%	82%	**Q2 24/25:** On Target 18 of 22 planned priority inspections completed this quarter. 1 premises has not started operating yet, 1 no access visit, 1 rescheduled due to other priorities, 1 initial inspection not completed. However, 6 additional unplanned priority inspections carried out. 65% (36 of 55) of the planned priority inspections have already been completed for this year.	100%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PROSERVICES.05	Number of workplace safety RIDDOR reports received	61	12	10	6	**Q2 24/25:** Data only	
PROSERVICES.06	Number of RIDDOR related visits to investigate business workplace health and safety incidents	3	1	0	0	**Q2 24/25:** Data only None of the RIDDOR reports received this quarter fulfilled the selection criteria for investigation.	
PROSERVICES.07	Number of Public Health Service requests from Midlothian residents and businesses received (quarterly)	1,121	278	360	290	**Q2 24/25:** Data only There has been a decrease of 70 public health service requests received since last quarter.	
PROSERVICES.08	Percentage of Public Health complaints receiving first response within timescales (quarterly)	78%	69%	96%	96%	**Q2 24/25:** Data only This quarters figure has been manually calculated due to a technical issue with the reporting tool.	
PROSERVICES.09	Number of Public Health Service requests from internal sources received (quarterly)	412	106	116	62	**Q2 24/25:** Data only There has been a decrease of 54 public health service requests from internal sources received since last quarter.	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PROSERVICES.10	Percentage of Public Health complaints from internal sources receiving first response within timescales (quarterly)	71%	N/A	85%	73%	**Q2 24/25:** Data only This quarters figure has been manually calculated due to a technical issue with the reporting tool.	
PROSERVICES.11	Number of Abandoned Vehicles reported (quarterly)	185	36	66	35	**Q2 24/25:** Data only Due to resource figures, the Q2 figure shows data from 1st of July to 3rd of September only. Data will be amended at Q3.	
PROSERVICES.12	Number of abandoned vehicle notices served (quarterly)	33	3	18	7	**Q2 24/25:** Data only Due to resource figures, the Q2 figure shows data from 1st of July to 3rd of September only. Data will be amended at Q3.	
PROSERVICES.13	Number of abandoned vehicles removed for destruction (quarterly)	16	3	4	2	**Q2 24/25:** Data only Due to resource figures, the Q2 figure shows data from 1st of July to 3rd of September only. Data will be amended at Q3.	
PROSERVICES.14	Number of private water supplies inspected (quarterly)	5	1	2	9	**Q2 24/25:** Data only	
PROSERVICES.15	Number of private water supplies sampled (quarterly)	43	25	2	25	**Q2 24/25:** Data only	

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
PROSERVICES.16	Number of short term let applications received (quarterly)	99	77	13	8	**Q2 24/25:** Data only	
PROSERVICES.17	Number of short term let Licences issued (quarterly)	32	10	26	22	**Q2 24/25:** Data only	
PROSERVICES.18	Number of consumer complaints received by Trading standards (quarterly)	208	56	46	48	**Q2 24/25:** Data only	
PROSERVICES.19	Percentage of consumer complaints responded to within 5 working days (quarterly)	100%	98%	100%	96%	**Q2 24/25:** Off Target A total of 48 consumer complaints were received this quarter.	100%
PROSERVICES.20	Percentage of consumer complaints completed within 14 days (quarterly).	80%	90%	88%	84%	**Q2 24/25:** On Target This quarter we received 48 consumer complaints of which 44 were completed. (37 within 14 days). In addition, we acted at our discretion, on 7 notifications from Advice Direct Scotland (ADS). 4 were completed, all within 14 days. It should be noted that completion is not fully within service control. Complainants and traders can be slow to respond to enquiries and under-age sales	80%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						complaints require volunteers. Trading Standards seek to contact consumers and traders as early as possible to maximise time target.	
PROSERVICES.21	Number of business advice requests received by Trading Standards (quarterly)	20	7	12	4	**Q2 24/25:** Data only	
PROSERVICES.22	Percentage of business advice requests responded to within 5 working days (quarterly)	100%	100%	100%	100%	**Q2 24/25:** On Target 100% of business advice requests received were responded to within 5 working days.	100%
PROSERVICES.23	Percentage of business advice requests completed within 14 days (quarterly)	100%	100%	100%	100%	**Q2 24/25:** On Target All business advice requests were completed within 14 days.	75%
PROSERVICES.24	Number of intelligence logs input to Intelligence Database (IDB) (quarterly)	133	29	38	36	**Q2 24/25:** On Target We are in the top quartile for logs created by a Scottish Council and one of two creating many more than should be expected given our size.	120
PROSERVICES.25	Number of Trading Standards Primary inspections (quarterly)	275	66	29	39	**Q2 24/25:** Off Target Most of the Trading Standards primary inspections take place in the second half of the year. The Q2 figure is better than expected at this point in the year. This quarter includes 15 inspections in addition	145

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						to the year plan. 8 farms and smallholdings for animal health and welfare were visited this quarter.	
PROSERVICES.26	Percentage of planned inspections achieved in line with Service plan (quarterly)	100%	24%	20%	16.6%	**Q2 24/25:** Data only Figure lower than expected due to unplanned inspections.	
PROSERVICES.27	Develop and implement a Trusted Trader Scheme (quarterly)	N/A	N/A	N/A	N/A	**Q2 24/25:** Data only The scheme has been approved. It is anticipated it will be implemented in 24/25.	
PROSERVICES.28	Number of Interventions carried out regarding Tobacco & nicotine containing products (quarterly)	24	5	1	3	**Q2 24/25:** Data only 1 intervention was asking an authorised third party to attempt a purchase from a shop regarding counterfeit cigarettes. The result was negative. In addition, two businesses, one new, took advise to register for selling vapes with the Scottish Government.	
PROSERVICES.29	Percentage of businesses registered for tobacco/vapes in Midlothian visited (quarterly)	59%	16.5%	9%	10%	**Q2 24/25:** On Target A total of 136 premises are believed to be registered and selling tobacco and/or vapes. The Scottish Government requires a target of 20% to be visited which is 28. 2 were visited this quarter, 14 in total this year.	20%
PROSERVICES.30	Percentage of businesses registered for tobacco/vapes in	2%	0%	0%	0%	**Q2 24/25:** Off Target The Scottish Government target of 10% equates to 14 premises to be inspected.	10%

PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	Midlothian where a test purchase was carried out (quarterly)					No premises were tested this quarter. Continued challenges every year in obtaining enough test purchasers (aged 16-17) to carry out purchases.	
PROSERVICES.31	Number of Liquor Licencing applications received	329	122	180	106	**Q2 24/25:** Data only	
PROSERVICES.32	Percentage of Liquor Licence applications determined	99%	99%	99%	95%	**Q2 24/25:** Data only	
PROSERVICES.33	Percentage of Liquor Licence Applications referred to the Licensing Board	0%	1%	0%	3%	**Q2 24/25:** Data only	
PROSERVICES.34	Number of Civic Government Licence applications	456	116	102	158	**Q2 24/25:** Data only	
PROSERVICES.35	Percentage of Civic Government Licence applications determined	92%	65%	95%	67%	**Q2 24/25:** Data only	
PROSERVICES.36	Percentage of Civic Government Act applications referred to	0%	1%	0%	0%	**Q2 24/25:** Data only	

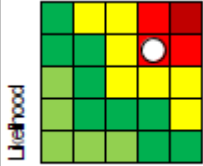| PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
	the General Purposes Committee						

Sport and Leisure Measures
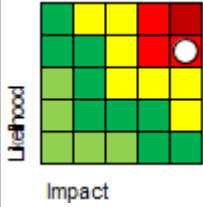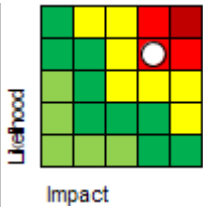
PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note
SPORT&LEISURE.01	Number of distinct activities involving Active Schools programmes to school children	N/A	N/A	163	N/A	**Q2 24/25:** Data not available There is no data for this indicator because the Active Schools Programme is paused over the summer holiday break.
SPORT&LEISURE.02	Number of distinct participants attending Active Schools free extra-curricular club	N/A	N/A	2,466	N/A	**Q2 24/25:** Data not available There is no data for this indicator because the Active Schools Programme is paused over the summer holiday break.
SPORT&LEISURE.03	Number of volunteer hours delivered in Active Schools Programme	N/A	N/A	1,162	N/A	**Q2 24/25:** Data not available There is no data for this indicator because the Active Schools Programme is paused over the summer holiday break.
SPORT&LEISURE.04	Number of Midlothian Active Choices (MAC) attendees (quarterly)	5,688	1,529	1,670	1,653	**Q2 24/25:** Data only There has been an increase of 124 MAC attendees compared to the same period last year.
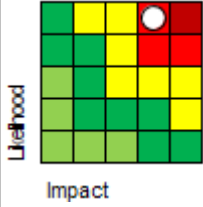
PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note
SPORT&LEISURE.05	Number of new referrals after completion of Midlothian Active Choices (MAC) sessions (quarterly)	1,435	370	416	444	**Q2 24/25: Data only** There has been an increase of 74 new referrals after completion of MAC sessions compared to the same period last year.
SPORT&LEISURE.06	Number of activities offered by Ageing Well to 50+ age groups (quarterly)	2,763	728	741	780	**Q2 24/25: Data only** 780 activities are being offered by Ageing Well to 50+ age groups. This is an increase of 52 compared to the same period last year.
SPORT&LEISURE.07	Total number of attendances at all sport and leisure facilities (quarterly) (excluding pools)	248,066	65,520	70,366	77,017	**Q2 24/25: Data only** There were 77,017 attendances at all sport and leisure facilities (excluding pools) in Q2. This is an increase of 11,497 compared to the same period last year.
SPORT&LEISURE.08	Total number of attendances at all swimming pools (quarterly)	169,826	44,405	52,615	57,321	**Q2 24/25: Data only** There were 57,321 attendances at all swimming pools in Q2. This is an increase of 12,916 compared to the same period last year.
SPORT&LEISURE.09	Total number of attendances at outdoor sport and leisure facilities - Pitches (quarterly)	797	80	430	1,387	**Q2 24/25: Data only** There were 1,387 attendances at outdoor sport and leisure facilities (Pitches) in Q2. This is an increase of 1,307 compared to the same period last year.
SPORT&LEISURE.10	Total number of attendances at outdoor sport and leisure	101,833	22,019	27,757	26,836	**Q2 24/25: Data only**
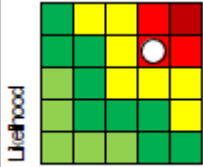
PI Code	PI	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note
	facilities - Pavilions (quarterly)					There were 26,836 attendances at outdoor sport and leisure facilities (Pavilions) in Q2. This is an increase of 4,817 compared to the same period last year.
SPORT&LEISURE.11	Number of Tonezone memberships (cumulative)	4,628	4,193	4,386	4,527	**Q2 24/25:** Data only 4,527 people currently have a Tonezone membership in Q2. This has increased by 334 compared to the same period last year.
SPORT&LEISURE.12	Total income generated from Tonezone memberships		£331,817.45	£368,200.35	£372,559.38	**Q2 24/25:** Data only Income generated from Tonezone membership covers all membership types/joining fees including Gold, Platinum, Silver and Bronze as well as Teen zone and Active golden years. Figures per quarter will fluctuate due to varied price of each membership.

Place Service Risks

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.HHS.02 Staff Wellbeing	1. Monitor new build numbers and phase them in in small manageable groups. 2. Training and regular 1:1s and team meeting to discuss the difficult conversations we deal with daily. 3. Reliance badges have been provided. 4. Lone working policy. 5. Address potential morale issues with open conversations	The impact on staff members in response to the increased housing stock and management of the housing stock. The impact on staff members in daily challenges of the homelessness service and sourcing enough accommodation to meet the needs of the applicants. The impact on dealing with applicants and tenants with significant criminality or health needs. The impact on evicting tenants and the court process.	🔴				16

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.HHS.06 Homelessness and Temporary Accommodation – Duties as a Statutory service	1. Ensure 24/7 staff coverage 2. Legal compliance 3. Stay informed about legislative changes and adapt accordingly 4. Contingency plan for spikes in demand	Currently we are meeting our statutory duties.	🔺				20
PL.HHS.07 Housing Services Staffing resource – To enforce the provisions of the Housing (Scotland) 2014 Act	1. Ensure staff coverage 2 Legal compliance 3. Stay informed about legislative changes and adapt accordingly 4. Contingency plan for spikes in demand	Currently we are meeting our statutory duties.	🔺				16

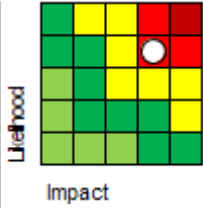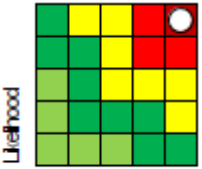| Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.01a Protective Services Budget	1. The TS service is being redesigned to ascertain what elements of work can be delivered with reduced FTE staffing. Some aspects will require to cease delivery and proactive inspections and engagement will require to reduce. 2. Enforcement and engagement is being targeted to the known highest risk matters but there is a significant risk that 1) not all high risk matters can be inspected or investigated and 2) those matters considered to be lower risk in 23/24 will become higher risk and remain unidentified and 3) that new emerging risks will remain undetected.	The 2023/24 budget requires a reduction (or ongoing income generation) of £90K. This saving is now approved against Trading Standards through the reduction of staff FTE.	🔴	Clearly define the role of the Trading Standards service in the future	**Q1 24/25:** In progress The Trading Standards service Review has been approved by CMT in Q1 24/25 with a reduction of 33% of TS staff to be implemented. It is anticipated this will take place in Q2 24/25.		20
				Identify new income streams	**Q1 24/25:** In progress No meaningful income streams are identified within Trading Standards. Elsewhere in Protective Services income has been identified.		

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
PL.R.EH.01c Duties as a Statutory Food Authority	1 Protective Service Business regulation Service review will seek to stabilise staffing and implementation.	Currently we are not meeting our statutory duties in that not all duties required in terms of the Food Standards Scotland Agreement can be delivered. Ongoing (temporary) reduction in FTE due to long term staff absence x 2 means that the Team have limited resources. Intervention is currently being concentrated on OVC (Official Veterinary Controls) in food manufacturing businesses and inspection & intervention in the highest risk premises. A break in inspection and intervention means that food	🔶	Engage with FSS (Food Standards Scotland) as the programme develops	**Q1 24/25:** The engagement date initially proposed by FSS (Food Standards Scotland) has been delayed. NFA until FSS are in a position to consult further.		16

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		businesses compliance levels are likely to decrease which may in turn contribute to negative impact on health. An outbreak or incident may result in loss of reputation to the LA. An audit by FSS is unlikely to achieve favourable outcome.					
PL.R.EH.01f Environmental Crime including fly tipping cases	1. Pilot of enforcement of the Environmental Crime Strategy through an external contractor. This pilot has significant cost implications.	Environmental Crime including fly-tipping continues to cause a blight on our communities and enforcement has had limited success to date	🔺	Pilot utilising external contractor on a "self-funding" basis where FPN income is to equate (or exceed) costs.	**Q1 24/25:** The WISE Pilot commenced on 17 July 2023. The pilot is generating some Fixed Penalty Notices but the numbers issued are insufficient to cover the costs. The payment rate for FPNs is low and		16

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
					does not cover the Pilot costs. The majority of FPNs are being issued for littering (specifically cigarette butts) with very small numbers for flytipping / dog fouling. The staffing commitment from WISE has reduced with staff leaving and not being replaced to date.		
PL.RR.01-21 Loss of Building/win g	01 - Business Continuity Plans to be reviewed	**Risk Cause:** Structural defects, flood/fire damage. Access to data prevented, or data loss. **Risk Event:** Severe weather, fire/flood, building deterioration,	⬣			 Impact	25

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score
		Cyber attack. Power outages. **Risk Effect:** Loss of premises for normal service delivery impacting users and services. Loss of data resulting in restriction on operating capacity. The risk related to complete loss of a school wing or whole building resulting in disruption to pupils education. Adequate BCP is required to identify core services,priorities these, document data sources,communication routes, Key suppliers etc.					

Place Balanced Scorecard Indicators

PI Code	Performance Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
BS.PLACE.01	Number of environmental awards e.g. Green flags	2	2				
BS.PLACE.P.15.1c	Percentage of all street light repairs completed within 7 days (quarterly)	98.42%	97.6%	99.17%	98.27%	**Q2 24/25:** On Target	90%
BS.PLACE.P.15.3a	Percentage of Council fleet which is 'Green' (cumulative)	8.2%	8.2%	8.2%	8.2%	**Q2 24/25:** On Target The fleet replacement budget is currently undergoing a review with plans for enhanced targets from 25/26.	8%
BS.PLACE.P.15.6a	Percentage of waste going to landfill per calendar year (quarterly)	N/A	10.8%	N/A	N/A	**Q2 24/25:** Data not available Q1 and Q2 data will be available in quarter 3.	15.0%
BS.PLACE.P.5.2b	Percentage of the Council's housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	98.4%	98.4%	98.4%	98.4%	**Q2 24/25:** Off Target Work planned to bring the percentage of Council's housing stock that does not meet Scottish Quality Standards criteria back to standard.	100%
HSN3	Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	56.47%	34.3%	72.1%	76.55%	**Q2 24/25:** Off Target Due to changes in the Energy Efficiency regulations affecting the Scottish Housing Quality Standards	100%

PI Code	Performance Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						(SHQS) criteria, 431 houses were identified as failing the Energy Efficiency Standard for Social Housing (EESSH). We have reduced these failures to meet 2025 targets. However, with the Electrical Installation Condition Reports (EICR's) now part of the SHQS we found that 4733 were failing assessment. We have reduced this figure to 1,708, resulting in 76.55% now meeting standard. Work is progressing to bring this indicator back on target. 100% of smoke alarms comply with current legislation.	
ECON5a	Number of New Business Start Ups (LGBF)	103	32	37	20	**Q2 24/25:** Data only 20 businesses were claimed as 'Starts' in Q2. This is a decrease of 12 compared to the same period last year.	
ENV6	Percentage of total household waste that is recycled (LGBF)	N/A	49.8%	N/A	N/A	**Q2 24/25:** Data not available Q1 and Q2 data will be available in quarter 3.	54.0%
BS.PLACE.HSN.01	Re-let time permanent accommodation properties (calendar days)	35 days	47 days	23 days	47 days	**Q2 24/25:** Off Target	35 days

PI Code	Performance Indicator	2023/24 Value	Q2 2023/24 Value	Q1 2024/25 Value	Q2 2024/25 Value	Note	Annual Target 2024/25
						Re-let times for permanent properties have increased due to void turnaround times over holiday periods and some legacy void properties. This figure is subject to change as void days exclusions due to major works have not yet been applied at time of reporting the figures.	
PLACE.P.14.2e	Percentage of total road network resurfaced (cumulative)	2.15%	1.23%	0.51%	1%	**Q2 24/25:** On Target 7.70km of carriageway resurfaced to end of Q2 under combined programmes of annual Capital Works and Residential Streets.	2.2%

Published Local Government Benchmarking Framework - Place

Corporate Asset

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
C-AST1	Corporate Indicator - Proportion of operational buildings that are suitable for their current use (LGBF)	82.05%	66.11%	66.29%	66.86%	67.25%	67.86%	65.24%	22/23 Rank 32 (Bottom Quartile) 21/22 Rank 32 (Bottom Quartile) 20/21 Rank 32 (Bottom Quartile) 19/20 Rank 32 (Bottom Quartile) 18/19 Rank 32 (Bottom Quartile) 17/18 Rank 31 (Bottom Quartile) 16/17 Rank 20 (Third Quartile).
C-AST2	Corporate Indicator - Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)	75.87%	77.11%	83.38%	83.41%	85.3%	85.82%	82.78%	22/23 Rank 29 (Bottom Quartile) 21/22 Rank 27 (Bottom Quartile) 20/21 Rank 26 (Bottom Quartile) 19/20 Rank 26 (Bottom Quartile) 18/19 Rank 23 (Third Quartile) 17/18 Rank 27 (Bottom Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									16/17 Rank 28 (Bottom Quartile)

Culture and Leisure

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
C&L1	Corporate Indicator - NET Cost per attendance at Sports facilities (LGBF)	£4.21	£5.00	£3.87	£3.48	£100.12	£20.69	£17.88	22/23 Rank 32 (Bottom Quartile) 21/22 Rank 32 (Bottom Quartile) 20/21 Rank 27 (Bottom Quartile) 19/20 Rank 22 (Third Quartile) 18/19 Rank 26 (Bottom Quartile) 17/18 Rank 29 (Bottom Quartile) 16/17 Rank 23 (Third Quartile)
C&L4	Corporate Indicator - Net cost of parks and open spaces per 1000 population (LGBF)	£8,317.35	£8,580.31	£5,003.28	£1,373.57	£3,950.62	£6,242.08	£6,927.14	22/23 Rank 1 (Top Quartile) 21/22 Rank 2 (Top Quartile) 20/21 Rank 4 (Top Quartile) 19/20 Rank 2 (Top Quartile) 18/19 Rank 4 (Top Quartile) 17/18 Rank 4 (Top Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									16/17 Rank 4 (Top Quartile)
C&L5b	Corporate Indicator - Percentage of adults satisfied with parks and open spaces (LGBF)	78.33%	78.67%	84.67%	81.33%	83%	83%	85.3%	20/23 Rank 22 (Third Quartile) 19/22 Rank 24 (Third Quartile) 18/21 Rank 20 (Third Quartile) 17/20 Rank 22 (Third Quartile) 16/19 Rank 19 (Third Quartile)
C&L5d	Corporate Indicator - Percentage of adults satisfied with leisure facilities (LGBF)	74%	74.33%	70.87%	63.2%	60.2%	63%	66.7%	20/23 Rank 27 (Bottom Quartile) 19/22 Rank 30 (Bottom Quartile) 18/21 Rank 30 (Bottom Quartile) 17/20 Rank 18 (Third Quartile)

Economic Development and Planning

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
ECON1	Percentage of Unemployed People Assisted into work from Council (LGBF)	16.44%	6.71%	25.47%	14.25%	63.4%	16.17%	23.91%	22/23 Rank 6 (Top Quartile) 21/22 Rank 17 (Third Quartile) 20/21 Rank 15

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									(Second Quartile) 19/20 Rank 15 (Second Quartile) 18/19 Rank 2 (Top Quartile) 17/18 Rank 23 (Third Quartile) 16/17 Rank 8 (Top Quartile)
ECON2	Cost of Planning and Building Standards Services per planning application (LGBF)	£5,928.04	£5,795.21	£4,408.79	£4,467.71	£7,673.68	£5,484.38	£6,771.63	22/23 Rank 24 (Third Quartile) 21/22 Rank 22 (Third Quartile) 20/21 Rank 27 (Bottom Quartile) 19/20 Rank 13 (Second Quartile) 18/19 Rank 14 (Second Quartile) 17/18 Rank 24 (Third Quartile) 16/17 Rank 27 (Bottom Quartile)
ECON3	Average time for Commercial planning application (LGBF)	8.4 weeks	7.3 weeks	8.5 weeks	19.1 weeks	8.3 weeks	6.8 weeks	10.6 weeks	22/23 Rank 12 (Second Quartile) 21/22 Rank 3 (Top Quartile) 20/21 Rank 8 (Top Quartile) 19/20 Rank 30 (Bottom Quartile) 18/19 Rank 19 (Third Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									17/18 Rank 8 (Top Quartile) 16/17 Rank 11 (Second Quartile)
ECON5	No of business gateway start-ups per 10,000 population (LGBF)	18.62	22.42	16.75	16.12	8.05	13.1	12.46	22/23 Rank 22 (Third Quartile) 21/22 Rank 20 (Third Quartile) 20/21 Rank 20 (Third Quartile) 19/20 Rank 202(Third Quartile) 18/19 Rank 22 (Third Quartile) 17/18 Rank 14 (Second Quartile) 16/17 Rank 18 (Third Quartile).
ECON6	Cost of Economic Development & Tourism per 1,000 population (LGBF)	£146,179.89	£4,691.97	£54,587.26	£63,194.90	£66,205.05	£79,499.37	£52,703.84	22/23 Rank 29 (Bottom Quartile) 21/22 Rank 21 (Third Quartile) 20/21 Rank 21 (Third Quartile) 19/20 Rank 20 (Third Quartile) 18/19 Rank 24 (Third Quartile) 17/18 Rank 27 (Bottom Quartile) 16/17 Rank 7 (Top Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
ECON7	Percentage earning less than the Living Wage (LGBF)	17.2%	13.8%	14.8%	14.7%	N/A	15.4%		20/21 Rank 13 (Second Quartile) 19/20 Rank 7 (TOP Quartile) 18/19 Rank 2 (TOP Quartile) 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)	85%	91%	92%	94%	95%	94.7%	99%	22/23 Rank 8 (Top Quartile) 21/22 Rank 19 (Third Quartile) 20/21 Rank 18 (Third Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 19 (Third Quartile) 17/18 Rank 19 (Third Quartile) 16/17 Rank 19 (Third Quartile)
ECON9	Town Centre vacancy rates (LGBF)	5.7%	6.72%	7.48%	5.45%	5.1%	13.49%	9%	22/23 Rank 12 (Second Quartile) 21/22 Rank 22 (Third Quartile) 20/21 Rank 3 (Top Quartile) 19/20 Rank 4 (Top Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									18/19 Rank 9 (Second Quartile) 17/18 Rank 2 (Top Quartile) 16/17 Rank 5 (Top Quartile)
ECON10	Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan (LGBF)	57.14%	55.49%	43.08%	41.95%	39.64%	31.12%	27.1%	22/23 Rank 15 (Second Quartile) 21/22 Rank 16 (Second Quartile) 20/21 Rank 18 (Third Quartile) 20/21 Rank 19 (Third Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 17 (Third Quartile). 17/18 Rank 9 (Second Quartile). 16/17 Rank 9 (Second Quartile).
ECON11	Gross Value Added (GVA) per capita (LGBF)	£17,481.00	£17,626.00	£17,944.00	£18,040.00	£16,768.00	£17,744.00		21/22 Rank 25 (Bottom Quartile) 20/21 Rank 25 (Bottom Quartile) 19/20 Rank 26 (Bottom Quartile) 18/19 Rank 25 (Bottom Quartile). 17/18 Rank 25

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									(Bottom Quartile). 16/17 Rank 25 (Bottom Quartile).
ECON12a	Claimant Count as % of Working Age Population (LGBF)	1.6%	2.2%	2.5%	2.5%	5.2%	3.6%	2.3%	22/23 Rank 8 (TOP Quartile) 21/22 Rank 11 (Second Quartile) 20/21 Rank 11 (Second Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 10 (Second Quartile). 17/18 Rank 20 (Third Quartile). 16/17 Rank 9 (Second Quartile).
ECON12b	Claimant Count as % of 16-24 Population (LGBF)	2.6%	3%	3.6%	3.7%	7.8%	4.9%	3%	22/23 Rank 14 (Second Quartile) 21/22 Rank 15 (Second Quartile) 20/21 Rank 19 (Third Quartile) 19/20 Rank 15 (Second Quartile) 18/19 Rank 19 (Third Quartile). 17/18 Rank 17 (Third Quartile). 16/17 Rank 15 (Second Quartile).

Environmental Services

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
ENV1a	Corporate Indicator - Net cost of waste collection per premise (annual) (LGBF)	£87.13	£86.72	£77.96	£56.70	£75.60	£63.58	£66.99	22/23 Rank 13 (Second Quartile) 21/22 Rank 12 (Second Quartile) 20/21 Rank 19 (Third Quartile) 19/20 Rank 8 (Top Quartile) 18/19 Rank 24 (Third Quartile) 17/18 Rank 28 (Bottom Quartile) 16/17 Rank 24 (Third Quartile)
ENV2a	Corporate Indicator - Net cost of waste disposal per premise (annual) (LGBF)	£99.41	£99.14	£98.70	£60.51	£37.11	£57.09	£31.25	22/23 Rank 3 (Top Quartile) 21/22 Rank 2 (Top Quartile) 20/21 Rank 1 (Top Quartile) 19/20 Rank 2 (Top Quartile) 18/19 Rank 10 (Second Quartile) 17/18 Rank 8 (Top Quartile) 16/17 Rank 10 (Second Quartile)
ENV3a	Corporate Indicator - Net cost of street cleaning per 1,000 population (LGBF)	£14,716.17	£13,775.11	£13,750.82	£12,016.01	£14,900.70	£12,526.40	£12,368.00	22/23 Rank 14 (Second Quartile) 21/22 Rank 12 (Second Quartile) 20/21 Rank 19 (Third

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									Quartile) 19/20 Rank 14 (Second Quartile) 18/19 Rank 17 (Third Quartile) 17/18 Rank 16 (Second Quartile) 16/17 Rank 15 (Second Quartile)
ENV3 c	Street Cleanliness Score (LGBF)	98.7%	95.98%	91.3%	93.91%	85.45%	89.1%	88.5%	22/23 Rank 21 (Third Quartile) 21/22 Rank 21 (Third Quartile) 20/21 Rank 26 (Bottom Quartile) 19/20 Rank 13 (Second Quartile) 18/19 Rank 23 (Third Quartile) 17/18 Rank 5 (Top Quartile) 16/17 Rank 2 (Top Quartile)
ENV4 a	Corporate Indicator - Cost of maintenance per kilometre of roads (LGBF)	£9,125.00	£9,581.00	£13,343.00	£9,399.00	£8,033.00	£9,402.00	£10,980.56	22/23 Rank 14 (Second Quartile) 21/22 Rank 10 (Second Quartile) 20/21 Rank 12 (Second Quartile) 19/20 Rank 12 (Second Quartile) 18/19 Rank 17 (Third Quartile) 17/18 Rank

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									10 (Second Quartile) 16/17 Rank 9 (Second Quartile)
ENV4b	Percentage of A class roads that should be considered for maintenance treatment (LGBF)	20.9%	25%	27.4%	24.8%	22.1%	24.27%	29%	22/23 Rank 24 (Third Quartile) 21/22 Rank 13 (Second Quartile) 20/21 Rank 9 (Second Quartile) 19/20 Rank 11 (Second Quartile) 18/19 Rank 17 (Third Quartile) 17/18 Rank 13 (Second Quartile) 16/17 Rank 7 (Top Quartile)
ENV4c	Percentage of B class roads that should be considered for maintenance treatment (LGBF)	29.2%	30.5%	32.7%	30.6%	27.8%	27.03%	33%	22/23 Rank 23 (Third Quartile) 21/22 Rank 15 (Second Quartile) 20/21 Rank 14 (Second Quartile) 19/20 Rank 16 (Second Quartile) 18/19 Rank 18 (Third Quartile) 17/18 Rank 14 (Second Quartile) 16/17 Rank 15 (Second Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
ENV4d	Percentage of C class roads that should be considered for maintenance treatment (LGBF)	28.9%	33.2%	38.4%	34.8%	29.1%	30.33%	34%	22/23 Rank 21 (Third Quartile) 21/22 Rank 17 (Third Quartile) 20/21 Rank 12 (Second Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 21 (Third Quartile) 17/18 Rank 15 (Second Quartile) 16/17 Rank 13 (Second Quartile)
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment (LGBF)	35.3%	35.2%	37.6%	38.5%	40.8%	41.89%	44%	19/23 Rank 27 (Bottom Quartile) 18/22 Rank 24 (Third Quartile) 17/21 Rank 21 (Third Quartile) 16/20 Rank 20 (Third Quartile)
ENV6	Percentage of total household waste that is recycled (LGBF)	53.5%	51.6%	58.2%	50.8%	47.3%	47.5%	47.0%	22/23 Rank 15 (Second Quartile) 21/22 Rank 15 (Second Quartile) 20/21 Rank 14 (Second Quartile) 19/20 Rank 16 (Second Quartile) 18/19 Rank 3 (Top

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									Quartile) 17/18 Rank 15 (Second Quartile) 16/17 Rank 9 (Second Quartile)
ENV7a	Corporate Indicator - Percentage of Adults satisfied with refuse collection (LGBF)	86.67%	89.67%	87.1%	83.1%	80.1%	81%	84.7%	20/23 Rank 14 (Second Quartile) 19/22 Rank 17 (Third Quartile) 18/21 Rank 17 (Third Quartile) 17/20 Rank 7 (TOP Quartile)
ENV7b	Corporate Indicator - Percentage of adults satisfied with street cleaning (LGBF)	73%	71.33%	67.97%	62.3%	58.63%	58.63%	60%	20/23 Rank 20 (Second Quartile 19/22 Rank 26 (Bottom Quartile) 18/21 Rank 21 (Third Quartile) 17/20 Rank 19 (Second Quartile)

Housing Services

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
HSN3	Corporate Indicator - Percentage of the Council's housing stock meeting the Scottish	96.04%	96.05%	96.13%	94.3%	98.12%	77.55%	32.28%	22/23 Rank 25 (Bottom Quartile) 2021/22 Rank 9 (Second Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
	Housing Quality Standard criteria (LGBF)								20/21 Rank 5 (Top Quartile) 19/20 Rank 18 (Third Quartile) 18/19 Rank 14 (Second Quartile) 17/18 Rank 14 (Second Quartile) 16/17 Rank 11 (Second Quartile)
HSN4 b	Average time taken to complete non-emergency repairs (LGBF)	13 days	13 days	17 days	10 days	18 days	9 days	14 days	22/23 Rank 22 (Third Quartile) 21/22 Rank 15 (Second Quartile) 20/21 Rank 25 (Bottom Quartile) 19/20 Rank 21 (Third Quartile) 18/19 Rank 25 (Bottom Quartile) 17/18 Rank 25 (Bottom Quartile) 16/17 Rank 23 (Third Quartile)
HSN5	Corporate Indicator - Percentage of council dwellings that are energy efficient (LGBF)	83.6%	84.0%	86.6%	85.5%	85.7%	85.7%		21/22 Rank 15 (Second Quartile) 20/21 Rank 15 (Second Quartile) 19/20 Rank 12 (Second Quartile) 18/19 Rank 10

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									(Second Quartile) 17/18 Rank 8 (Top Quartile) 16/17 Rank 6 (Top Quartile)

Tackling Climate Change

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
CLIM 1	CO2 emissions area wide per capita (LGBF)	5.2	5	4.74	4.54	4.1	4.52		21/22 Rank 12 (Second Quartile) 20/21 Rank 15 (Second Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 12 (Second Quartile) 17/18 Rank 13 (Second Quartile) 16/17 Rank 13 (Second Quartile)
CLIM 2	CO2 emissions are wide: emissions within scope of LA per capita (LGBF)	4.62	4.47	4.22	4.03	3.55	3.99	N/A	21/22 Rank 9 (Top Quartile) 20/21 Rank 8 (Top Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 10 (Top Quartile) 17/18 Rank 12

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									(Second Quartile) 16/17 Rank 10 (Second Quartile)
CLIM 3	Emissions from Transport per Capita (LGBF)		20	19	16	17	18	22.84	21/22 Rank 8 (Top Quartile) 20/21 Rank 13 (Second Quartile) 19/20 Rank 6 (Top Quartile) 18/19 Rank 6 (Top Quartile) 17/18 Rank 9 (Second Quartile). 16/17 Rank 11 (Second Quartile).
CLIM 4	Emissions from Electricity per Capita (LGBF)		118.1	64.86	57.19	47.63	44.99	44.25	21/22 Rank 16 (Second Quartile) 20/21 Rank 23 (Third Quartile) 19/20 Rank 18 (Third Quartile) 18/19 Rank 17 (Third Quartile) 17/18 Rank 9 (Second Quartile). 16/17 Rank 11 (Second Quartile).
CLIM 5	Emissions from Natural Gas per Capita (LGBF)		94.6	96.6	81.77	94.63	96.57	94.77	21/22 Rank 28 (Bottom Quartile) 20/21 Rank 28 (Bottom Quartile) 19/20 Rank 27 (Bottom Quartile)

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	2022/23 Value	External Comparison
									18/19 Rank 28 (Bottom Quartile) 17/18 Rank 27 (Bottom Quartile).