

# Report

Report to:	<b>Community and Enterprise Resources Committee</b>
Date of Meeting:	<b>29 August 2023</b>
Report by:	<b>Executive Director (Community and Enterprise Resources)</b>

Subject:	<b>Community and Enterprise Resource Plan: Quarter 4 Progress Report 2022/2023</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Community and Enterprise Resource Plan Quarter 4 Progress Report 2022/2023, for the period 1 April 2022 to 31 March 2023

## 2. Recommendations

2.1. Committee is asked to approve the following recommendations:-

- (1) that the Community and Enterprise Resource Plan Quarter 4 Progress Report 2022/2023 as summarised in paragraph 5.2. and attached as Appendix 2 of this report, be noted;
- (2) that the key achievements made by the Resource, as detailed in paragraph 5.3. of this report, be noted;
- (3) that the areas for improvement and associated management actions as detailed in paragraph 5.4. of this report, be noted; and
- (4) that the additional scrutiny of changes in BRAG status between Quarter 2 and Quarter 4 as summarised at paragraph 5.5 and detailed at Appendix 3 of this report, be noted.

## 3. Background

- 3.1. The Community and Enterprise Resource Plan 2022/2023 was approved by the Executive Committee on 24 August 2022, and subsequently noted by the Community and Enterprise Resources Committee on 4 October 2022. The plan sets out the strategic outcomes and actions to be managed and delivered by the Resource for the financial year 2022/2023.
- 3.2. The Resource Plan follows the agreed corporate structure and style. The Plan is a key element of the Council's performance management arrangements and provides details of the context within which the Resource operates and establishes actions and measures for the year ahead based on the outcomes set out in the Council Plan Connect 2022 to 2027.
- 3.3. From March 2020 onwards, at times, the Council was forced to suspend or reduce a number of services that could not be continued in full due to the COVID-19 pandemic. The Council was also obliged to redirect resources so that it could deliver vital new services and supports for individuals, communities, and businesses. Despite the return of services through the Council's Recovery Plan there is a COVID-19 legacy in terms of a residual impact on some services and a significant

build-up of demand, as a result of which there remains an inevitable impact on performance in some areas.

#### 4. Resource Outcomes 2022/2023

- 4.1. The Resource has established a number of outcomes to support the delivery of the Connect Outcomes in 2022/2023. These are detailed at Appendix 1.

#### 5. Quarter 4 Progress Report 2022/2023

- 5.1. Progress against all Resource Plan measures is contained in the Quarter 4 Progress Report 2022/2023, attached as Appendix 2. This report has been produced from the Council's performance management reporting system IMPROVe, and uses a traffic light format with the following definitions to give a status report on each measure:

Status	Definition
Blue	Project complete
Green	The timescale or target has been met as per expectations
Amber	There has been minor slippage against timescale or minor shortfall against target
Red	There has been major slippage against timescale or major shortfall against target
Report later	The information is not yet available to allow us to say whether the target has been reached or not. This will be reported when available
Contextual	Included for 'information only', to set performance information in context

- 5.2. The overall summary of progress to date is as follows:

Status	Measures			
	Statistical	Project	Number	%
Blue	0	6	6	23.0%
Green	7	5	12	46.2%
Amber	0	4	4	15.4%
Red	2	0	2	7.7%
Report later/Contextual	2	0	2	7.7%
<b>Totals</b>	<b>11</b>	<b>15</b>	<b>26</b>	<b>100.0%</b>

(Data correct as at 5 June 2023)

- 5.3. Key achievements are noted below:-

Connect Outcome	Our Economy
Resource Outcome	Achievement
Our economy is fair, inclusive, sustainable and low carbon, with thriving town and neighbourhood centres which provide a focal point for local communities	The Economic Strategy (2022 to 2027) and the new South Lanarkshire Tourism Strategy were approved at Community and Enterprise Resources Committee in December 2022.
South Lanarkshire is an attractive place to start, grow and locate a business	520 new South Lanarkshire business starts were supported by Business Gateway during 2022/2023, exceeding the target of 500.
Connect Outcome	Communities and Environment
Resource Outcome	Achievement
All roads, footways, cycle routes, bridges and associated infrastructure are safe and fit for purpose	The roads service completed the implementation of 20mph "zones" at approximately 90 schools and 20mph cordons in six town centres (Carluke, Lanark, Bothwell, Strathaven, Larkhall and

	Uddingston).
High-quality streets, parks and other public areas ensures South Lanarkshire is a place where people want to live, work and visit	In November 2022, the Climate Change and Sustainability Committee approved adoption of the Clyde Climate Forest Concordat which commits South Lanarkshire Council to partnership working across the region, with SLC chairing the Canopy Working Group.
	The grounds service has developed an Ash Dieback Disease action plan, creating new trainee posts to begin to tackle the issue.
Communities are encouraged and supported to reduce, re-use and recycle their waste	During 2022, 1.84% of household waste was sent to landfill, which is significantly below (better than) the target of 10%.
The Council addresses climate change by reducing carbon emissions, protecting our natural environment, adapting to the impacts of climate change, and acting sustainably	The Council successfully introduced tariffs at public electric vehicle charging points, which came into operation on 1 November 2022. The tariffs will cover the running costs of the infrastructure as well as end of life replacement cost.
	The Climate Emergency Community Grants scheme has been a huge success with 32 community groups having successfully applied for funding during 2022/2023. A mid-term report on the progress and impact of the Fund was presented to the Climate Change and Sustainability Committee in November 2022.
	A PhD student from Glasgow Caledonian University (part-funded through the Climate Emergency Fund) started in February 2023 to undertake a study on the climate vulnerability of South Lanarkshire communities and specific groups and their capacity to transition to net-zero. This project will be framed on climate justice and a just transition in the South Lanarkshire.
<b>Connect Outcome</b>	<b>Health and Wellbeing</b>
<b>Resource Outcome</b>	<b>Achievement</b>
Public health is safeguarded through an effective environmental regulation and enforcement service	Beat the Street East Kilbride was delivered successfully with 11,803 (15.7%) of local population participating. 151,688 miles were travelled sustainably with an 11% reduction in adult motorised vehicle use reported. Other action plan measures are ongoing, including Eco Stars, Walkcycle4air, Love to Ride South Lanarkshire, engine idling campaign works, vehicle emission testing and walking and cycling promotion.
<b>Connect Outcome</b>	<b>Delivering the plan and achieving Best Value</b>
<b>Resource Outcome</b>	<b>Achievement</b>
Customers experience high quality and improving Council services	The Building Standards service maintained an 8.0 rating through the annual national Scottish Government Customer Satisfaction Survey, which is above the National average, and alongside the Planning Service, were successful in retaining Customer Service Excellence for another year

	The Bereavement service successful retained the Customer Service Excellence award after inspection in Autumn 2022.
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#### 5.4. Areas for improvement

Two measures were classified as “red” (major slippage against timescale or shortfall against target). These are detailed below, together with the reason why, and the management action being taken.

<b>Communities and Environment</b>		
<b>Resource Outcome:</b> Communities are encouraged and supported to reduce, re-use and recycle their waste		
<b>Measure</b>	<b>Comments/Progress</b>	<b>Action by Manager</b>
Percentage of total household waste that is recycled	The Household Recycling Rate for this period was 37.75%. The figure for the full year (2022) was 41.2%. This remains below the target of 50%.	The new bulky waste contract commenced on 1 April 2022, and continues to increase the quantities of bulky waste being recycled. The service has also now recruited additional Waste Education Officers to rollout the new service change for flatted properties to improve the recycling rates. The majority of the material at the flatted properties tends to be too badly contaminated to recycle and, therefore, is landfilled as residual waste

<b>Communities and Environment</b>		
<b>Resource Outcome:</b> All roads, footways and bridges and associated infrastructure are safe and fit for purpose		
<b>Measure</b>	<b>Comments/Progress</b>	<b>Action by Manager</b>
Percentage of our road network that should be considered for maintenance treatment	This figure is derived from the Society of Chief Officers of Transportation in Scotland (SCOTS) Road Condition Index (RCI) survey. The survey has now been completed and the overall RCI is 30.8% for 2021 to 2023. This falls short of the target of 29.7% and is a depreciation of 1.1% in the overall condition of the road network. Individual road categories are generally also showing a concerning regression in condition.	The roads service will continue to undertake road and footway maintenance works in line with the Council's statutory duty to manage and maintain roads, and in line with the resources available.

5.5. **Scrutiny of changes in BRAG status**

A further analysis introduced to aid scrutiny of performance, is to highlight and explain all measures that have changed BRAG status from Quarter 2 to Quarter 4. A summary of the measures falling into this category of further scrutiny is included at Appendix 3.

5.6. **Report Later / Contextual**

Measures in the quarterly progress report which are not red, amber, green or blue can be assigned a status of 'report later' or 'contextual'. At Quarter 4, there were 2 measures with 'report later' status; the carbon emissions data will be available in Summer 2023, and the 2022/2023 results from the Littering Monitoring Survey (previously LEAMS) will be available in January 2024. These will be reported in future progress update reports.

**6. Employee Implications**

6.1. The outcomes noted within the Resource Plan will inform the Service Action Plans, where applicable, and in turn the Performance Appraisal process for individual employees.

6.2. Absence statistics are monitored and reported through the Council-wide workforce monitoring report which is presented to each Resource Committee and the Employees Issues Forum. The absence rate for Community and Enterprise Resources from April 2022 to March 2023 was 6.9%, which is higher than the Council-wide figure of 5.7%.

**7. Financial Implications**

7.1. The outcomes within the Resource Plan are reflected in the respective annual Resource Revenue and Capital budgets and, longer term, within the framework of the Council's approved Financial Strategy.

**8. Climate Change, Sustainability and Environmental Implications**

8.1. There are no climate change or environmental implications as a result of this report, however, a number of actions within the Resource and Service Plans contribute positively to the Council's Sustainable Development and Climate Change Strategy.

8.2. The Resource Plan takes into account the Resource's responsibilities in relation to sustainable development and climate change.

**9. Other Implications**

9.1. The Community Plan 2022 to 2032 was agreed at the Community Planning Partnership Board on 22 June 2022. A significant element of the delivery of the outcomes in the Community Plan will come through the achievement of the outcomes and actions contained within Connect.

9.2. Resource Plan actions are assessed as part of the Resource's risk management arrangements and relevant issues have been added to the Resource Risk Register.

**10. Equality Impact Assessment and Consultation Arrangements**

10.1. Many of the actions detailed within the Resource Plan reflect ongoing strategies and policies which will be or have been the subject of consultation and equality impact assessment.

**David Booth**  
**Executive Director (Community and Enterprise Resources)**

7 August 2023

**Link(s) to Council Values/Priorities/Outcomes**

Values

- ◆ Focused on people and their needs
- ◆ Working with and respecting others
- ◆ Accountable, effective, efficient and transparent
- ◆ Ambitious, self-aware and improving
- ◆ Fair, open and sustainable
- ◆ Excellent employer

Priorities

- ◆ We will work to put people first and reduce inequality
- ◆ We will work towards a sustainable future in sustainable places
- ◆ We will work to recover, progress and improve

Outcomes

- ◆ Our children and young people thrive
- ◆ Good quality, suitable and sustainable places to live
- ◆ Thriving business, fair jobs and vibrant town centres
- ◆ Caring, connected, sustainable communities
- ◆ People live the healthiest lives possible
- ◆ Inspiring learners, transforming learning, strengthening partnerships

**Previous References**

- ◆ Community and Enterprise Resources Quarter 2 Progress Report 2022/2023-  
Community and Enterprise Resources Committee 14 March 2023

**List of Background Papers**

- ◆ Council Plan Connect 2022 to 2027 –South Lanarkshire Council - 15 June 2022
- ◆ Community and Enterprise Resources Plan 2022/2023 –Executive Committee - 24  
August 2022; Community and Enterprise Resources Committee 4 October 2022

**Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

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